

## Can I import the tickets and other information from my legacy helpdesk?

Ben Henley - 2023-10-06 - Comments (0) - Data Import & Export

### Question:

I'm switching from a different helpdesk. Can I import all my data from there into Deskpro?

### Answer:

**Depending on the data, there are different ways to import the data you need into Deskpro from your old system.**

#### User Data

Deskpro has an in-product User and Organization CSV import tool.


This can be found in Admin > Data > Importer:


### Importer

The importer allows you to import CRM data in the CSV format into Deskpro. To begin select a data source.


CRM Importer

Users

 Import Now

Import History 

Organizations

 Import Now

#### Ticket & Knowledge Data

Deskpro is partnered with a 3rd party tool for running imports of tickets and other content such as Knowledgebase articles.

If you are interested in having your tickets imported with our 3rd party, please contact [sales@deskpro.com](mailto:sales@deskpro.com) with the name of the tool you would like to import from and the number of objects to import e.g. 60000 tickets and 100 articles.