

How do I delete all my test tickets?

Simon Paulger - 2023-08-30 - Comments (0) - Sales, Billing & Consultancy

Question:

While I was trying out Deskpro during my trial, I entered lots of fake test data. Now I want to use Deskpro for real - how can I get rid of the test data?

Answer:

If your helpdesk is less than 90 days, you can reset parts of your helpdesk.

Warning

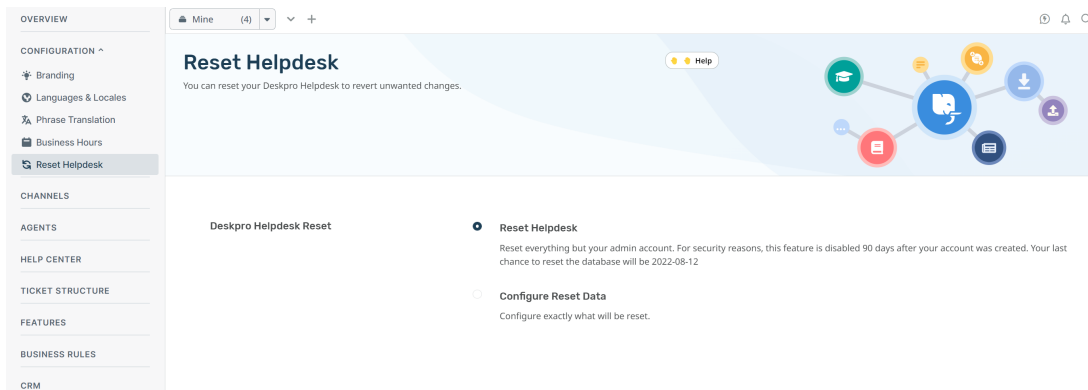
Be careful when you use this function: **all data you select will be deleted permanently.**

There is no way to undo it, and you will not be able to retrieve deleted tickets from the Recycle Bin.

For security reasons, this function is only available for new helpdesks that are less than 90 days old. This feature is disabled 90 days after your helpdesk was created.

In the interface, go to **Admin > Configuration > Reset Helpdesk.**

This page enables you to delete various types of data from your helpdesk. You have the option to reset the whole helpdesk or configure the reset to only purge certain data sets; once selected, click **Reset.**



The screenshot shows the Deskpro Admin interface. On the left is a navigation sidebar with categories: OVERVIEW, CONFIGURATION (with sub-items: Branding, Languages & Locales, Phrase Translation, Business Hours, and Reset Helpdesk), CHANNELS, AGENTS, HELP CENTER, TICKET STRUCTURE, FEATURES, BUSINESS RULES, and CRM. The main content area is titled 'Reset Helpdesk' and includes a sub-header 'You can reset your Deskpro Helpdesk to revert unwanted changes.' Below this, there are two radio button options: 'Deskpro Helpdesk Reset' (which is selected) and 'Configure Reset Data'. A 'Help' button is visible in the top right of the main content area. The 'Configure Reset Data' option has a tooltip that reads: 'Reset everything but your admin account. For security reasons, this feature is disabled 90 days after your account was created. Your last chance to reset the database will be 2022-08-12.'

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- [Ticket counts displaying incorrectly after using Reset Helpdesk feature](#)