Ticket counts displaying incorrectly after using Reset Helpdesk feature

Ben Henley - 2023-09-11 - Comments (0) - Configuration

If you've used the Reset Helpdesk feature to delete your test tickets in **Admin** > **Reset Helpdesk**.



Note

For security reasons, the reset helpdesk feature is only available for 90 days. This is because once you've reset the helpdesk **all the data will be deleted permanently**.

The counts of tickets in the agent interface Navigation Panel might still include the old tickets, you can remove them by enabling Ticket Archiving. Go to **Admin** > **Ticket Structure** > **Statuses** > **Archived**, then toggle the setting to Enable Archived Status:



On the same menu, then click **Reset search index** to reset the counts to zero:



You can disable archiving after this if you would prefer to not use the archive status. Note that archiving is typically only needed for helpdesks with a large number of tickets (over 1 million).

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- How do I delete all my test tickets?
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