

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

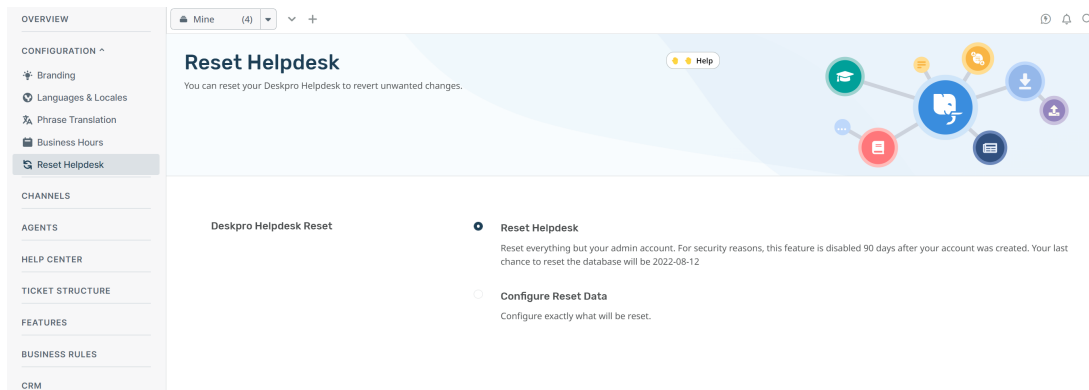
Be careful when you use this function: **all data you select will be deleted permanently.**

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 'Reset Helpdesk' configuration page in the Deskpro interface. On the left is a sidebar menu 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 has a header 'Reset Helpdesk' with a sub-header 'You can reset your Deskpro Helpdesk to revert unwanted changes.' and a 'Help' button. Below this, there are two radio button options: 'Reset Helpdesk' (selected) and 'Configure Reset Data'. The 'Reset Helpdesk' option has a warning note: '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.' The 'Configure Reset Data' option has a description: 'Configure exactly what will be reset.'

Related Content

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