Data Import & Migrations

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If you're looking to import existing helpdesk data into Deskpro, there are a number of ways we support this.

Helpdesk Data Importer

If you have been using another helpdesk solution to manage ticketing and customer support, Deskpro comes with a Helpdesk Importer Tool to help you import data from other sources.

At the moment, these sources include Kayako and Zendesk, but we plan on expanding these to include other popular helpdesks and ticketing systems.

You can find information on using the Helpdesk Data Importer here.

CSV User Import

If you have an existing list of Users (in an external CRM application, customer database, legacy helpdesk or a spreadsheet) you can import that list into Deskpro using the Comma Separated Values (CSV) format.

You can find information on using CSV User Import here.

Import via API

You can also use the Deskpro API to move data between an external source and your helpdesk. This is the most flexible method but requires software development knowledge.

The API is REST-based, which means that almost any programming language can be used to interact with it.

You can find information on the Deskpro API in the Developer Manual here.

Custom Import

We can help you import your data on a consultancy-priced basis. Get in touch here for more information.