

Kennisbank > Deskpro Legacy > How do I delete all my test tickets?

How do I delete all my test tickets?

Ben Henley - 2023-08-30 - Reacties (0) - Deskpro Legacy

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:

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

This page enables you to delete various types of data from your helpdesk.

| OVERVIEW | ▲ Mine (4) ▼ + | | ⊕ ¢ Q |
|--|---|---|-----------------------|
| CONFIGURATION ^ # Branding C Languages & Locales % Phrase Translation Business Hours % Reset Helpdesk | Reset Helpdesk You can reset your Deskpro Helpdesk to revert unwanted changes. | | |
| CHANNELS | | | |
| AGENTS | Deskpro Helpdesk Reset | Reset Helpdesk | |
| HELP CENTER | | Reset everything but your admin account. For security reasons, this feature is disabled 90 days after your account was chance to reset the database will be 2022-08-12 | as created. Your last |
| TICKET STRUCTURE | | Configure Reset Data | |
| FEATURES | | Configure exactly what will be reset. | |
| BUSINESS RULES | | | |
| CRM | | | |

You have the option to reset the whole helpdesk or configure the reset to only purge certain data sets; once selected, click **Reset**.

Be careful when you use this function: **all data you select will be deleted permanently**. There is no way to undo, and you will not be able to retrieve deleted tickets from the Recycle Bin.

NOTE:

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 account was created.

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• Ticket counts displaying incorrectly after using Reset Helpdesk feature