

What is Ticket Archiving and why should I use it?

Lara Proud - 2023-09-07 - Comments (0) - Ticket Structure

Ticket archiving is used to maintain performance on helpdesks with a very large number of old tickets. But it is only necessary if you have over a million tickets and are noticing slow performance in the agent interface.

Enabling archiving automatically moves resolved tickets to a special archived status after a set period of time. Archived tickets won't show up in Queues, but can be accessed through Lists.

Enabling Archiving

1. In admin, go to **Ticket Structure > Statuses > Archived** and select **Enable**.
2. Select how much time has to pass before a resolved ticket becomes archived.

Effects of archiving

1. Archived tickets do not show up in Queues (except the **Archived** list).
2. Archived tickets still show up in searches.
3. Agents with the correct permission can change archived tickets back to another status.

Archiving and Reports

When you create custom reports with the Reports Builder, tickets that have been archived will not show up if your query is only for resolved tickets.

Note

This can lead to custom reports giving misleading results - for example, a report might say your helpdesk resolved zero tickets last year if they have since all been archived.

Archived tickets have a **tickets.status** value of 'archived'.

To ensure you match resolved OR archived tickets, you should check for:

```
WHERE tickets.status IN ('resolved', 'archived')
```

There is also a **tickets.date_archived** field which indicates when the ticket was last archived.

Note

Built-in reports for resolved tickets already include archived tickets.

Tags

Ticket Archiving

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