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How do I delete all my test tickets?

Ben Henley - 2023-08-30 - Comments (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) ▼ +		0 4 Q
CONFIGURATION ^ + Branding C Languages & Locales X Phrase Translation Business Hours C Reset Helpdesk	Reset Helpdesk You can reset your Deskpro Helpdesk to revert unwanted changes.		0
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 created. chance to reset the database will be 2022-08-12	. 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.

Содержимое по теме

• Ticket counts displaying incorrectly after using Reset Helpdesk feature