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How do I mass re-assign multiple tickets to one User from another?

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If you have a User from whom you need to reassign their tickets, for example, if they are leaving the company. You may wish to mass update the ticket ownership, the best way to do this is to merge the User into another User that you wish to take those tickets, and then remove the old email address from the new combined profile.

Navigate to the User's Profile, open the User Profile settings from the *⋮* menu, and select **Merge**.

The screenshot shows the Deskpro User Profile for 'Lily Jones'. The profile includes a circular icon, the name 'Lily Jones', a user count of 48, and a '+ Add' button. Below the profile are sections for 'Summary', 'Contact Information' (with an email address 'tesueruser14@test.com'), and 'Organization'. A context menu is open on the right, listing 'Add Title', 'Merge' (which is highlighted with a red arrow), 'Set Password', 'Reset Password', 'Disable', 'Delete', and 'Delete & Ban'. The 'Merge' option is the second item in the list.

Find the user you need to merge accounts with:

The screenshot shows the 'Merge Users' search interface. A search bar at the top contains the text 'ned'. Below the search bar is a section titled 'All Organization Tabs'. A result for 'Ned Sutherland (nedsuther@example.c...)' is listed, with a small profile icon to the left of the name.

Then Merge the User you want to remove from the Tickets, into the other account.

Merge this user	Into this user
ID 48	ID 16
Name Lily Jones	Name Ned Sutherland
Summary -	Summary -
Email ✉ tesueruser14@test.com	Email ✉ nedsuther@example.com
Phone number -	Phone number -
Contact information -	Contact information -
Organization -	Organization CA City Air Inc.
Position -	Position CEO
Brand 221B Energy	Brand 221B Energy
Timezone	Timezone
Merge user #48 into #16 → Merge	

Note

If you need to switch the direction of the merging, just select the arrows at the top of the menu.

Once the User profiles are merged you can remove the email account from the newly merged profile.

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