

How do I bulk delete tickets?

Ben Henley - 2017-11-09 - Comments (0) - Using Deskpro

Question

I have a lot of tickets that I want to get rid of. Bulk deleting them from the agent interface is taking too long. What can I do?

Answer

There is no performance reason to delete old tickets in Deskpro. If you have over a million tickets and find that the agent interface is slow, enable [ticket archiving](#) to restore performance.

Think carefully before you delete old tickets. Doing this removes a valuable source of information to your agents, who can search your previous tickets to see if a problem has been reported before and how it was solved.

However, if you do need to delete existing tickets in bulk, you can do it using the [Deskpro API](#). This requires basic programming skills in any language that can send requests over HTTP. If you can't do this yourself, please contact support@deskpro.com for a quote.

Filtering tickets as they're created

You may get a lot of useless tickets being created from email delivery failure notifications. See [this article for how to automatically delete these with a trigger](#).

If you are getting tickets being created from spam emails, configure your email account/server to apply a spam filter before forwarding messages into Deskpro. Deskpro does not have its own spam filter.

Deleting old tickets

If you don't want to retain tickets over a certain age, create an [escalation](#) which deletes tickets after they have been in the resolved status for e.g. a month. The escalation will only work on tickets that are created after you make it.

Taggar
2018