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# Setting Up an Escalation for Data Retention in Deskpro

Kim - 2024-08-01 - Kommentarer (0) - Business Rules

Escalations in Deskpro are a useful tool for managing data retention. You can configure tickets to be archived or deleted after a specific period, helping you comply with data retention policies.

# **Step-by-Step Guide:**

## **Navigate to Escalations:**

Go to Admin > Business Rules > Escalations > + New

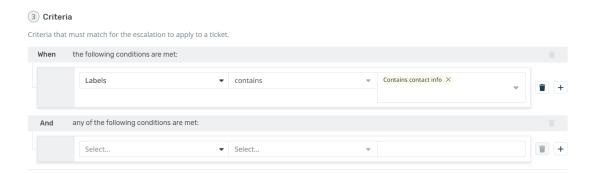
#### **Select the Event:**

- Choose the event "The ticket has been resolved for..."
- Set the duration (weeks or years) to determine how long the ticket will remain before being deleted.



## **Configure Criteria (Optional):**

• Criteria can be set to customize the escalation. For instance, you might choose to escalate tickets that have a certain label. In the example, you can see we're selecting tickets that have the label 'Contains contact info.'



## **Define Actions:**

- Specify the action to be taken on the ticket: either archive or delete.
- You can also define the reason for the action, such as "Data retention."

## 4 Actions

These actions will apply when all of the criteria pass.

