

## Bulk action of tickets

Where you have the necessary permissions it is possible to perform bulk actions on a collection of tickets:

- Bulk Update [up to 100 tickets at a time]
- Bulk Response [Up to 20 tickets at a time]
- Bulk Delete [ Up to 50 tickets at a time]

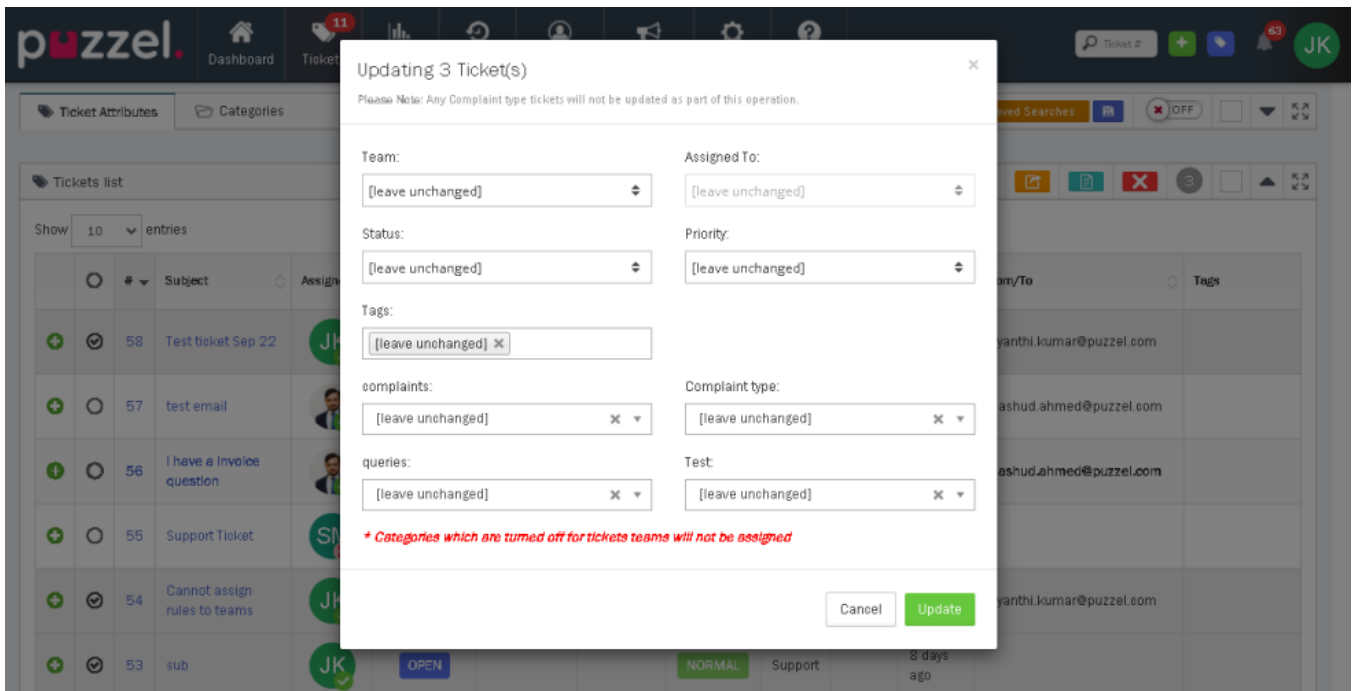
To bulk update the tickets, you:

1. Go to ticket list, and select the tickets that you want to bulk update. Click the bulk update icon Or delete icon at the right side of the panel.

The screenshot shows the 'Tickets list' interface in the Puzzel application. At the top, there's a navigation bar with icons for Dashboard, Tickets, Reports, Activity, Customers, Campaigns, Settings, and Help. Below this is a sub-header with 'Ticket Attributes' and 'Categories' tabs. The main area displays a table of tickets. A red box highlights the first column of the table, which contains selection icons (a green plus in a circle and a radio button). The table has columns for #, Subject, Assigned, Status, Response Target, Resolve Target, Priority, Team, Channel, Last Update, From/To, and Tags. The first six rows of the table are visible, showing tickets with IDs 58, 57, 56, 55, 54, and 53. The 'Status' column for all tickets is 'OPEN'. The 'Priority' column for all tickets is 'NORMAL'. The 'Team' column for tickets 58, 57, 56, and 54 is 'All Users', while for tickets 55 and 53 it is 'Support'. The 'Channel' column for tickets 58, 57, 56, and 54 is 'ticket', while for tickets 55 and 53 it is 'Test'. The 'Last Update' column shows the time since the last update, ranging from 5 days ago to 8 days ago. The 'From/To' column shows the email address of the sender. The 'Tags' column is empty for all tickets.

#	Subject	Assigned	Status	Response Target	Resolve Target	Priority	Team	Channel	Last Update	From/To	Tags
58	Test ticket Sep 22	JK	OPEN			NORMAL	All Users	ticket	5 days ago	jayanthi.kumar@puzzel.com	
57	test email		OPEN			NORMAL	All Users	ticket	5 days ago	mashud.ahmed@puzzel.com	
56	I have a Invoice question		OPEN			NORMAL	All Users	ticket	5 days ago	mashud.ahmed@puzzel.com	
55	Support Ticket	SM	OPEN			NORMAL	Support		6 days ago		
54	Cannot assign rules to teams	JK	OPEN			NORMAL	All Users	Test	7 days ago	jayanthi.kumar@puzzel.com	
53	sub	JK	OPEN			NORMAL	Support		8 days ago		

2. You can change/update common attributes such as team, assigned to, ticket status, priority and tags. You may also update categories and other important attributes if enabled.



3. Click **Update** to change the attributes.

### Warning

If you are looking to perform a Bulk Deletion of tickets, you must first confirm that the tickets in question comply with the GDPR settings. Specifically, you need to ensure they meet the requirements for "Ticket Retention", which dictates the minimum amount of time tickets should be retained in the system before they can be deleted. If the selected tickets have not been retained for the period specified in these settings, they will not be deleted. You can adjust these settings by navigating to Settings -> General -> Account Settings.