

Deleting Support Tickets

Once you change a support ticket status to Deleted, it is sent to the Support Manager ticket trash bin and is deleted based on how the Auto-purge deleted tickets field is configured. If a client responds to a deleted ticket, it will change to the Open status. To completely remove the ticket, you will need to purge the ticket from Ubersmith.

1. [Access the *Support Manager*.](#)
2. [View the ticket.](#)
3. [Reply to a ticket](#) or [Quick edit a ticket](#) and in the **Change to** field, select **Deleted**.
4. [Access the *Departments* page.](#)
5. [Purge any deleted tickets from the *Support Manager*.](#)

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