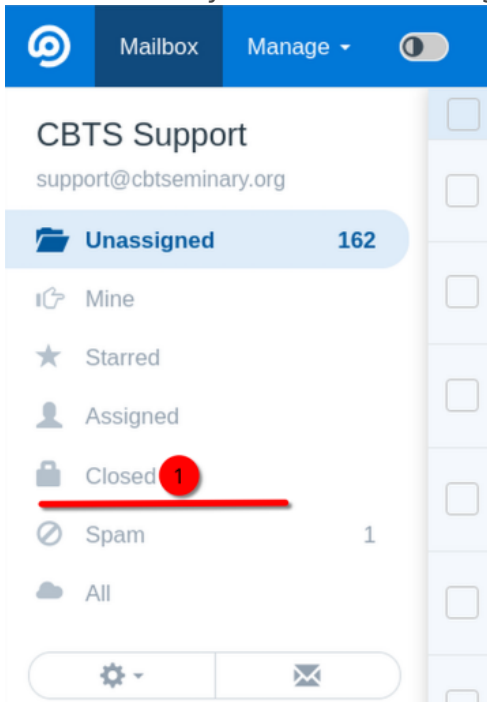


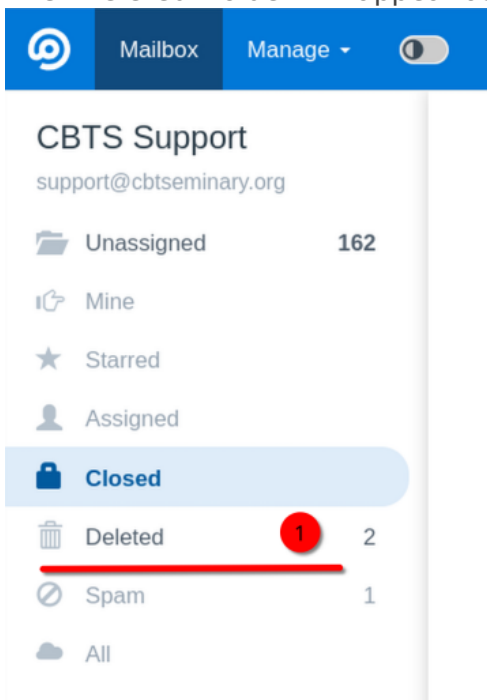
Restore a Deleted Ticket

Deleted tickets in FreeScout are placed in the Deleted folder. Tickets in the Deleted folder can be restored.

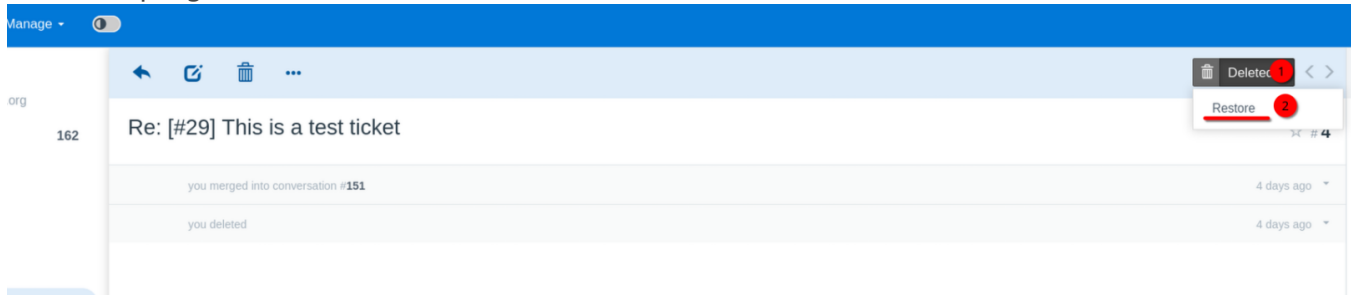
1. If you haven't already, enter the specific mailbox the deleted ticket is in. (We currently only have the Support mailbox.)
2. You will initially be on the "Unassigned" tickets folder. Open the "Closed" tickets folder.



3. The "Deleted" folder will appear as a sub-folder to "Deleted". Open the "Deleted" folder.



4. Select/open the deleted ticket you want to restore.
5. On the top right, select the "Deleted" button. Then click "Restore".



6. The ticket has been restored to the folder & assignment it had when it was deleted.

Revision #1

Created 2026-04-29 17:37:09 UTC by Isaac Best

Updated 2026-04-29 18:01:23 UTC by Isaac Best