Ticket Importer

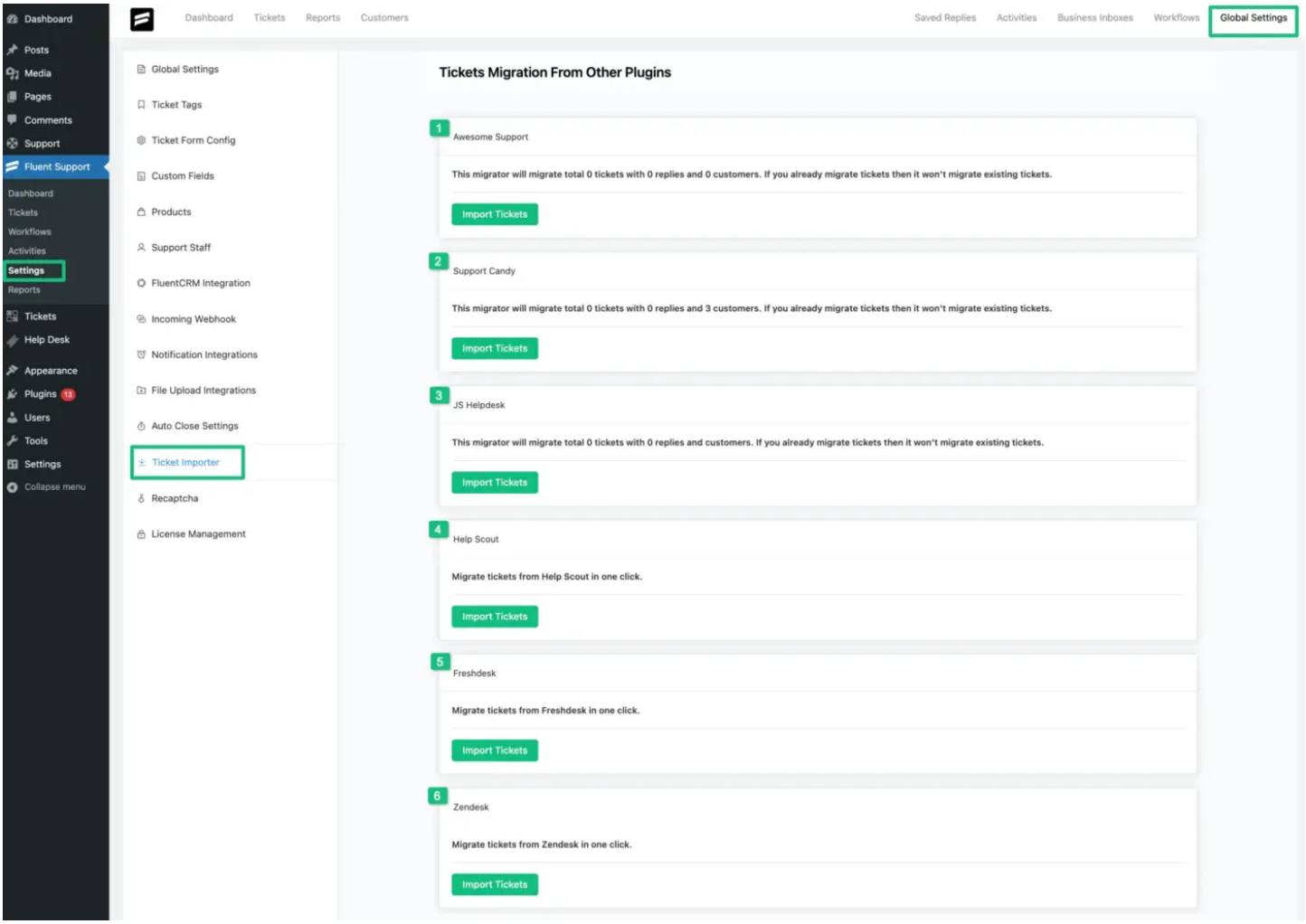
Ticket Importer · https://fluentsupport.com/docs/ticket-importer/

Fluent Support allows users to effortlessly **Import** their entire **Ticket** database from various platforms (**Awesome Support**, **Support Candy**, **JS Helpdesk**, **Help Scout**, **Freshdesk**, and **Zendesk**) into **Fluent Support**, eliminating the need for transferring manually. This article will guide you through the whole process of doing it.

Import Tickets From Other Platforms Into Fluent Support

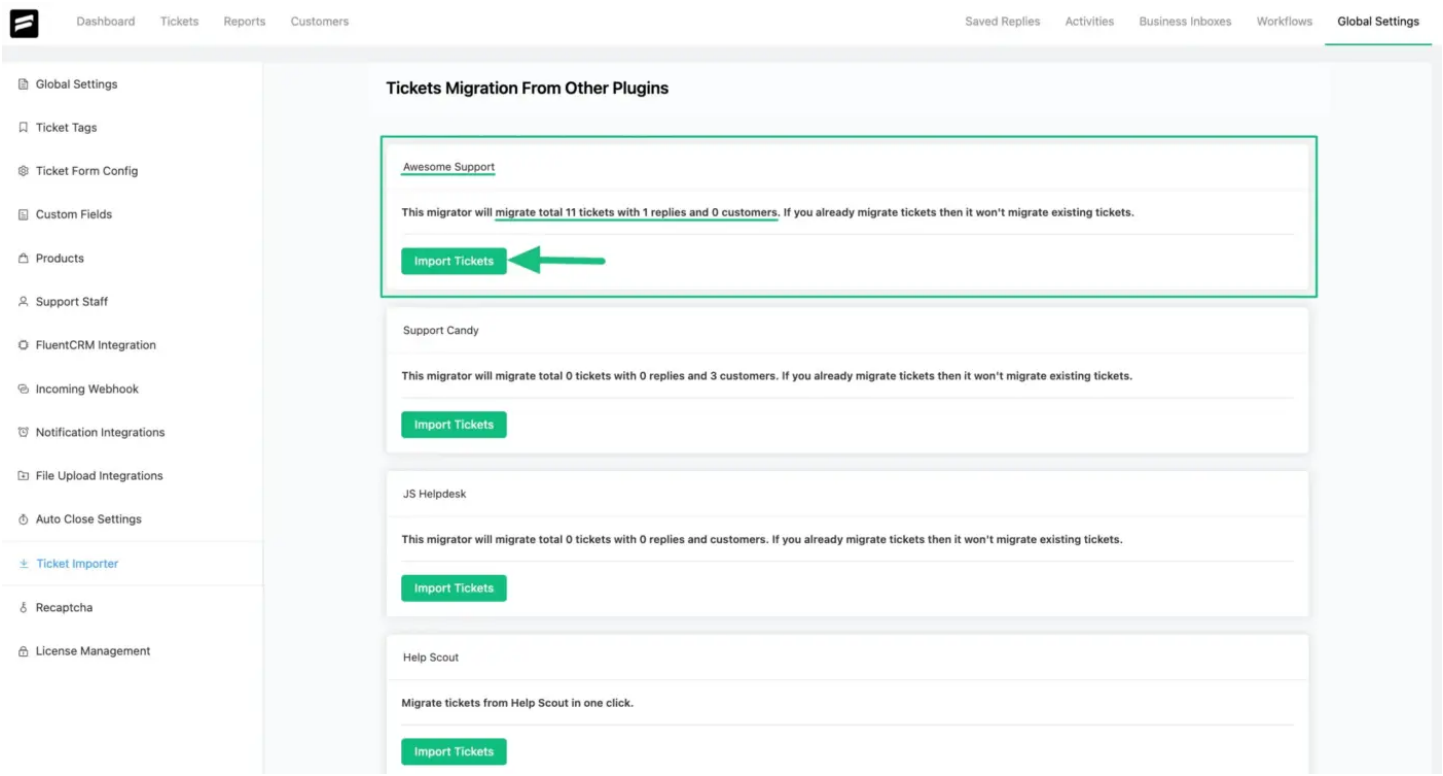
To learn how to import tickets from other platforms into Fluent Support, follow the steps with screenshots below —

Go to **Settings** or **Global Settings** from the **Fluent Support Dashboard** and click the **Ticket Importer**. Then, you will find all the other plugins for ticket migration.



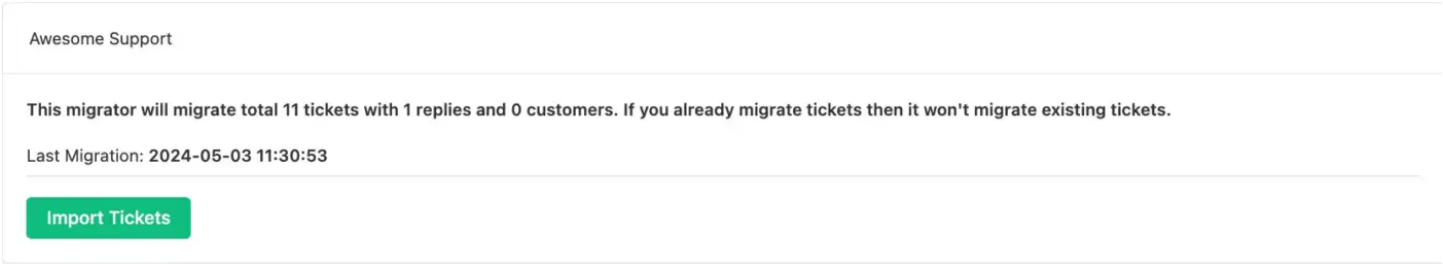
Now, select a platform from where you want to import the entire Ticket database and click the **Import Tickets** button.

For example, I selected **Awesome Support** for importing its all tickets into **Fluent Support.**



Here, you can see all 11 **Tickets** are **Imported** with just one click, and the migration date & time are displayed as well.

Remember, only from the **Awesome Support**, **Support Candy**, and **JS Helpdesk** plugins, you can easily import data just by clicking the **Import Tickets** button, as shown below.



But, to import tickets from the **Help Scout**, **Freshdesk**, and **Zendesk** platforms, you **need to do a few extra configurations**.

To learn how to import tickets from these platforms, check the articles below —

1. **Help Scout Ticket Migration**

2. **Freshdesk (Freshworks) Ticket Migrator**
3. **Zendesk Ticket Migrator**

If you have any further questions, concerns, or suggestions, please do not hesitate to contact our **@support team**. Thank you.