



Help Desk Migration

# HALO PSA DATA MIGRATION CHECKLIST



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[Halo PSA data migration](#) seems complicated, but with a well-organized checklist, it becomes manageable. With the Help Desk Migration service, your transfer to Halo PSA goes without downtime or coding.

## WHAT MIGRATION WIZARD WILL IMPORT TO HALO PSA:

Entity	Related records
Tickets	<ul style="list-style-type: none"><li>• Dates (Created at, Updated at, and Closed at)</li><li>• Custom fields</li><li>• Attachments</li><li>• Inline images</li><li>• Requesters</li><li>• Comments (Author, Created dates, and Visibility)</li><li>• Public notes</li><li>• Private notes</li></ul>
Contacts	
Agents	
Organizations	
Groups	
Articles	<ul style="list-style-type: none"><li>• Attachments</li><li>• Tags</li><li>• Inline images</li><li>• Top level FAQ Lists</li><li>• Low level FAQ Lists</li></ul>

**Note:** Double-check you have admin rights on your source and target platforms. And, create agents, groups, and custom fields in your Halo PSA before creating a Demo Migration.

## WHAT DATA WON'T BE TRANSFERRED

Our automated data migration tool can't import ticket tags, custom fields for organization and contacts, macros, triggers, automation, and other settings.

Have specific needs for Halo PSA data migration? [Share your requirements](#) with our tech team and we'll create a customized migration plan for you.

## BEFORE YOU START DATA MIGRATION

For a successful data replication to Halo PSA, follow these steps.

### DATA MIGRATION PROCESS PLANNING

Every help desk migration is special; it depends on both your Source and Target platforms. There's no universal fix for every data movement. Based on what we've seen, there are two ways to go about it:

1. [Automated data migration](#) or DIY migration
2. Custom data migration
3. Automated or custom data migration + Delta migration

Need help [planning and executing your service desk migration](#)? Reach out to us, and we'll assist you in building your migration project.

### PRE-MIGRATION SETTINGS ON HALO ITSM ACCOUNT

For a smooth Halo PSA data migration, go through these steps:

1. To connect Halo PSA, you need to provide
  - a. **Authorisation Server:** Click Configuration → Integrations → Halo PSA API → Authorisation Server.
  - b. **Tenant:** Press Configuration → Integrations → Halo PSA API → Tenant.
  - c. **Client ID:** Go to Configuration → Integrations → Halo PSA API → View Application → New.
  - d. **Client Secret:** Navigate to Configuration → Integrations → Halo PSA API → View Application → New.





## Add an Application

Details Permissions Security

**Application Name \***  
Enter the name of the Application here

**Active**

Authentication Method \*

Username & Password

Implicit Flow (Single Page Application)

Authorisation Code (Native Application)

**Client ID and Secret (Services)**

For backend non user-facing applications only. This method allows logging in just with a Client ID and Client Secret. A username and password is not needed.

**Client ID**  
This is a unique identifier for your Application, and you will need this to Authenticate.  
XXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX

**Client Secret**  
The Client Secret is used to access to the API without logging in. If stored, it should be encrypted and never shown.  
The Client Secret for this application will only be shown once. If you forget it you'll need to generate a new one. Generating a new Client Secret will stop the old one from working.  
XXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX

**Generate** **Copy**

**Login Type \*** Agent x

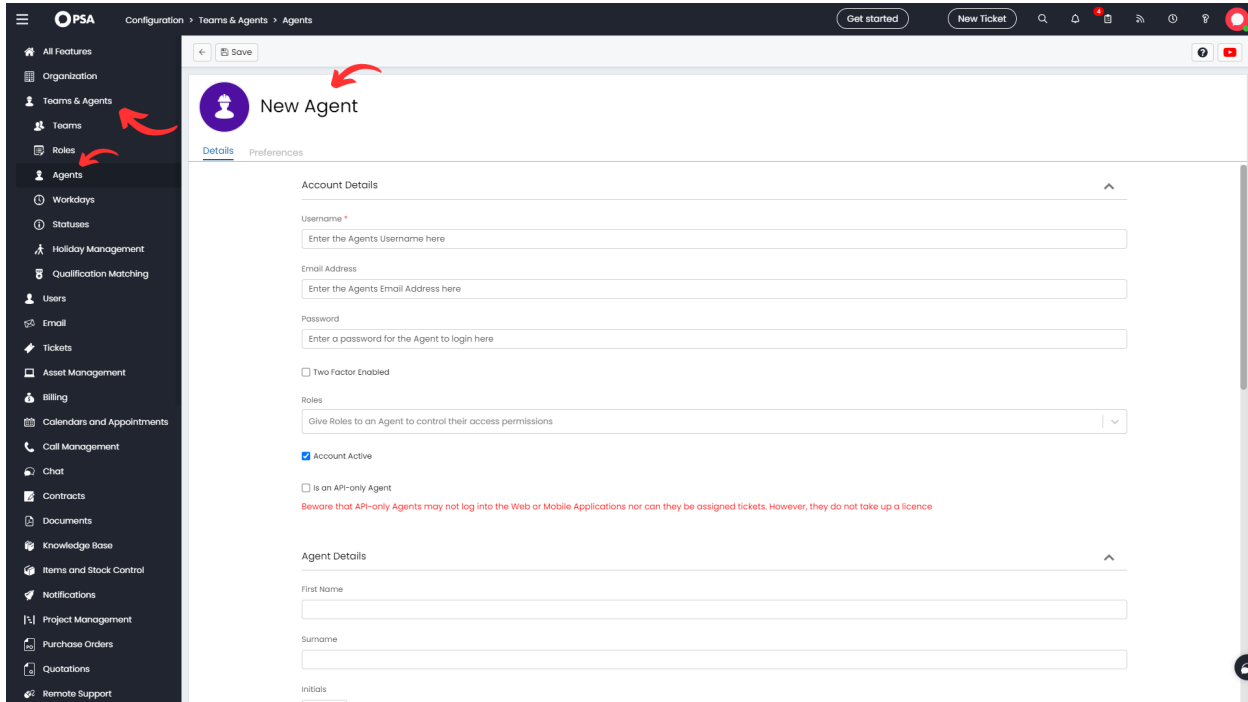
**Agent to log in as \*** Select...

**Save** **Cancel**

**Note:** You can connect the on-prem version of Halo PSA just like a cloud-based one. Fill in Authorisation Server, Tenant, Client ID, and Client Secret

2. Add all source agent profiles you want to import to Halo PSA and make sure they have accepted the team invitation. Open up **Configuration** → **Teams & Agents** → **Agents** → **New** → **Details** → **Preferences** → **Save**.



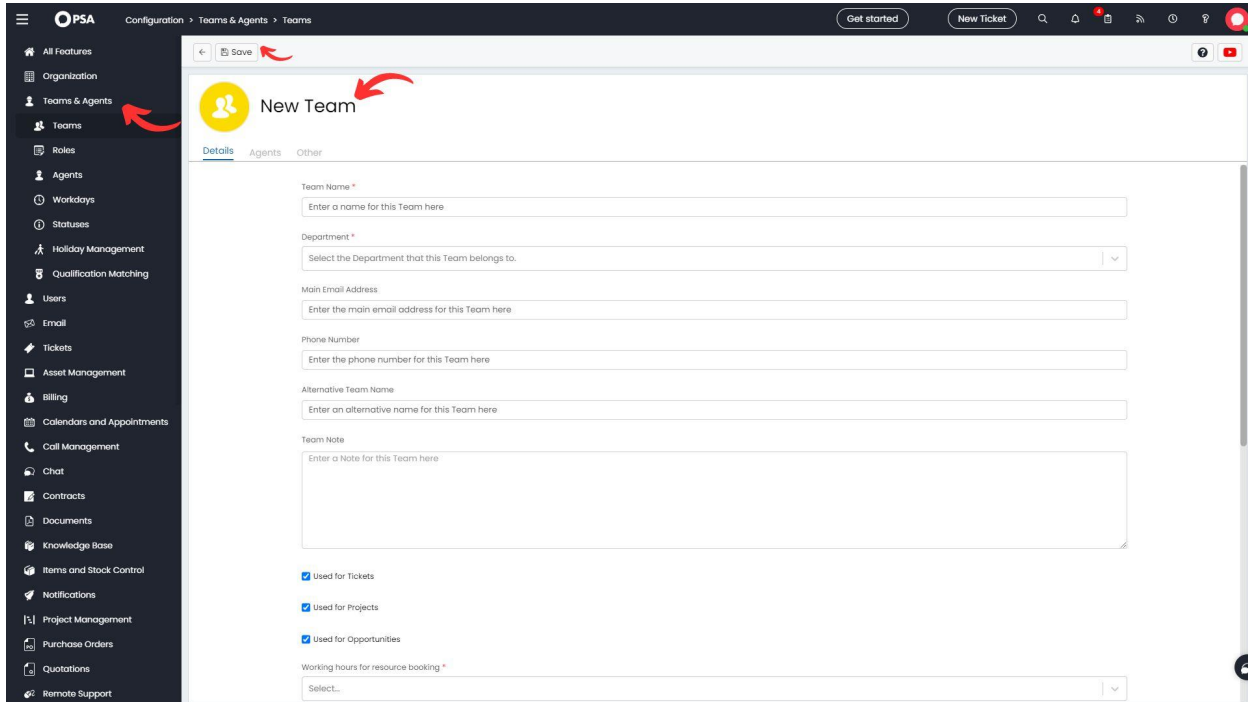


#### Note:

- Halo PSA has a set up of sample users without emails. You can set up new agents profiles or edit the existing ones to suit your needs.
- You can also set up all missing agents in Migration Wizard during a Free Demo setup.

3. Create all source groups you need to shift to Halo PSA. Navigate to **Configuration** → **Teams & Agents** → **Teams** → **New** → type in **Details**, **Agents**, and **Other** → **Save**.



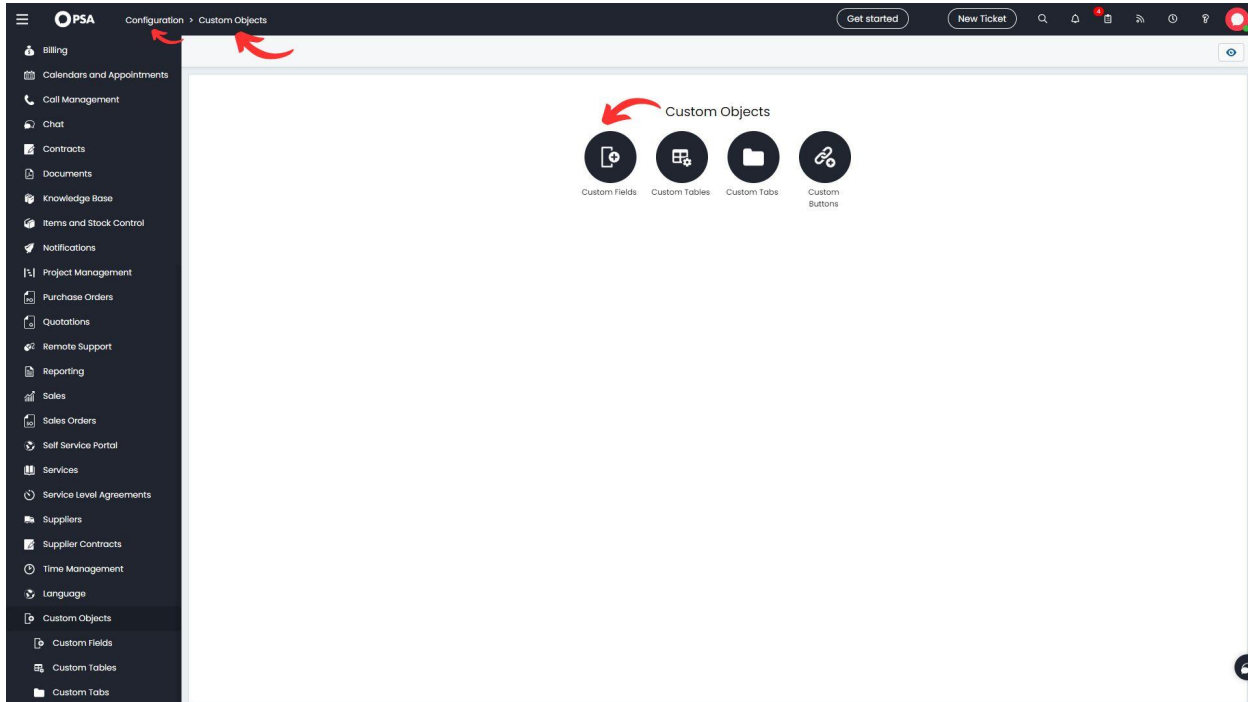


#### Note:

- Halo ITSM comes with three default groups. Modify them or establish new ones.
- During Free Demo setup, you can create any absent groups using Migration Wizard.

4. Set up all the source custom fields in Halo PSA. Navigate to **Configuration** → **Custom Objects** → **Custom Fields** → **New** → provide **Details** and **Visibility Restrictions** → **Save**.





5. [Switch off Approval Process](#) so ticket statuses migrate correctly. Go to **Configuration** → **Tickets** → **Ticket Types** → click on a ticket type → **Edit**. Select **No** in the **Start an Approval Process** field. Then press **Save**.

6. [Turn off notifications](#) during data migration. Open **Configuration** → **Notifications** → **General Settings** → clear the checkboxes for every notification.

## SETTING UP HALO PSA DATA MIGRATION

Try out our Demo Migration for a smooth data transfer. This way, you can test and adjust settings before the Full data transfer. Plus, you can re-run your trial Demo as many times as needed to get everything perfect.

Get started with your data migration to Halo PSA with these simple steps:

### STEP 1. LOG INTO THE MIGRATION ACCOUNT


[Create a Migration Wizard account](#) with Google, Microsoft, or your work email. If you opt for the work email, confirm it by following the instructions sent to your email.








**Sign in to your account**

 Sign in with Google

 Sign in with Microsoft

or



Work Email (required)

Password (required)

[Forgot password?](#)

[Sign in](#)

[Do not have an account? Sign Up](#)



## STEP 2. CONNECT YOUR SOURCE AND TARGET PLATFORMS

The Migration Wizard provides helpful tips along the way, ensuring a smooth connection process. However, be ready that access credentials for connecting your source platform and Halo PSA may vary.



**MIGRATION SETUP**

From: ZENDESK  
 URL: https://domain.zendesk.com

To: HALO PSA

Choose Objects: NOT SELECTED

Demo migration: NOT STARTED

All data migration: NOT STARTED

**SUPPORT HOURS** Monday to Friday  
 9:00 AM to 12:00 AM

**SOURCE**  
 Zendesk connected Edit source

---

**TARGET**  
 Migrate to: **Halo PSA** Select your target platform

Sign in with your Halo PSA account to grant permission to migrate your data.

**Authorisation Server**  
 https://domain.halopsa.com/ Go to [Configuration] > Integrations > Halo PSA API > Authorisation Server

**Tenant**  
 relokda Go to [Configuration] > Integrations > Halo PSA API > Tenant

**Client Id**  
 85Tq5kFqE972H4 Go to [Configuration] > Integrations > Halo PSA API > View Application > New

**Client Secret**  
 1u455929270de45549916b4265a0d82dffb6ce1bdfc0ff5e7383a2479e0a Go to [Configuration] > Integrations > Halo PSA API > View Application > New

**Continue** >

We don't share your access credentials with third parties and guarantee the safety of your data according to our [Security Policy](#).

Chat

To connect Halo PSA as your Target platform, fill in Authorisation Server, Tenant, Client ID, and Client Secret.

### STEP 3. CHOOSE WHAT RECORDS WILL BE MOVED

Choose the data entities you want to transfer to Halo PSA, then match them; that might be groups, agents, tickets, and articles.

**MIGRATION SETUP**

**From: ZENDESK**  
 URL: https://domain.zendesk.com

**To: HALO PSA**  
 URL: https://domain.halopsa.com/auth

**Choose Objects: NOT SELECTED**

Demo migration: NOT STARTED

All data migration: NOT STARTED

**IMPORTANT MIGRATION NOTES**  
 During the Full migration data will be transferred the same way it did during Demo, so check Demo results thoroughly.  
 Before proceeding to Full Data Migration, check the following:

- If the custom fields are properly mapped.
- If all the agents are created and properly matched.
- If you disabled all the automations and notifications.
- You will be prompted to update mapping and matching in case if you removed any agent or ticket field after your last demo.
- Make sure to turn off communication channels (email notifications, observer rules etc.) before the start of the migration. If your target platform will be used during the migration process.

**SUPPORT HOURS** Monday to Friday  
 9:00 AM to 12:00 AM

**MAPPING**

**Select Objects**

**ZENDESK** **HALO PSA**

HELP DESK OBJECTS				
<input type="checkbox"/>	Groups	>>>	<input type="checkbox"/>	Teams
<input type="checkbox"/>	Agents	>>>	<input type="checkbox"/>	Agents
<input type="checkbox"/>	Organizations	>>>	<input type="checkbox"/>	Clients
<input type="checkbox"/>	Customers	>>>	<input type="checkbox"/>	Users
<input type="checkbox"/>	Tickets	>>>	<input type="checkbox"/>	Incidents

KNOWLEDGE BASE OBJECTS				
<input type="checkbox"/>	Categories	>>>	<input type="checkbox"/>	Top level FAQ Lists
<input type="checkbox"/>	Sections	>>>	<input type="checkbox"/>	Low level FAQ Lists
<input type="checkbox"/>	Articles	>>>	<input type="checkbox"/>	Articles

Do you have questions on the fields mapping? Let us help you!

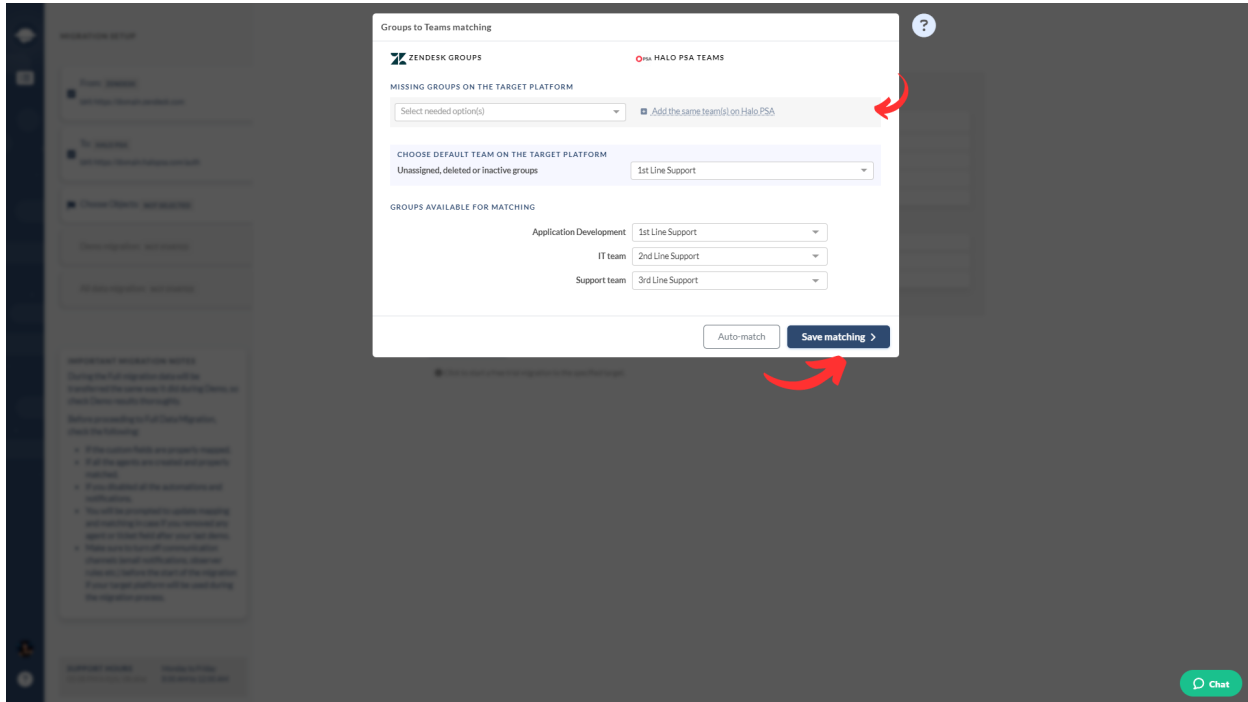
**Continue >**

Click to start a free trial migration to the specified target.



## STEP 4. MATCH GROUPS

Select 'Match items' to map groups between the Source and Target platforms. If there are unassigned, inactive, or deleted groups, you can choose a default one. Or create any missing groups, whether it's one or multiselect, in Migration Wizard!

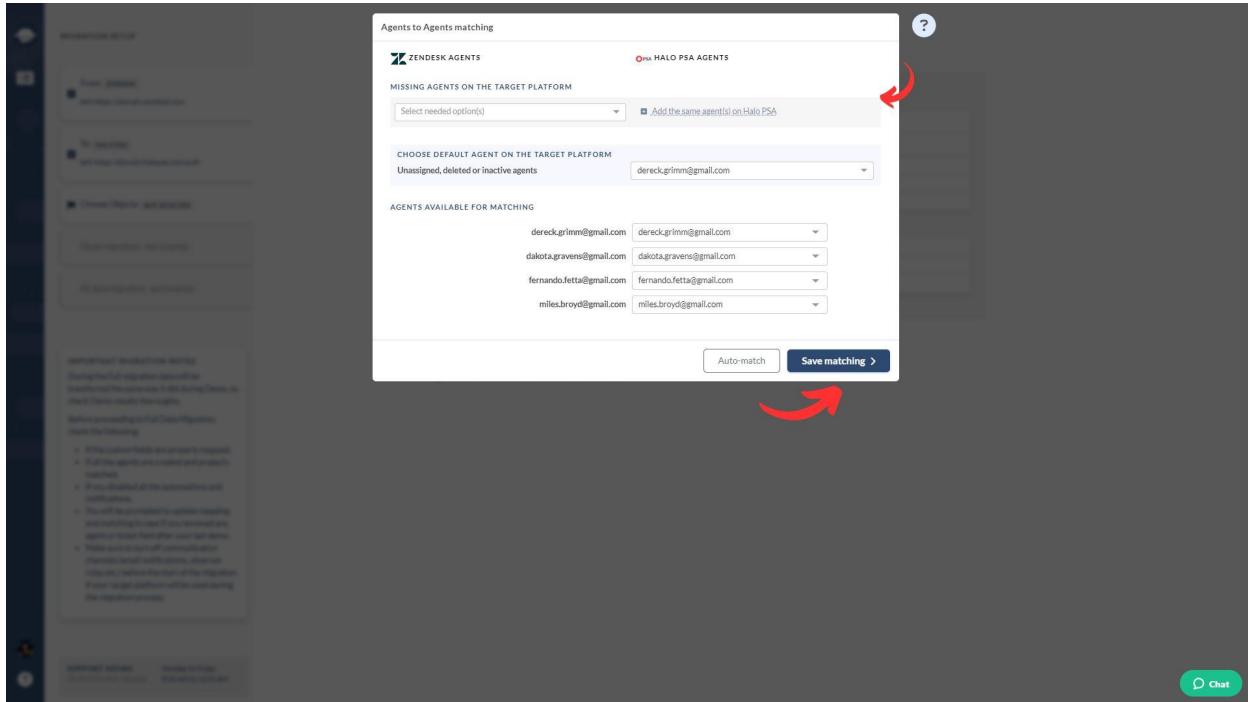


Click 'Save matching' to continue. If you need to re-run a Free Demo, use 'Auto match' for groups.

## STEP 5. MATCH USERS

Choose 'Match items' for users to map agent profiles between the Source and Target platforms. If you have unassigned tickets, deleted or inactive agents, select a default agent for those records.



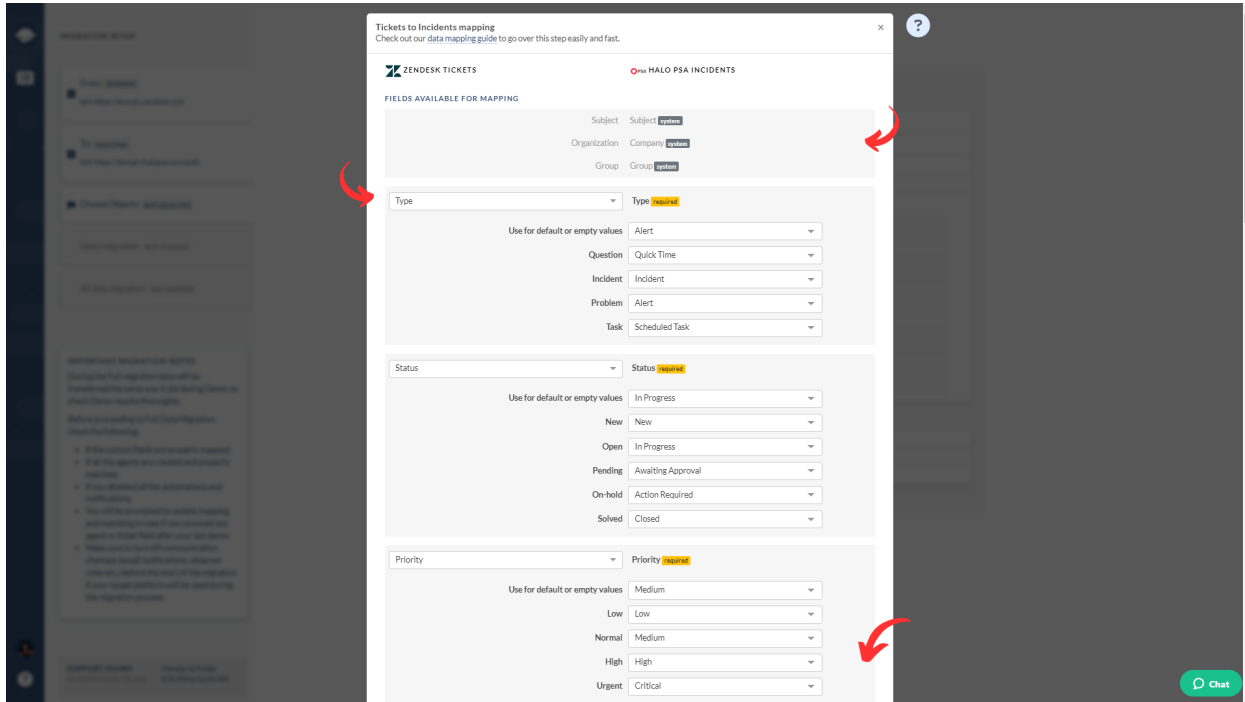


Click '**Save matching**' to move to the next step. Use '**Auto match**' for users if you re-run your trial Migration.

## STEP 6. MAP TICKET FIELDS

When you select tickets, you'll see a window to map their fields. System fields like subject, group, and organization are mapped automatically. Check and set up default and custom ticket fields.

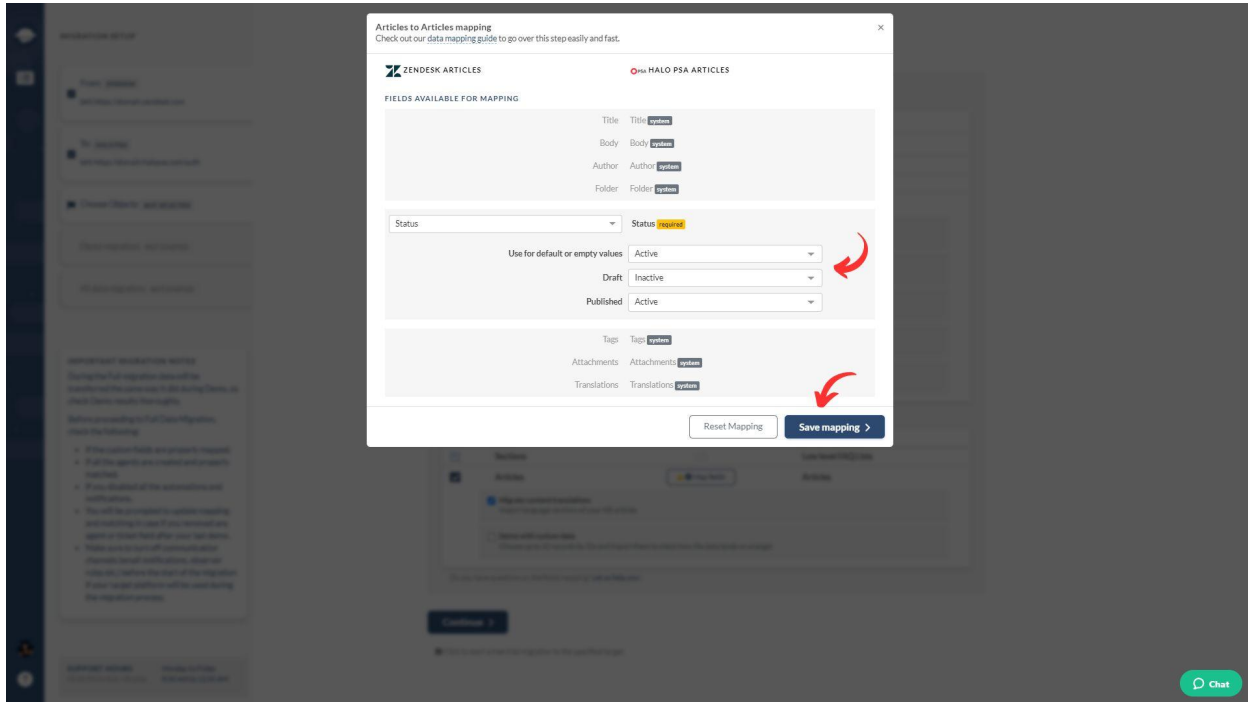




To map custom fields, set them up in Halo PSA first. When ready, click **'Save mapping'**.

## STEP 7. MAP ARTICLE VALUES

Choose **'Map items'** to match article fields. This is where you align article statuses between your Source and Halo PSA accounts. When done, click **'Save mapping'** to continue.



## STEP 8. OUT-OF-THE-BOX CUSTOMIZATION OPTIONS

Your customization choices depend on your specific data movement—like from Zendesk to Halo PSA. Here's what you can customize:

- **Move inline images as ticket attachments** to keep customer data intact.
- **Skip attachments.** Though Migration Wizard typically moves all attachments, you can skip them for storage efficiency or faster data migration.
- **Transfer call recordings** as attachments for convenient future access.
- **Demo with custom data** to migrate 20 selected tickets and articles for a preview.
- **Move side conversations** into private notes to maintain customer context.
- **Migrate content translations** to maintain your Help Center multilingual.



**MIGRATION SETUP**

From: ZENDESK  
 URL: https://domain.zendesk.com

To: HALO PSA  
 URL: https://domain.halo psa.com/auth

Choose Objects: NOT SELECTED

Demo migration: NOT STARTED

All data migration: NOT STARTED

**IMPORTANT MIGRATION NOTES**  
 During the Full migration data will be transferred the same way it did during Demo, so check Demo results thoroughly.

Before proceeding to Full Data Migration, check the following:

- If the custom fields are properly mapped.
- If all the agents are created and properly matched.
- If you disabled all the automations and notifications.
- You will be prompted to update mapping and matching in case if you removed any agent or ticket field after your last demo.
- Make sure to turn off communication channels (email notifications, observer rules etc.) before the start of the migration if your target platform will be used during the migration process.

**SUPPORT HOURS**  
 Monday to Friday  
 8:00 AM to 12:00 AM

**MAPPING**

**Select Objects**

ZENDESK HALO PSA

**HELP DESK OBJECTS**

<input checked="" type="checkbox"/> Groups	<input type="checkbox"/> Teams
<input checked="" type="checkbox"/> Agents	<input type="checkbox"/> Agents
<input checked="" type="checkbox"/> Organizations	<input type="checkbox"/> Clients
<input checked="" type="checkbox"/> Customizations	<input type="checkbox"/> Users
<input checked="" type="checkbox"/> Tickets	<input type="checkbox"/> Incidents

Migrate inline images as ticket attachments  
 Keep embedded images even when your source is unavailable. It may increase the migration time

Skip attachments  
 Keep ticket attachments, or leave them behind to save storage space or migrate faster

Migrate call recordings  
 Move all your call recordings as attachments

Demo with custom data  
 Choose up to 20 records by IDs and import them to check how the data lands on a target.

Migrate side conversations  
 Move all your side conversations

**KNOWLEDGE BASE OBJECTS**

<input checked="" type="checkbox"/> Categories	<input type="checkbox"/> Top level FAQ Lists
<input checked="" type="checkbox"/> Sections	<input type="checkbox"/> Low level FAQ Lists
<input checked="" type="checkbox"/> Articles	<input type="checkbox"/> Articles

Migrate content translations  
 Import language versions of your KB articles

Demo with custom data  
 Choose up to 20 records by IDs and import them to check how the data lands on a target.

Do you have questions on the fields mapping? Let us help you!

**Continue >**

Click to start a free trial migration to the specified target.



Once you've finished mapping data, click '**Continue!**' If there's anything you missed, the Migration Wizard will prompt you to review it.

# WHAT TO DO AFTER THE FREE DEMO MIGRATION

After completing your trial Migration to Halo PSA, follow these steps.

## VERIFYING DEMO RESULTS

It's crucial to review the Demo migration results because the process mirrors the Full Data Migration. If some records didn't move in the trial, they won't transfer in the Full Data Migration.



**MIGRATION SETUP**

From: ZENDESK  
 URL: https://domain.zendesk.com

To: HALO PSA  
 URL: https://domain.haloops.com/auth

Choose Objects: GROUP, STAFF, COMPANY, CONTACT, TICKET, CATEGORY, FOLDER, ARTICLE

Demo migration: DEMO COMPLETE

All data migration: NOT STARTED

**IMPORTANT MIGRATION NOTES**  
 During the Full migration data will be transferred the same way it did during Demo, so check Demo results thoroughly.

Before proceeding to Full Data Migration, check the following:

- If the custom fields are properly mapped.
- If all the agents are created and properly matched.
- If you disabled all the automations and notifications.
- You will be prompted to update mapping and matching in case if you removed any agent or ticket field after your last demo.
- Make sure to turn off communication channels (email notifications, observer rules etc.) before the start of the migration if your target platform will be used during the migration process.

**SUPPORT HOURS** Monday to Friday 10:00 AM to 12:00 AM

**DATA MIGRATION PREVIEW**

**Demo is complete**

Halo Data records	Available	Migrated	Failed	Skipped
Group	4	5	0	0
Staff	4	5	0	0
Company	5	2	0	0
Contact	23	10	0	0
Ticket	48	20	0	0
Knowledge Base records	Available	Migrated	Failed	Skipped
Category	4	3	0	0
Folder	9	7	0	0
Article	26	20	0	0

**STANDARD (FREE)**  
 ✓ 9/5 via email, phone & chat  
 ✓ Regular SLA response time (within 24 hours)  
 ✗ Dedicated support on weekends  
 ✗ Data re-migration  
 ✗ Interval migration  
 ✗ Delta migration  
 ✗ Skipped/failed records check and migration

**PREMIUM (+\$200)**  
 ✓ 16/5 on weekdays and 8 hours on weekends support via email, phone & chat  
 ✓ High priority response time  
 ✓ Dedicated support on weekends  
 ✓ 1 data re-migration within 5 days  
 ✗ Interval migration  
 ✗ Delta migration  
 ✗ Skipped/failed records check and migration

**SIGNATURE (+\$500)**  
 ✓ 16/5 on weekdays and 8 hours on weekends support via email, phone & chat  
 ✓ Highest priority response time  
 ✓ Dedicated tech support on weekends/holidays  
 ✓ 1 data re-migration within 10 days  
 ✗ Interval migration  
 ✓ 1 Delta migration within 10 days  
 ✓ Skipped/failed records check and migration

All Data Migration Price **\$438.00** Price breakdown

**Proceed to payment >**

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Review reports for migrated, skipped, and failed records. Confirm each by checking IDs on the Source platform and Halo PSA.

**Explore the Migrated Tickets Report**

	ZENDESK ORIGINAL RECORDS	HALO PSA MIGRATED RECORDS
88	620562 (open)	2207 (open)
89	620557 (open)	2208 (open)
84	620559 (open)	2209 (open)
91	620561 (open)	2210 (open)
93	620558 (open)	2211 (open)
87	620560 (open)	2212 (open)
78	620566 (open)	2213 (open)
83	620564 (open)	2214 (open)
82	620565 (open)	2215 (open)
90	620563 (open)	2216 (open)

Find the source platform records IDs in the ORIGINAL RECORDS column and their corresponding IDs in the MIGRATED RECORDS column. For platforms with ID-based URLs, simply click on the (open) to view it directly. If not, just use platform's search function to locate the record by its ID.

<< 1 2 >> **Close**

## WHAT TO LOOK FOR WHEN CHECKING MIGRATED RECORDS

- All comments moved, and the authors remain the same.
- Tickets assigned to agents correctly.
- Contacts and organizations migrated accurately.
- Articles moved with original statuses.
- Attachments transferred as expected.
- Demo data not affected by automation rules.

## MANAGING SUSPENDED DEMOS

If your Free Demo gets suspended, let our support team help you. Make sure they have access to your Halo PSA data integration for a speedy fix.



If you see any failed reports, figure out what went wrong by checking record IDs. If you can, fix the issue, check 'I've fixed errors,' and restart the Demo.



## CHOOSE SUPPORT PACKAGE

Help Desk Migration is here to assist with your data migration, no matter the requirements. [Choose the plan](#) that suits you, whether it's basic support or extras like Delta, re-migration, or Interval migration.

<input checked="" type="radio"/> STANDARD( FREE )	<input type="radio"/> PREMIUM( +\$200 )	<input type="radio"/> SIGNATURE( +\$500 )
<ul style="list-style-type: none"> <li>✓ 9/5 via email, phone &amp; chat</li> <li>✓ Regular SLA response time (within 24 hours)</li> <li>✗ Dedicated support on weekends</li> <li>✗ Data re-migration</li> <li>✗ Interval migration</li> <li>✗ Delta migration</li> <li>✗ Skipped/failed records check and migration</li> </ul>	<ul style="list-style-type: none"> <li>✓ 16/5 on weekdays and 8 hours on weekends support via email, phone &amp; chat</li> <li>✓ High priority response time</li> <li>✓ Dedicated support on weekends</li> <li>✓ 1 data re-migration within 5 days</li> <li>✗ Interval migration</li> <li>✗ Delta migration</li> <li>✗ Skipped/failed records check and migration</li> </ul>	<ul style="list-style-type: none"> <li>✓ 16/5 on weekdays and 8 hours on weekends support via email, phone &amp; chat</li> <li>✓ Highest priority response time</li> <li>✓ Dedicated tech support on weekends/holidays</li> <li>✓ 1 data re-migration within 10 days</li> <li>✓ Interval migration</li> <li>✓ 1 Delta migration within 10 days</li> <li>✓ Skipped/failed records check and migration</li> </ul>

Discover the additional benefits included in Premium and/or Signature plans:

<a href="#">Data re-migration</a>	Re-migrate your data within 5/10 days following the Full Migration.
<a href="#">Interval Migration</a>	Pause your migration during weekdays and resume on weekends or a schedule convenient for you.
<a href="#">Delta Migration</a>	Update or add tickets and articles created after the Full Migration using Delta Migration. Be mindful of potential duplicates if you're still active on the source platform.
Skipped/Failed Records Check	Use the Skipped/Failed Records Check for a thorough custom migration.

## PRICE BREAKDOWN AND PAYMENT

Check the detailed breakdown of prices to understand the Full Migration cost better.

DATA MIGRATION

### Demo

ORDER DETAILS

**Migration data** \$64.00  
Price for the selected records migration

Help Desk records \$28.00  
Knowledge Base records \$36.00

**Out-of-the-box customization** \$374.00  
Charge for the selected custom options

Help Desk records  
Ticket  
Migrate inline images as ticket attachments \$11.00  
Keep embedded images even when your source is unavailable. It may increase the migration time

Skip attachments \$240.00  
Keep ticket attachments, or leave them behind to save storage space or migrate faster

Migrate call recordings \$7.00  
Move all your call recordings as attachments

Migrate side conversations \$8.00  
Move all your side conversations

Knowledge Base records  
Article  
Migrate content translations \$108.00  
Import language versions of your KB articles

**Support plan** \$0.00  
Charge for the STANDARD support plan

I have a coupon

**Total:** \$438.00

Close [Copy payment link](#)

	Failed	Skipped
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0

**SIGNATURE( +\$500 )**

- ✓ 16/5 on weekdays and 8 hours on weekends support via email, phone & chat
- ✓ Highest priority response time
- ✓ Dedicated tech support on weekends/holidays
- ✓ 1 data re-migration within 30 days
- ✓ Interval migration
- ✓ 1 Delta migration within 10 days
- ✓ Skipped/failed records check and migration

All Data Migration Price **\$438.00** [Price breakdown](#)

[Proceed to payment >](#)

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When you're set, enter your billing information and click 'Submit order' to complete the payment.

Relokia

1 Products 2 Finish Order

English USD

**Billing Information**

Business purchase

United States of America

Alabama

License to another person

Credit/Debit Card

**You're Buying**

Data migration from Zendesk to Halo PSA  
438.00 USD

**TOTAL: 438.00 USD**

[Submit order](#)

VISA

By submitting your Order, you acknowledge that you are purchasing from PayPro Global (PayPro Global, Inc., PayPro Europe Limited, PPG DIGITAL Sp. z o.o. or PayPro U.S. Inc.), an authorized e-Commerce reseller.

Once the transaction is complete, your contact information will be shared with the product vendor for ongoing support purposes.

24/7 English phone support for online payment related issues:

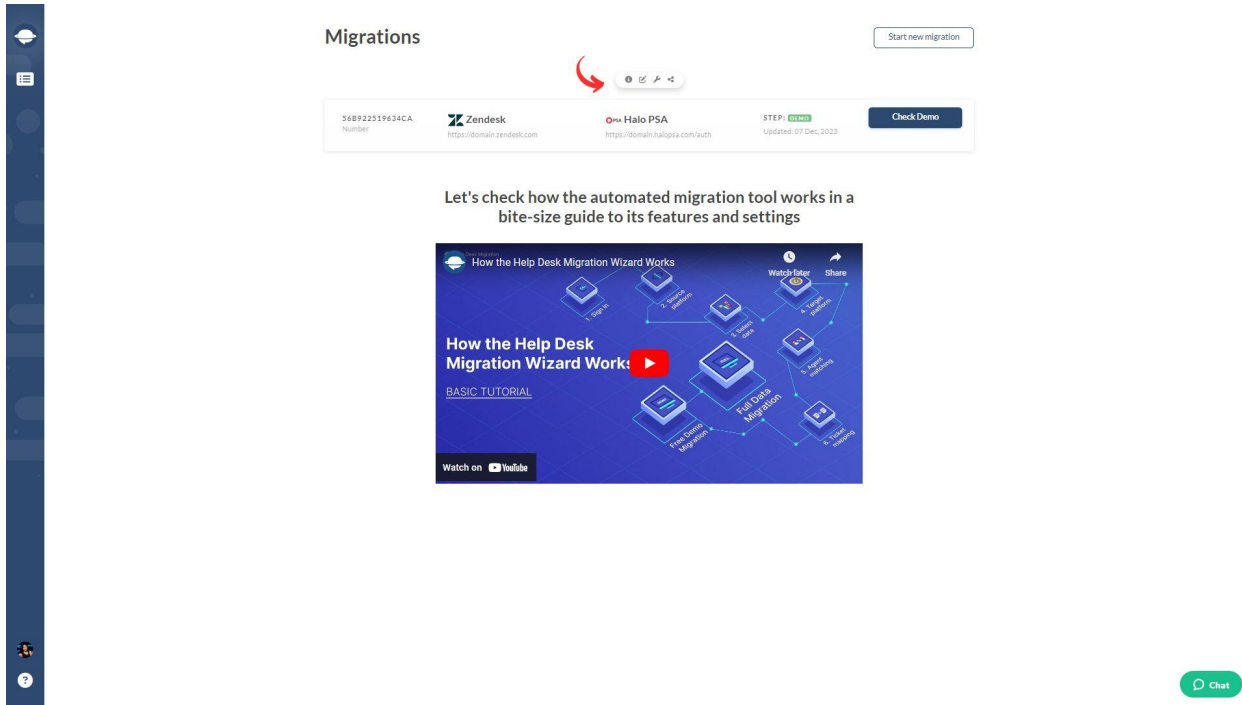
+1-888-317-4868 (Toll Free)  
+1-647-977-7769 (International)

Do not hesitate to contact our CUSTOMER CARE CENTER for more information about payment and delivery. Please state the order ID from the confirmation email as a reference so that we can assist you efficiently.

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# GRANT ACCESS TO YOUR COLLEAGUES AND CUSTOMIZE THE MIGRATION NAME

If the mapping step feels a bit tricky, consider teaming up with a colleague. Just [share access to your Halo PSA data transfer](#) in a few clicks.

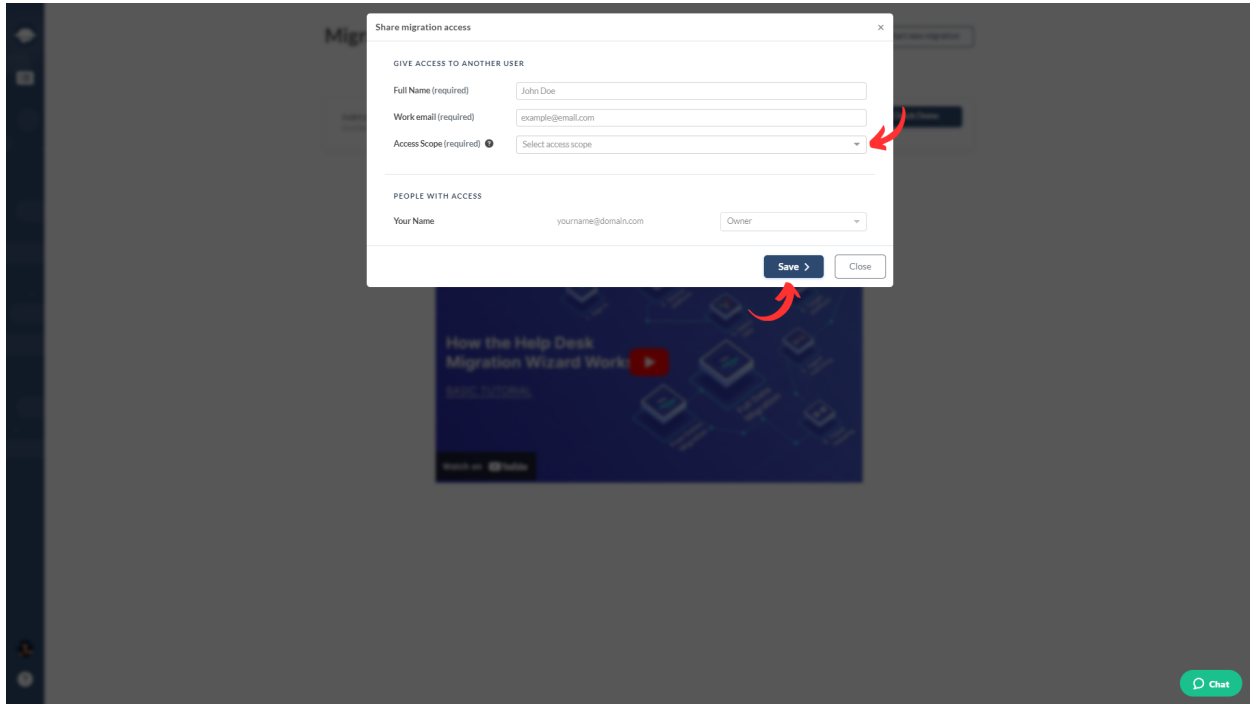


The screenshot displays the 'Migrations' section of a software interface. At the top right, there is a 'Start new migration' button. Below this, a migration card is shown with a red circular arrow icon and a toolbar containing icons for refresh, edit, and delete. The migration card details include:

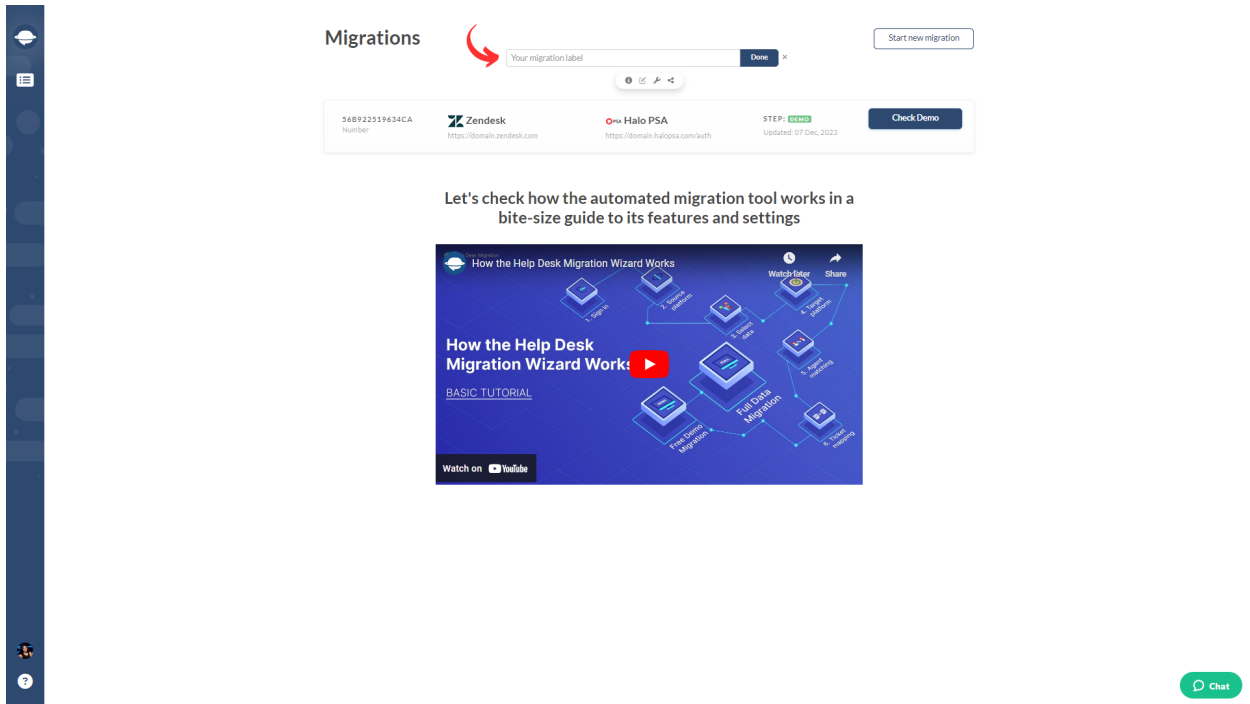
- Source: 568f22319634CA (Zendesk) with URL <https://domain.zendesk.com>
- Destination: Halo PSA with URL <https://domain.haloops.com/auth>
- STEP: 0/23
- Updated: 07 Dec, 2023
- Check Demo button

Below the migration card, a text prompt reads: "Let's check how the automated migration tool works in a bite-size guide to its features and settings". Underneath this is a video player thumbnail titled "How the Help Desk Migration Wizard Works" with a play button icon. The video thumbnail includes a "Watch on YouTube" button and a "Share" icon. A "Chat" button is located in the bottom right corner of the interface.

You can control the access level—determine if it's full or restricted access, and if required, you can withdraw it.



Stay organized—[label each data migration](#) for swift and straightforward identification.



# START FULL DATA MIGRATION

After your payment is confirmed, go back to the Migration Wizard. Remember, keep things smooth by avoiding last-minute changes.

**MIGRATION SETUP**

From: ZENDESK  
Url: https://domain.zendesk.com

To: HALO PSA  
Url: https://domain.halopsa.com/auth

Choose Objects: GROUP, STAFF, COMPANY, CONTACT, TICKET, CATEGORY, FOLDER, ARTICLE

Demo migration: DEMO COMPLETE

All data migration: NOT STARTED

**IMPORTANT MIGRATION NOTES**  
During the Full migration data will be transferred the same way it did during Demo, so check Demo results thoroughly.  
Before proceeding to Full Data Migration, check the following:  
• If the custom fields are properly mapped.  
• If all the agents are created and properly matched.  
• If you disabled all the automations and notifications.  
• You will be prompted to update mapping and matching in case if you removed any agent or ticket field after your last demo.  
• Make sure to turn off communication channels (email notifications, observer rules etc.) before the start of the migration  
If your target platform will be used during the migration process.

**SUPPORT HOURS**  
Monday to Friday  
05:42 PM - 8:00 PM, Ukraine  
8:00 AM to 12:00 AM

**DATA MIGRATION PREVIEW**  
Demo is complete

Help Desk records	Available	Migrated	Failed	Skipped
Group	4	5	0	0
Staff	4	5	0	0
Company	5	2	0	0
Contact	23	10	0	0
Ticket	48	20	0	0

Knowledge Base records	Available	Migrated	Failed	Skipped
Category	4	3	0	0
Folder	9	7	0	0
Article	26	20	0	0

**STANDARD (FREE)**  
✓ 9/5 via email, phone & chat  
✓ Regular SLA response time (within 24 hours)  
✗ Dedicated support on weekends  
✗ Data re-migration  
✗ Interval migration  
✗ Delta migration  
✗ Skipped/failed records check and migration

**PREMIUM (+\$300)**  
✓ 24/5 on weekdays and 8 hours on weekends support via email, phone & chat  
✓ High priority response time  
✓ Dedicated support on weekends  
✓ 1 data re-migration within 5 days  
✗ Interval migration  
✗ Delta migration  
✗ Skipped/failed records check and migration

**SIGNATURE (+\$500)**  
✓ 24/5 on weekdays and 8 hours on weekends support via email, phone & chat  
✓ Highest priority response time  
✓ Dedicated tech support on weekends/holidays  
✓ 1 data re-migration within 10 days  
✗ Interval migration  
✓ 1 Delta migration within 10 days  
✓ Skipped/failed records check and migration

All Data Migration Price **\$438.00** Price breakdown

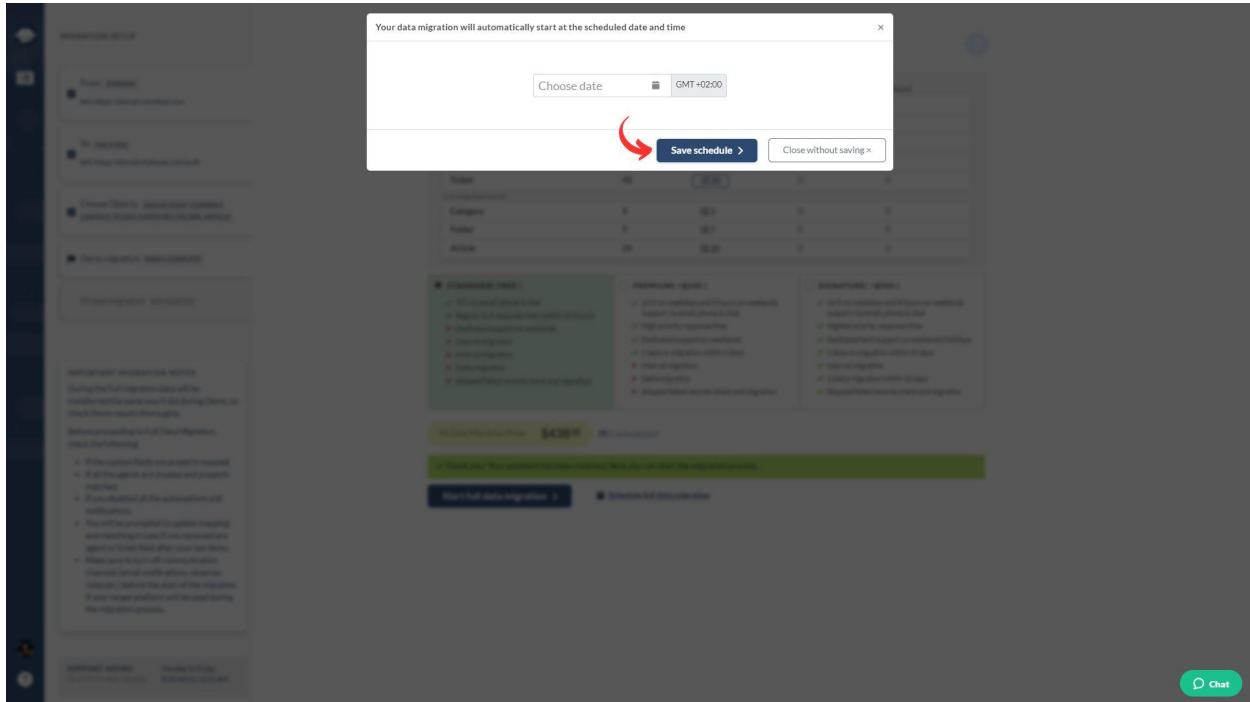
✓ Thank you! Your payment has been received. Now you can start the migration process.

[Start full data migration >](#) [Schedule full data migration](#)

[Chat](#)

If you're ready, start your Full Data Migration right away. Or, pick a time that works for you and click "Save schedule."





The time it takes to move your data depends on the number of records. Typically, it's about 2000 tickets per hour on average. If you want it faster, ask your vendors to boost your API limits. Just let us know before you kick off your Full Data Migration.

Got questions? Our support team has your back for a smooth Halo PSA data replication.





# WHY MIGRATING WITH US



## It's much quicker compared to transferring your records on own

Take advantage of the rapid transferring process due to the full automation of the Migration Wizard software and the chance to instantly initiate the full data migration if you're transferring records between the backed platforms.



## Your data continues to be safe and sound throughout the moving process

Move your records around a safe connection and benefit from a regularly updated privacy policy that assures the security of your data both during and after the migration procedure.



## The customers of our service appreciate and approve it

Join thousands of happy customers who transmitted their data with the Help Desk Migration service and helped it to attain reputation and earn a variety of customer service-related rewards.



## Broad mapping opportunities will assist you to retain your records connected

Benefit from an opportunity to map both standard and custom fields while determining the route of your data and, thus, adjust the migration of your records according to your individual wishes and sustain the relationships between your data.



## You can schedule the most convenient time for your data transfer

Migrate your entities at the most suitable time by booking your data migration for the time that will work best for your team and your customers.



## You can rely on the expert and assisting support team

Obtain the assistance of a team of data transfer specialists who have years of records moving experience behind their shoulders and you will be happy to help you out through the whole transferring process at any time (even on weekends).



# LOOKING FOR MORE DATA MIGRATION DETAILS?

Let's talk now

