

Secure And Intuitive Customer Support Data Migration

 freshdesk **to** zendesk[®]

IT & Gaming

SMBs help desk migration

Zendesk migration

Freshdesk to Zendesk Migration Guide



Follow this step-by-step process for a smooth, secure [Freshdesk to Zendesk migration](#).

Freshdesk to Zendesk Migration Guide

Dovetail Games:
Migration Case Study

The Core Technology
Group:
Migration Case Study

Key Takeaways

Next step: Run a Free
Demo Migration

01 **Connect the source and target accounts**
Connect your Freshdesk and Zendesk accounts through our automated Wizard.

02 **Configure field and data mapping**
Choose the records to migrate: tickets, users, companies, agents, knowledge base articles, and custom fields. Standard field mappings are applied automatically, while custom fields can be adjusted for a flawless transfer.

03 **Choose built-in migration options**
Skip attachments, migrate inline images, add tags, move only recent records, and include associated data – all with a single click. Our built-in features make the migration smooth and error-free.

SOURCE PLATFORM

Target Platform

Email integration not syncing properly with... In Progress High

#HD-2024-001247

email integration outlook

Contact: Sarah Martinez (sarah.martinez@acme.com)

Company: Acme Corporation Ltd.

Created: Jan 15, 11:30 AM

Comments:

- Sarah Martinez (SM) Jan 15, 11:30 AM: Hi, I'm experiencing issues with our email integration...
- David Chen (DC) Jan 15, 12:45 PM: Hello Sarah, thank you for reporting this issue...

AI Insights AI Enhanced Watched

Urgency: 85% Similar Issues: 3 found ETA: 3 found

In Progress High email integration api-auth

Contact: Sarah Martinez (sarah.martinez@acme.com) Agent: David Chen (dchen@company.com)

Recent Activity

- Sarah Martinez (SM) Jan 15, 11:30 AM: Hi, I'm experiencing issues with our email integration. It constantly stops...
- David Chen (DC) Jan 15, 12:45 PM: Hello Sarah, thank you for reporting this issue. I've passed this to engineering...

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04

Run a Free Demo Migration

Try a Free Demo Migration to preview how your Freshdesk data will appear in Zendesk. Adjust field mappings or filters before running the full migration.

05

Validate results

Start the full Freshdesk to Zendesk migration. Your team can keep working while the data transfers in the background. Review the post-migration report, and use Delta Migration to sync any new or updated records created during the process.

06

Run Full Migration

Run your full Zendesk migration during a planned maintenance window to ensure a seamless, predictable cutover using the demo setup.

07

Post-migration QA & verification

Conduct a final Zendesk migration QA to ensure everything is complete. Verify that agents can access historical data and confirm all automated workflows function correctly before giving final approval.

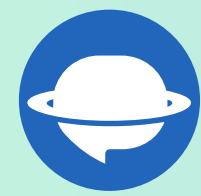
🌟 1-click migration options

- 📌 Add new tags to tickets
- 🖼️ Migrate inline images as attachments
- 📞 Transfer call recordings as ticket attachments
- 🗑️ Exclude ticket attachments
- 🔗 Migrate only records related to other entities
- 📄 Run a Demo with custom data
- 🗨️ Migrate side conversations
- 📅 Move the newest records first
- 🌐 Migrate articles in multiple language versions
- 🔗 Update cross-linking in articles
- 🔄 Update existing records on Target
- 📅 Extend data retention period



Real Customer Case Studies





Help Desk Migration +



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Dovetail Games, an SMB with around 170 employees, completed a Freshdesk to Zendesk migration using Help Desk Migration. The transition enabled a fast and secure transfer of all customer support data while maintaining operational continuity.

About the company

Dovetail Games is a medium-sized enterprise with around 170 employees and is an award-winning developer and publisher of immersive simulation games. Headquartered in Kent, UK, the company creates highly detailed interactive experiences powered by advanced technology and delivers its titles to players worldwide across PC and console platforms.

As Dovetail Games expanded to serve a global player base, it successfully migrated from Freshdesk to Zendesk using Help Desk Migration, ensuring a fast, secure transfer of all customer support data while maintaining uninterrupted support operations.



Chris Medlock
Player Experience Manager at Dovetail Games



Feedback

The team was very friendly and helpful throughout. We got everything we needed out of the migration process in a simple and quick process.



Dovetail Games



Gaming



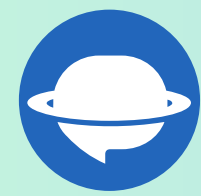
Kent, UK

Data migrated:

- 71K tickets
- Staff
- Contacts
- Canned responses
- Articles
- Folders
- Categories

Migration option:

- Agent matching
- Customized field mapping
- Migration filtering



Help Desk Migration +



Migration Overview

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Key Challenges

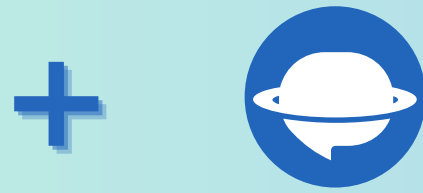
- **Preserve ticket history:** Ensure all tickets, conversations, and attachments transfer accurately without data loss.
- **Maintain workflows:** Keep automated processes and custom field mappings intact during the migration.
- **Minimize downtime:** Complete the Freshdesk to Zendesk migration smoothly to avoid disrupting support operations.

Help Desk Migration Solutions

- **Demo Migration:** Tested a sample of data to preview ticket layouts, attachments, and field mappings before the full transfer.
- **Full Migration:** Executed the complete Freshdesk to Zendesk migration with automated workflows, attachments, and custom fields transferred accurately.
- **QA & Validation:** Conducted thorough Zendesk migration QA to verify ticket history, verify automated processes, and confirm that agents have access to all historical data.

Outcome & Result

1. **Seamless Migration:** All Freshdesk data was moved successfully to Zendesk with zero data loss.
2. **Workflow Continuity:** Automated processes and custom workflows were preserved throughout the migration.
3. **Zero Downtime:** Support operations remained uninterrupted, ensuring a smooth, efficient transition.



Help Desk Migration

The Core Technology Group, an SMB, efficiently and accurately migrated its Freshdesk data to Zendesk using Help Desk Migration. This ensured a seamless transition with workflows and data fully preserved.

About the company

The Core Technology Group is a Texas-based IT consulting firm founded in 2011 that provides Apple IT support, network design, and managed security services tailored to business environments. With a team of 11–50 specialists, the company helps organizations improve operational efficiency through proactive IT management, disaster recovery planning, and strong data protection strategies.

Known for its customer-first approach, The Core Technology Group prioritizes responsive service, professionalism, and clear communication, providing expert IT support while treating every client like a person, not a ticket.



Feedback

Our ticketing system migration couldn't have gone any smoother. I knew what to expect up front...Our deadlines were met, and correspondence was timely.



Luke Roller
Director of Operations at The Core
Technology Group



**The Core
Technology Group**



IT



USA, Texas

Data migrated:

- Tickets
- Users
- Attachments
- Internal notes
- Knowledge Base
- Custom fields/tags.

Migration option:

- Agent matching
- Customized field mapping
- Migration filtering

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Key Challenges

- **Handling enterprise-scale ticket volume:** Ensuring all tickets, contacts, and historical data are migrated without loss or delays.
- **Preserving complex custom workflows:** Maintaining automation, triggers, and routing rules to keep support processes uninterrupted.
- **Maintaining SLA compliance:** Ensuring SLA adherence during migration to ensure an error-free and reliable customer experience.

Help Desk Migration Solutions

- **High-Volume Ticket Management:** Safely migrated all tickets, contacts, and historical data in batches, ensuring zero loss and no delays.
- **Seamless Workflow Mapping:** Replicated automations, triggers, and routing rules to keep support processes running without interruption.
- **Staged Migrations for SLA Integrity:** Conducted staged migrations with real-time validation to uphold SLAs and deliver a smooth customer experience.

Outcome & Result

1. **Seamless Migration:** Every piece of Freshdesk data landed in Zendesk seamlessly – no data lost.
2. **Workflow Continuity:** All automations and custom workflows stayed intact during the transfer.
3. **Zero Downtime:** Support operations ran uninterrupted, guaranteeing a smooth, efficient migration.

Key Takeaways

Teams succeed when they validate with the Demo Migration, map fields intentionally, and test results before full migration:

- Demo Migrations Build Confidence:**
Testing a small sample of tickets, attachments, and fields before the Full Migration helps catch issues early and ensures stakeholders are aligned.
- Intentional Field & Workflow Mapping Matters:**
Mapping custom fields, tags, and automation rules carefully preserves workflow continuity and prevents data loss.
- Seamless Data Transfer is Achievable:**
With structured migration plans, all tickets, users, attachments, notes, and knowledge base content can move successfully without disruption.
- Zero Downtime Ensures Business Continuity:**
Planning and validation allow support operations to continue uninterrupted, maintaining SLA compliance and customer satisfaction.



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Start Your Free Demo Today

Join thousands of companies that have ditched manual scripts for effortless automation.

[START FREE DEMO MIGRATION](#)

Have unique enterprise requirements? Our team is available 24/7 to help you build a custom migration roadmap tailored to your specific Zendesk configuration.

[Talk to a Migration Expert](#)

[Check a Security Policy](#)

