

Borrar ticket en Zammad

Muchas veces nos encontramos con un ticket de spam, que lo cerramos, pero al enviar respuesta, vuelve a abrirse, una y otra vez.

Para eliminarlo entramos en la consola de rails

Ejecutamos

```
zammad run rails c
```

Y una vez nos aparezca la consola (tardará unos 30/40 segundos)

Tecleamos `Ticket.find(XYZ)` Y comprobamos que es realmente el ticket que queremos eliminar (en nuestro caso es el 348)

```
=> #<Ticket id: 348, group_id: 1, priority_id: 2, state_id: 2, organization_id: nil, number:
"35003463",
title: "Spam subject", owner_id: 3, customer_id: 114, note: nil, first_response_at: "2022-02-
28 10:24:43",
first_response_escalation_at: nil, first_response_in_min: 490027, first_response_diff_in_min:
-490012,
close_at: "2021-12-27 13:28:22", close_escalation_at: nil, close_in_min: 490027,
close_diff_in_min: -489667, update_escalation_at: nil, update_in_min: nil,
update_diff_in_min: nil, last_contact_at: "2022-03-05 11:20:23",
last_contact_agent_at: "2022-02-28 10:24:43", last_contact_customer_at: "2022-03-05 11:20:23",

last_owner_update_at: "2022-04-16 08:01:57", create_article_type_id: 1,
create_article_sender_id: 2,
article_count: 21, escalation_at: nil, pending_time: nil, type: nil, time_unit: nil,
preferences: {"channel_id"=>3, "escalation_calculation"=>{"first_response_at"=>Mon, 28 Feb
2022 10:24:43 UTC +00:00,
  "last_update_at"=>Sat, 05 Mar 2022 11:20:23 UTC +00:00, "close_at"=>Mon, 27 Dec 2021
13:28:22 UTC +00:00,
  "last_contact_at"=>Sat, 05 Mar 2022 11:20:23 UTC +00:00, "sla_id"=>2, "sla_updated_at"=>Mon,
13 Apr 2020 20:33:25 UTC +00:00,
  "calendar_id"=>2, "calendar_updated_at"=>Fri, 15 Apr 2022 14:00:22 UTC +00:00,
  "escalation_disabled"=>false}},
```

```
updated_by_id: 117, created_by_id: 114, created_at: "2021-01-21 06:20:56", updated_at: "2022-04-16 08:01:59"
```

Y para eliminarlo

```
irb(main):003:0>Ticket.find( XYZ).destroy
```

Donde XYZ es el id del ticket que se ve en la URL

<https://soporte.ateinco.net/#ticket/zoom/XYZ>

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