



Deleting Tasks

Help Documentation

Deleting Tasks

On occasion, an agent or administrator may need to delete a task from the system. Note: The ability to delete a task is determined by the role permissions. By default, agents cannot delete tasks. For more information, see Roles .

To delete a task, simply select the desired task(s) in the content pane. Then click the Actions menu from the content pane toolbar and click Delete . Alternatively, agents can delete the task they are currently viewing by clicking the Delete button in the preview pane toolbar. Regardless of the method used, when an agent deletes a task they are presented with a confirmation dialog. Once a task is deleted, it is no longer available for review or action and will eventually be purged from the system. Note: Deleted items are purged from the system every 90 days. Items purged from SmartreTrack are no longer indexed and will not return as results when using Advanced Search.

To stop a task from regularly recurring, delete the task entry from within the Task Scheduler. Note that deleting a task under My Tasks or Global Tasks will delete that single task instance . If the entry is not removed from the Task Scheduler, a new task will be created at the next scheduled recurrence.