

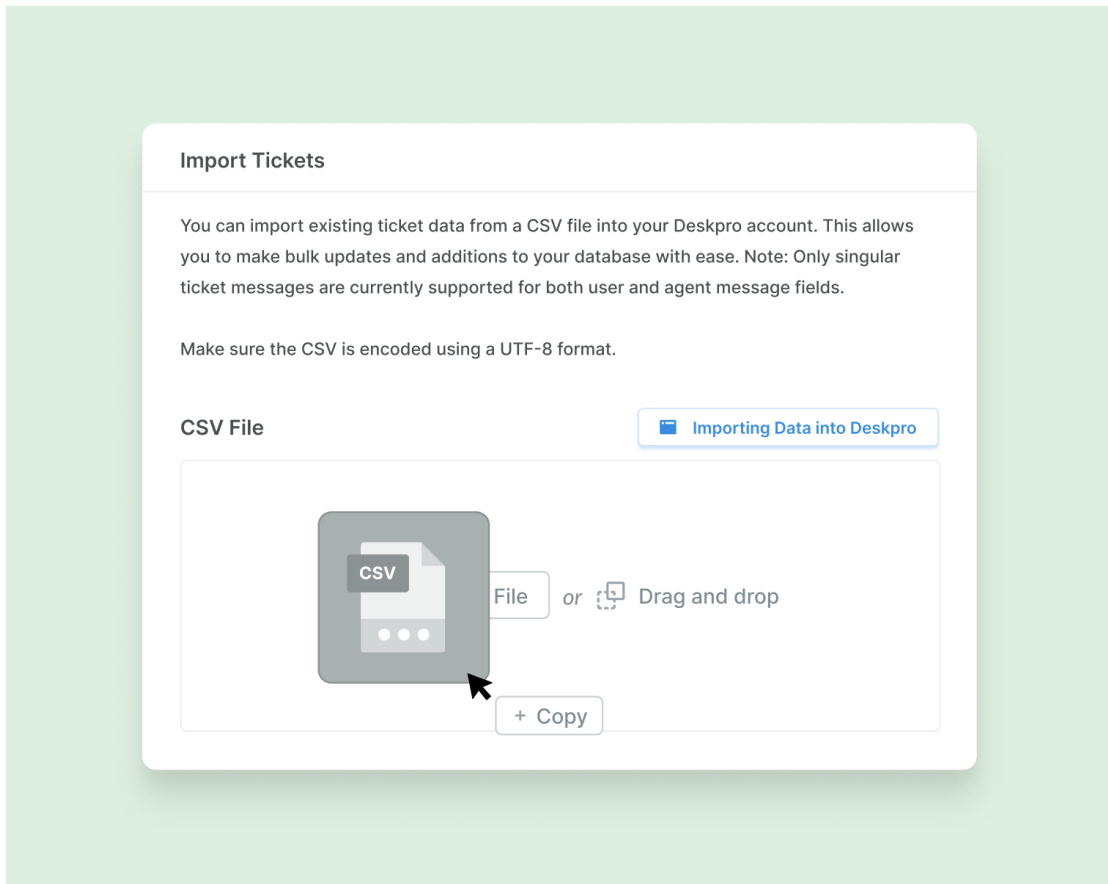


[Product](#) > [Product \(Admin\)](#) > [Import Ticket Data Seamlessly with Deskpro's Enhanced CSV Importer](#) < [الاخبار](#)

Import Ticket Data Seamlessly with Deskpro's Enhanced CSV Importer

([Product \(Admin\)](#) - [0 تعليقات](#)) - Lara Proud - 2024-01-16

Using our enhanced CSV Importer you can now import existing ticket data from a CSV file directly into Deskpro, .in addition to User and Organization data



Once uploaded, you can map data from your file to both pre-defined and custom fields in your Deskpro helpdesk .to ensure the Tickets are imported with the information you need

The Ticket Importer currently supports singular agent and user messages per ticket and agent notes. Additionally, you can decide to keep the existing ticket ID (Ref) or have a new ID assigned during import. Some :of the other pre-defined fields you can map to during a ticket import include

Reference •

Subject •

Labels •

(User Email (Owner) •

Agent •

Agent Team •

And more •

You are also able to define and create custom fields to map your data to during the import to further streamline your data transfer

Replace all values
 Update all mapped values

Your Data
 My data has headers

Column Name	Example Data	Map To
Subject	Help placing new order	Subject +
User Message	I am looking to purchase a new item	User Message Text +
User Email	bill@example.com	Owner +
Agent Message	Of course, what item is of interested?	Agent Message Text +
Assigned Agent	agent@deskpro.com	+ Ref Label Owner Agent Agent Team Note Date
Ticket Date	2024-16-01	+ Ref Label Owner Agent Agent Team Note Date

Continue

With this feature, we are aiming to simplify your data management, making it faster and easier to get your Deskpro environments set up and simplify data migration

.For more information about importing ticket data, see our [Admin Guide](#)