

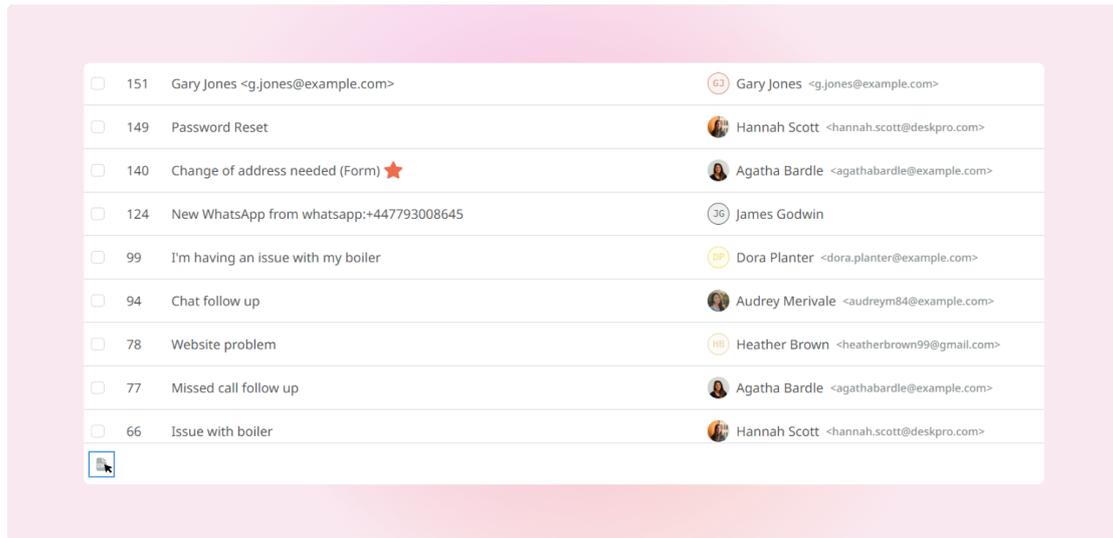


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## You can now download a list of tickets as a CSV file

([Product \(Agent](#) - [تعليقات](#) (.) - Lara Proud - 2022-11-08

We added the ability to download a list of tickets as a CSV file. Click the new **CSV** icon in the left-hand corner of the interface, indicated with the blue square, which will generate a table of the current tickets on the page



When you click on the icon, a table will immediately export the tickets on the current page of the helpdesk into a .CSV file, and the file will download to your computer

:The CSV export can include information, such as the following, about your tickets

- Ticket ID •
- Ticket Subject •
- User's Name •
- User's Email •
- Custom Fields •

:You can see in this image below some of the data fields that get exported from the list of tickets in the helpdesk

|    | A        | B   | C              | D  | E        | F             | G                         | H             | I               | J       | K                |
|----|----------|-----|----------------|--|----------|---------------|---------------------------|---------------|-----------------|---------|------------------|
| 1  | typename | id  | ref            | subject                                  | agent_id | agent_name    | agent_email               | agent_team_id | agent_team_name | user_id | user_name        |
| 2  | Ticket   | 247 | ZLNV-4282-VJDP | Change payment information               | 59       | Lara Proud    | lara.proud@deskpro.com    | 6             | Support Team    | 20      | Agatha Bardle    |
| 3  | Ticket   | 227 | RWFX-6039-MTVT | Issue with Wifi                          | 2        | Hannah Scott  | hannah.scott@deskpro.com  | 6             | Support Team    | 8       | Greg Lestrade    |
| 4  | Ticket   | 215 | TSQG-4425-DBAY | Boiler problem is back!                  | 59       | Lara Proud    | lara.proud@deskpro.com    | 6             | Support Team    | 92      | Derek J          |
| 5  | Ticket   | 214 | CNFV-7970-AFGO | Derek Boiler issue                       | 88       | Joell         | joell.jenkins@deskpro.com | 6             | Support Team    | 92      | Derek J          |
| 6  | Ticket   | 196 | BQHR-7855-VYDE | Problem reading the meter (Email)        |          |               |                           | 6             | Support Team    | 86      | Alice Barrel     |
| 7  | Ticket   | 195 | DLNV-7196-DZBY | Need help with reading the meter         | 59       | Lara Proud    | lara.proud@deskpro.com    | 6             | Support Team    | 86      | Alice Barrel     |
| 8  | Ticket   | 189 | QTFB-2089-PODG | How do I read my meter? (Form)           |          |               |                           | 6             | Support Team    | 84      | Spencer Hastings |
| 9  | Ticket   | 183 | TTVN-3684-VWEN | Problem with my boiler                   | 77       | Alesia Burvin | alesia.burvin@deskpro.com | 6             | Support Team    | 80      | Hannah S         |
| 10 | Ticket   | 181 | BROR-3605-NLTQ | password                                 | 2        | Hannah Scott  | hannah.scott@deskpro.com  | 6             | Support Team    | 2       | Hannah Scott     |
| 11 | Ticket   | 163 | GMXB-3038-DBCY | New Twitter mention from hannahrebeahs1  |          |               |                           | 6             | Support Team    | 82      | Hannah Scott     |
| 12 | Ticket   | 160 | WOFB-5994-OJHH | New SMS from +447969236608               |          |               |                           | 6             | Support Team    | 14      | Audrey Merivale  |
| 13 | Ticket   | 153 | OHLU-3940-NNHU | Agatha Bardle <agathabardle@example.com> | 59       | Lara Proud    | lara.proud@deskpro.com    | 6             | Support Team    | 20      | Agatha Bardle    |
| 14 | Ticket   | 151 | FFJC-7619-SIDL | Gary Jones <g.jones@example.com>         | 59       | Lara Proud    | lara.proud@deskpro.com    | 6             | Support Team    | 75      | Gary Jones       |
| 15 | Ticket   | 149 | OCWE-1544-UFXE | Password Reset                           | 59       | Lara Proud    | lara.proud@deskpro.com    | 6             | Support Team    | 2       | Hannah Scott     |
| 16 | Ticket   | 140 | MMOR-0229-XXIP | Change of address needed (Form)          |          |               |                           | 6             | Support Team    | 20      | Agatha Bardle    |
| 17 | Ticket   | 124 | EXND-4082-QTTW | New WhatsApp from whatsapp:+447793008645 |          |               |                           | 6             | Support Team    | 61      | James Godwin     |
| 18 | Ticket   | 99  | EAWT-8063-TOKG | I'm having an issue with my boiler       | 77       | Alesia Burvin | alesia.burvin@deskpro.com | 6             | Support Team    | 53      | Dora Planter     |
| 19 | Ticket   | 94  | PAUH-1599-SHEG | Chat follow up                           |          |               |                           | 6             | Support Team    | 14      | Audrey Merivale  |
| 20 | Ticket   | 78  | RAKL-3438-DEHM | Website problem                          | 2        | Hannah Scott  | hannah.scott@deskpro.com  | 6             | Support Team    | 22      | Heather Brown    |
| 21 | Ticket   | 77  | IWYC-3806-EDCQ | Missed call follow up                    |          |               |                           | 6             | Support Team    | 20      | Agatha Bardle    |
| 22 | Ticket   | 66  | AXNC-1121-QYLF | Issue with boiler                        | 77       | Alesia Burvin | alesia.burvin@deskpro.com | 6             | Support Team    | 2       | Hannah Scott     |

We have added the ability to export your tickets as a CSV to provide you with a simple and convenient way to gather your ticket data, which you can then analyze, import into reporting tools, or share with necessary stakeholders.