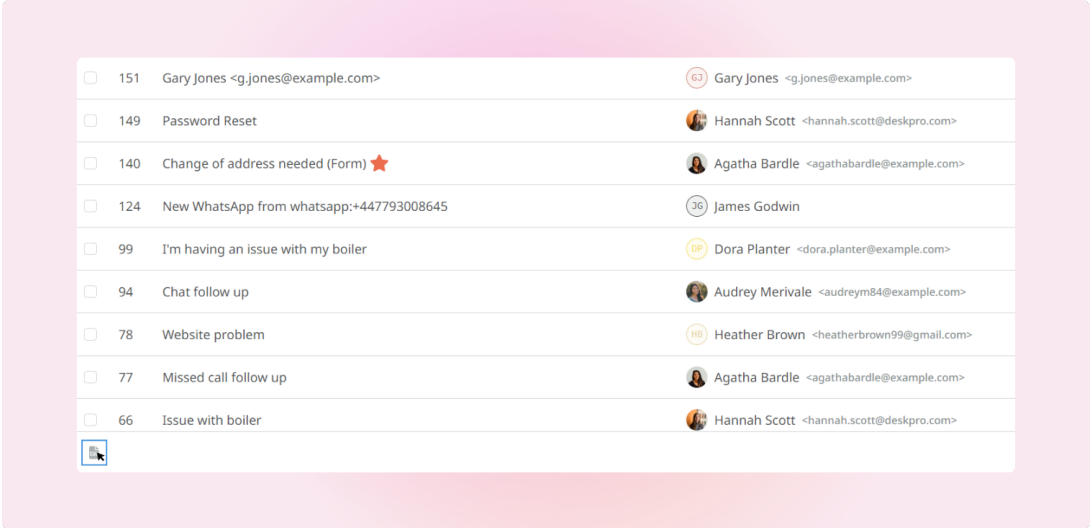
You can now download a list of tickets as a CSV file

2022-11-08 - Lara Proud - Comments (0) - Product (Agent)

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.

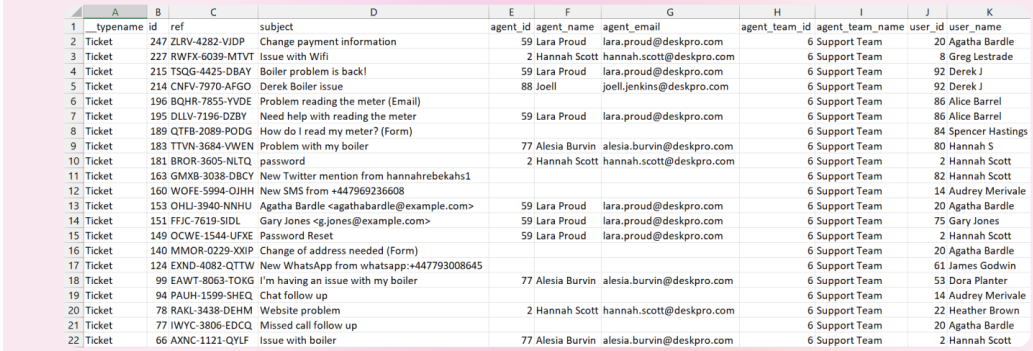


When you click on the icon, a table will immediately export the tickets on the current page of the helpdesk into a CSV file, and the file will download to your computer.

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	ZLRV-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-YVDE	Problem reading the meter (Email)				6	Support Team	86	Alice Barrel
7	Ticket	195	DLLV-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 hannahrebekahs1				6	Support Team	82	Hannah Scott
12	Ticket	160	WOFE-5994-OJHH	New SMS from +447969236608				6	Support Team	14	Audrey Merivale
13	Ticket	153	OHLJ-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-SHEQ	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.