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List of user Downloads through the REST API Collecting Feedback



• Joe Davis

- **Navn på forum:** #Feature Request

A number of teams in our organisation would like to access a list of all users (names and email addresses) who have downloaded each package in a category. This information is accessible as a scrollable list from the "Registered Downloads" link in the Downloads section of the Agent interfacer, but this isn't an ideal solution for us as: 1. It's difficult to navigate the scrollable list as it increases in size 2. There doesn't seem to be any way to dump the names to a CSV or similar format so the information can be easily shared. A colleague of mine found

a very hacky solution to access the data from Deskpro, but we would like this data to be officially accessible through the REST API. Additionally, we haven't found an easy way to query which Organisations have been given access to our active permissions groups. My colleague also found a hacky solution for this, but we would prefer a clean mechanism through the REST API to pull this list.