



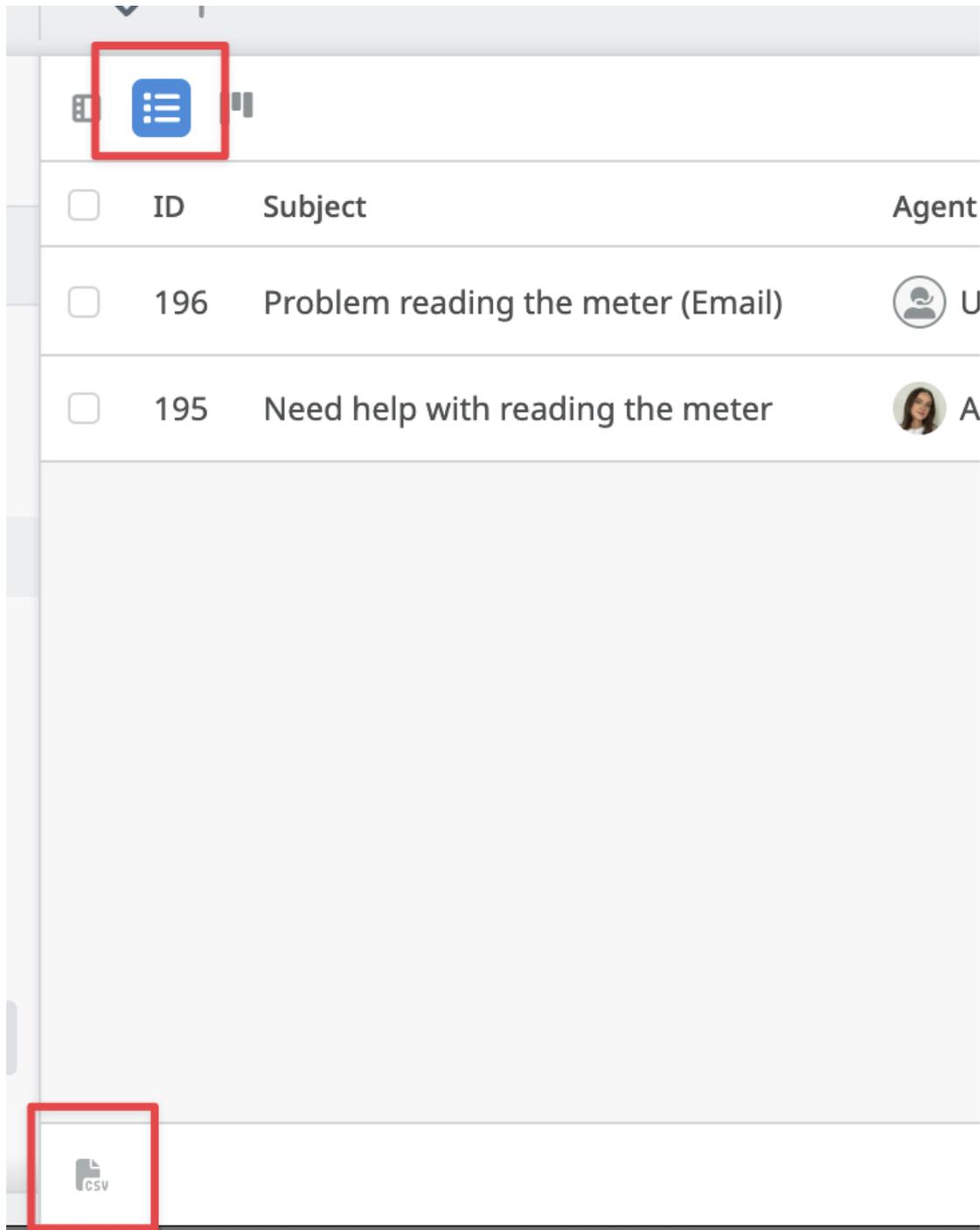
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## Download ticket results as CSV

Christopher Nadeau - 2023-08-17 - [Kommentare \(0\)](#) - [Agent](#)

### Download ticket queue/list results

The easiest way to download tickets is by running a queue or list from the agent interface. When results load, switch to the table view and then click on the CSV button on the bottom left.



The screenshot shows a report interface. At the top, there is a blue icon with three horizontal lines, representing a table or list, which is highlighted with a red box. Below this is a table with the following data:

| <input type="checkbox"/> | ID  | Subject                           | Agent   |
|--------------------------|-----|-----------------------------------|---|
| <input type="checkbox"/> | 196 | Problem reading the meter (Email) |  U |
| <input type="checkbox"/> | 195 | Need help with reading the meter  |  A |

Below the table is a large empty grey area. At the bottom left, there is a red box containing a document icon with the text 'CSV' below it, indicating a download option.

### Download tables generated from a report

You can create a stat (or use a built-in stat) to generate a *table* report. From here, you may download the results as CSV.

Refer to the full reporting guide for information on using reports: [Using the Stat Builder](#)

Tickets opened in the past 24 hours ▾

Display × Table × ▾

This stat used by Dashboards and Reports

[Ticket Insights](#) -> [Overview](#)

📄 Download as CSV

| Created Hour |
|--------------|
| 15           |

Reset order | Showing 1 to 1 of 1 entries

### Using the Deskpro API

If no other option provides the flexibility you need, then you can use the Deskpro API. Refer to the developer guide here: [About the API](#)