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How do I export Tickets?

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For up to about 2,500 tickets, you can run this query from the Stat Builder: `SELECT tickets.*FROM tickets`

If you have more than 2500 tickets, you can run the same query as above, but with multiple WHERE constraints. The current limit is set to prevent any single query from overloading the system. You would use clauses like this:

`WHERE tickets.id >= '1' AND tickets.id <= '2500'`

then:

`WHERE tickets.id >= '2501' AND tickets.id <= '5001'`

It should only a few seconds to run each report, and a few seconds to update the query. Each output can be exported to CSV/PDF. Even for large amounts of tickets, it should only take a few minutes to iterate through them all with this method.

If you have added a lot of custom ticket fields, this may not work (Reports can only include up to about 55 fields). In that case, run a query that specifies the ticket fields individually. Replace `SELECT tickets.*` in the query above with:

`SELECT tickets.id, tickets.subject`

You will then be able to export the result in PDF or CSV format.

If you have more tickets than the Report Builder can output, you will need to export your tickets using the API (requires programming skills).