

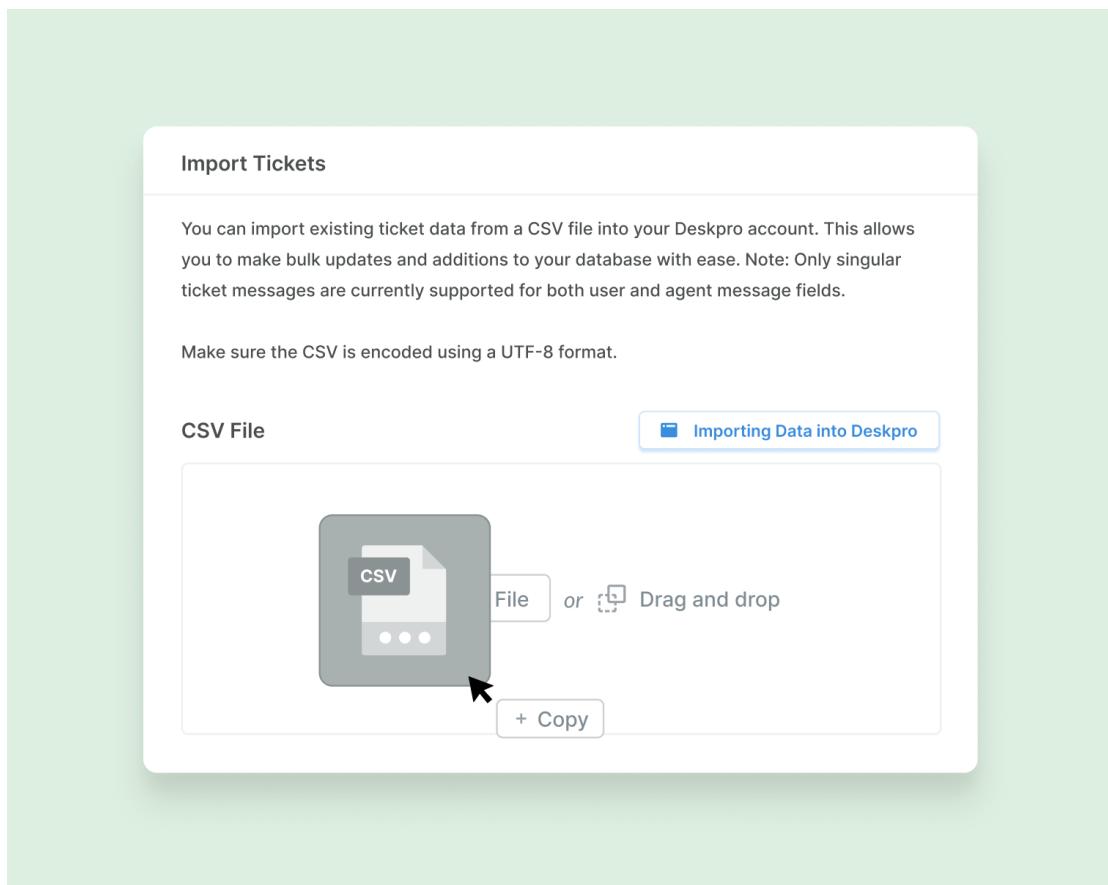


[Nέα](#) > [Product](#) > [Product \(Admin\)](#) > [Import Ticket Data Seamlessly with Deskpro's Enhanced CSV Importer](#)

Import Ticket Data Seamlessly with Deskpro's Enhanced CSV Importer

2024-01-16 - Lara Proud - [Σχόλια \(0\)](#) - [Product \(Admin\)](#)

Using our enhanced CSV Importer you can now import existing ticket data from a CSV file directly into Deskpro, in addition to User and Organization data.



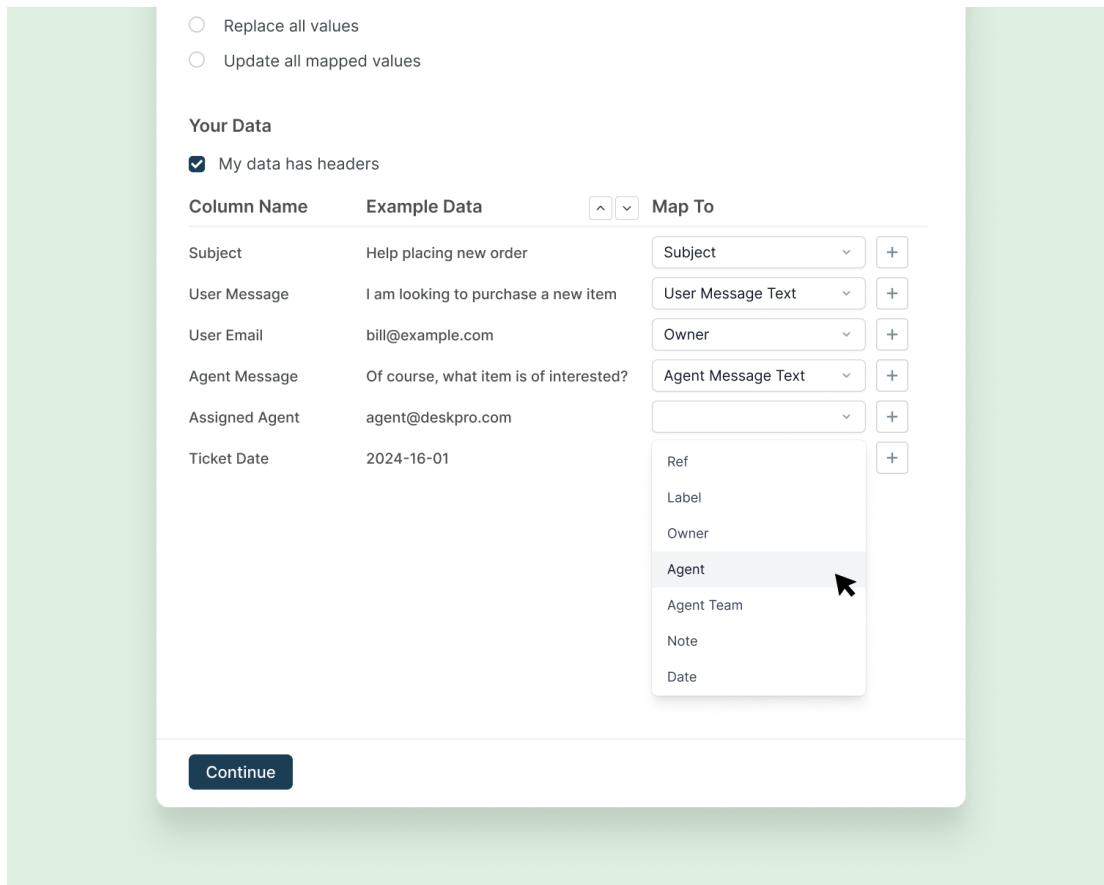
Once uploaded, you can map data from your file to both pre-defined and custom fields in your Deskpro helpdesk to ensure the Tickets are imported with the information you need.

The Ticket Importer currently supports singular agent and user messages per ticket and agent notes. Additionally, you can decide to keep the existing ticket ID (Ref) or have a new ID assigned during import. Some of the other pre-defined fields you can map to during a ticket import include:

- Reference
- Subject
- Labels
- User Email (Owner)

- Agent
- Agent Team
- And more

You are also able to define and create custom fields to map your data to during the import to further streamline your data transfer.



The screenshot shows a mapping interface for importing data into Deskpro. At the top, there are two radio button options: 'Replace all values' and 'Update all mapped values'. Below this is a section titled 'Your Data' with a checked checkbox 'My data has headers'. The main area is a table with columns 'Column Name', 'Example Data', and 'Map To'. The 'Map To' column contains dropdown menus with '+' buttons to add new items. A mouse cursor is hovering over the 'Agent' option in a dropdown menu for the 'Ticket Date' mapping. The dropdown menu also includes 'Ref', 'Label', 'Owner', 'Agent Team', 'Note', and 'Date'.

| Column Name | Example Data | Map To |
|----------------|--|--|
| Subject | Help placing new order | Subject |
| User Message | I am looking to purchase a new item | User Message Text |
| User Email | bill@example.com | Owner |
| Agent Message | Of course, what item is of interested? | Agent Message Text |
| Assigned Agent | agent@deskpro.com | |
| Ticket Date | 2024-16-01 | Ref Label Owner Agent Agent Team Note Date |

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With this feature, we are aiming to simplify your data management, making it faster and easier to get your Deskpro environments set up and simplify data migration.

For more information about importing ticket data, see our [Admin Guide](#).