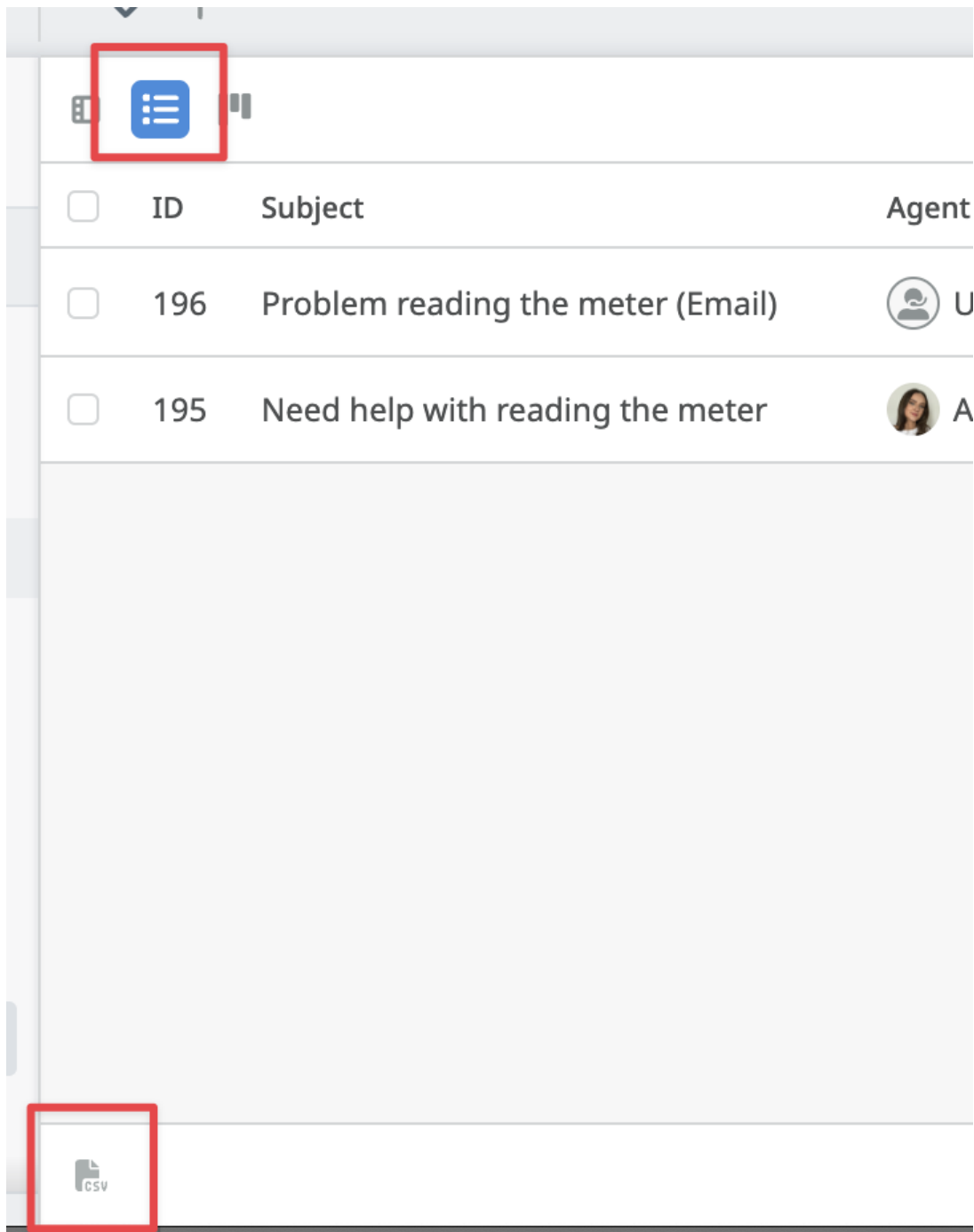


Download ticket results as CSV



Christopher Nadeau - 2023-08-17 - Comments (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 web interface for a report. At the top, there is a blue icon with three horizontal lines, which is highlighted with a red square. Below this is a table with three columns: 'ID', 'Subject', and 'Agent'. The table contains two rows of data. Below the table, there is a large empty rectangular area. At the bottom left, there is a button with a document icon and the text 'CSV', which is also highlighted with a red square.

<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

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](#)