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You can now download a list of tickets as a CSV file

(Lara Proud - Comment (1) - Product (Agent - 2022-11-08

We added the ability to download a list of tickets as a CSV file. Click the new **CSV** icon in the left-hand corner of the interface, indicated with the blue square, which will generate a .table of the current tickets on the page

151 Gary Jone	rs <g.jones@example.com></g.jones@example.com>	GJ Gary Jones <g.jones@example.com></g.jones@example.com>
149 Password	Reset	Hannah Scott <hannah.scott@deskpro.com></hannah.scott@deskpro.com>
140 Change o	f address needed (Form) 🚖	Agatha Bardle <agathabardle@example.com></agathabardle@example.com>
124 New Wha	tsApp from whatsapp:+447793008645	James Godwin
99 I'm havin	g an issue with my boiler	Dora Planter <dora.planter@example.com></dora.planter@example.com>
94 Chat follo	w up	W Audrey Merivale <audreym84@example.com></audreym84@example.com>
78 Website p	problem	HB Heather Brown <heatherbrown99@gmail.com></heatherbrown99@gmail.com>
77 Missed ca	ill follow up	Agatha Bardle <agathabardle@example.com></agathabardle@example.com>
66 Issue wit	n boiler	Hannah Scott <hannah.scott@deskpro.com></hannah.scott@deskpro.com>

When you click on the icon, a table will immediately export the tickets on the current page of the helpdesk into a CSV file, and the file will download to your computer.

:The CSV export can include information, such as the following, about your tickets

Ticket ID •

Ticket Subject •

User's Name •

User's Email •

Custom Fields •

You can see in this image below some of the data fields that get exported from the list of :tickets in the helpdesk

4	A	В	С	D	E	F	G	н	1	J	K
1	typename	id	ref	subject	agent_ic	agent_name	agent_email	agent_team_id	agent_team_name	user_id	user_name
2	Ticket	247	ZLRV-4282-VJDP	Change payment information	5	Lara Proud	lara.proud@deskpro.com	6	5 Support Team	20	Agatha Bardle
3	Ticket	227	RWFX-6039-MTVT	Issue with Wifi		2 Hannah Scott	hannah.scott@deskpro.com	6	5 Support Team	8	Greg Lestrade
4	Ticket	215	TSQG-4425-DBAY	Boiler problem is back!	5	Eara Proud	lara.proud@deskpro.com	6	5 Support Team	92	Derek J
5	Ticket	214	CNFV-7970-AFGO	Derek Boiler issue	8	3 Joell	joell.jenkins@deskpro.com	6	5 Support Team	92	Derek J
6	Ticket	196	BQHR-7855-YVDE	Problem reading the meter (Email)				6	5 Support Team	86	Alice Barrel
7	Ticket	195	DLLV-7196-DZBY	Need help with reading the meter	5	Jara Proud	lara.proud@deskpro.com	6	5 Support Team	86	Alice Barrel
8	Ticket	189	QTFB-2089-PODG	How do I read my meter? (Form)				6	5 Support Team	84	Spencer Hasting
9	Ticket	183	TTVN-3684-VWEN	Problem with my boiler	7	7 Alesia Burvin	alesia.burvin@deskpro.com	6	5 Support Team	80	Hannah S
10	Ticket	181	BROR-3605-NLTQ	password		2 Hannah Scott	hannah.scott@deskpro.com	6	5 Support Team	2	Hannah Scott
11	Ticket	163	GMXB-3038-DBCY	New Twitter mention from hannahrebekahs1				6	5 Support Team	82	Hannah Scott
12	Ticket	160	WOFE-5994-OJHH	New SMS from +447969236608				6	5 Support Team	14	Audrey Merival
13	Ticket	153	OHLI-3940-NNHU	Agatha Bardle <agathabardle@example.com></agathabardle@example.com>	5	Eara Proud	lara.proud@deskpro.com	6	5 Support Team	20	Agatha Bardle
14	Ticket	151	FFJC-7619-SIDL	Gary Jones <g.jones@example.com></g.jones@example.com>	5	Eara Proud	lara.proud@deskpro.com	6	5 Support Team	75	Gary Jones
15	Ticket	149	OCWE-1544-UFXE	Password Reset	5	Eara Proud	lara.proud@deskpro.com	6	5 Support Team	2	Hannah Scott
16	Ticket	140	MMOR-0229-XXIP	Change of address needed (Form)				6	5 Support Team	20	Agatha Bardle
17	Ticket	124	EXND-4082-QTTW	New WhatsApp from whatsapp:+447793008645				6	5 Support Team	61	James Godwin
18	Ticket	99	EAWT-8063-TOKG	I'm having an issue with my boiler	7	7 Alesia Burvin	alesia.burvin@deskpro.com	6	5 Support Team	53	Dora Planter
19	Ticket	94	PAUH-1599-SHEQ	Chat follow up				6	5 Support Team	14	Audrey Merival
20	Ticket	78	RAKL-3438-DEHM	Website problem		2 Hannah Scott	hannah.scott@deskpro.com	6	5 Support Team	22	Heather Brown
21	Ticket	77	IWYC-3806-EDCQ	Missed call follow up				6	5 Support Team	20	Agatha Bardle
22	Ticket	66	AXNC-1121-QYLF	Issue with boiler	7	7 Alesia Burvin	alesia.burvin@deskpro.com	6	5 Support Team	2	Hannah Scott

We have added the ability to export your tickets as a CSV to provide you with a simple and convenient way to gather your ticket data, which you can then analyze, import into .reporting tools, or share with necessary stakeholders