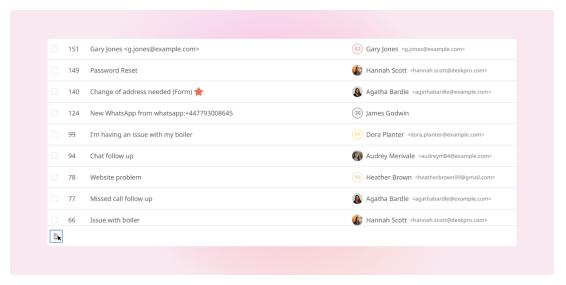




You can now download a list of tickets as a CSV file

2022-11-08 - Lara Proud - Comments (0) - Product (Agent)

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.



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:



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.