

Hírek > Product > Product (Agent) > You can now download a list of tickets as a CSV file

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2022-11-08 - Lara Proud - (0) megjegyzés - 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.

151 Gary Jones <g.jones@example.com> iii) 149 Password Reset iii) 140 Change of address needed (Form) ★ iii) 124 New WhatsApp from whatsapp:+447793008645 iii) 99 I'm having an issue with my boiler iii) 94 Chat follow up iii) 78 Website problem iii) 77 Missed call follow up iii) 66 Issue with boiler iii)</g.jones@example.com>	
140 Change of address needed (Form)★ Agatha Bardle <agathabardle@exa <="" p=""> 124 New WhatsApp from whatsapp:+447793008645 GB James Godwin 99 I'm having an issue with my boiler op Dora Planter <dora.planter@example< td=""> 94 Chat follow up Qhat follow up Qhat follow up 78 Website problem wissed call follow up Qhat Bardle <agathabardle@examp< td=""><td>n></td></agathabardle@examp<></dora.planter@example<></agathabardle@exa>	n>
124 New WhatsApp from whatsapp:+447793008645 36 James Godwin 99 I'm having an issue with my boiler 99 Dora Planter <dora.planter@example< td=""> 94 Chat follow up Audrey Merivale <audreym84@exa< td=""> 78 Website problem 18 Agatha Bardle <agathabardle@exa< td=""> 77 Missed call follow up Agatha Bardle <agathabardle@exa< td=""></agathabardle@exa<></agathabardle@exa<></audreym84@exa<></dora.planter@example<>	kpro.com>
99 I'm having an issue with my boiler Image: Charlow of the state	ample.com>
94 Chat follow up Image: Audrey Merivale <audreym84@exa< td=""> 78 Website problem Image: Brown <heatherbrown990< td=""> 77 Missed call follow up Image: Agatha Bardle <agathabardle@exa< td=""></agathabardle@exa<></heatherbrown990<></audreym84@exa<>	
78 Website problem IIII Heather Brown <heatherbrown990< td=""> 77 Missed call follow up Agatha Bardle <agathabardle@exa< td=""></agathabardle@exa<></heatherbrown990<>	nple.com>
77 Missed call follow up Q Agatha Bardle <agathabardle@exa< td=""></agathabardle@exa<>	(ample.com>
	@gmail.com>
66 Issue with boiler	ample.com>
	skpro.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	к
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	9 Lara Proud	lara.proud@deskpro.com	(5 Support Team	20	Agatha Bardle
3	Ticket	227	RWFX-6039-MTVT	Issue with Wifi		2 Hannah Scot	t hannah.scott@deskpro.com	6	5 Support Team	8	Greg Lestrade
4	Ticket	215	TSQG-4425-DBAY	Boiler problem is back!	5	9 Lara Proud	lara.proud@deskpro.com	(5 Support Team	92	Derek J
5	Ticket	214	CNFV-7970-AFGO	Derek Boiler issue	8	8 Joell	joell.jenkins@deskpro.com	(5 Support Team	92	Derek J
6	Ticket	196	BQHR-7855-YVDE	Problem reading the meter (Email)				(5 Support Team	86	Alice Barrel
7	Ticket	195	DLLV-7196-DZBY	Need help with reading the meter	5	9 Lara 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 Scot	t 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	9 Lara 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	9 Lara Proud	lara.proud@deskpro.com	6	5 Support Team	75	Gary Jones
15	Ticket	149	OCWE-1544-UFXE	Password Reset	5	9 Lara Proud	lara.proud@deskpro.com	6	5 Support Team	2	Hannah Scott
16	Ticket	140	MMOR-0229-XXIP	Change of address needed (Form)				(5 Support Team	20	Agatha Bardle
17	Ticket	124	EXND-4082-QTTW	New WhatsApp from whatsapp:+447793008645				(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	(5 Support Team	53	Dora Planter
19	Ticket	94	PAUH-1599-SHEQ	Chat follow up				(5 Support Team	14	Audrey Merival
20	Ticket	78	RAKL-3438-DEHM	Website problem		2 Hannah Scot	t hannah.scott@deskpro.com	(5 Support Team	22	Heather Brown
21	Ticket	77	IWYC-3806-EDCQ	Missed call follow up				(5 Support Team	20	Agatha Bardle
22	Ticket	66	AXNC-1121-QYLF	Issue with boiler	7	7 Alesia Burvin	alesia.burvin@deskpro.com	(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.