

<u>Kennisbank</u> > <u>Using Deskpro</u> > <u>Agent</u> > <u>Download ticket results as CSV</u>

## Download ticket results as CSV

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## 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.

E		18	
	ID	Subject	Agent
	196	Problem reading the meter (Email)	U
	195	Need help with reading the meter	<b>(</b> ) A
CSV	1		
		<ul> <li>ID</li> <li>196</li> <li>195</li> </ul>	ID       Subject         196       Problem reading the meter (Email)         195       Need help with reading the meter

## 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: <u>Using the Stat Builder</u>

rs :	Tickets opened in the past 24 hours			
aiting age	Display Table × T			
aiting age	This stat used by Dashboards and Reports			
ated toda	<u>Ticket Insights</u> -> <u>Overview</u>			
ated toda				
ated toda	Download as CSV			
ated toda	Created Hour	÷		
olved toc	15			
olved toc	Reset order   Showing 1 to 1 of 1 entries			
olved toc				

## 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: <u>About the API</u>