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Limit on total number of tickets returned from API Collecting Feedback

- Mikkel Ricky
- **Forum Navn':** #Bug Report

We're using the Deskpro API to fetch tickets based on a custom ticket field, but it seems that the number of tickets returned from the API is limited to 1000 (we have 1116 tickets where "custom field 28" = 403):


```
> curl --silent --header 'Authorization: key ...'  
'https://....deskpro.com/api/v2/tickets?ticket_field.28=403' | jq '.meta.pagination'
```

```
{  
  
  "total": 1000,  
  
  "count": 10,  
  
  "per_page": 10,  
  
  "current_page": 1,  
  
  "total_pages": 100  
}
```

It seems that whenever we apply a filter, e.g. `status=awaiting_agent`, we get at most 1000 results.

Is this a bug or a feature in the Deskpro API? Is this limit documented anywhere?

Best regards,

Mikkel