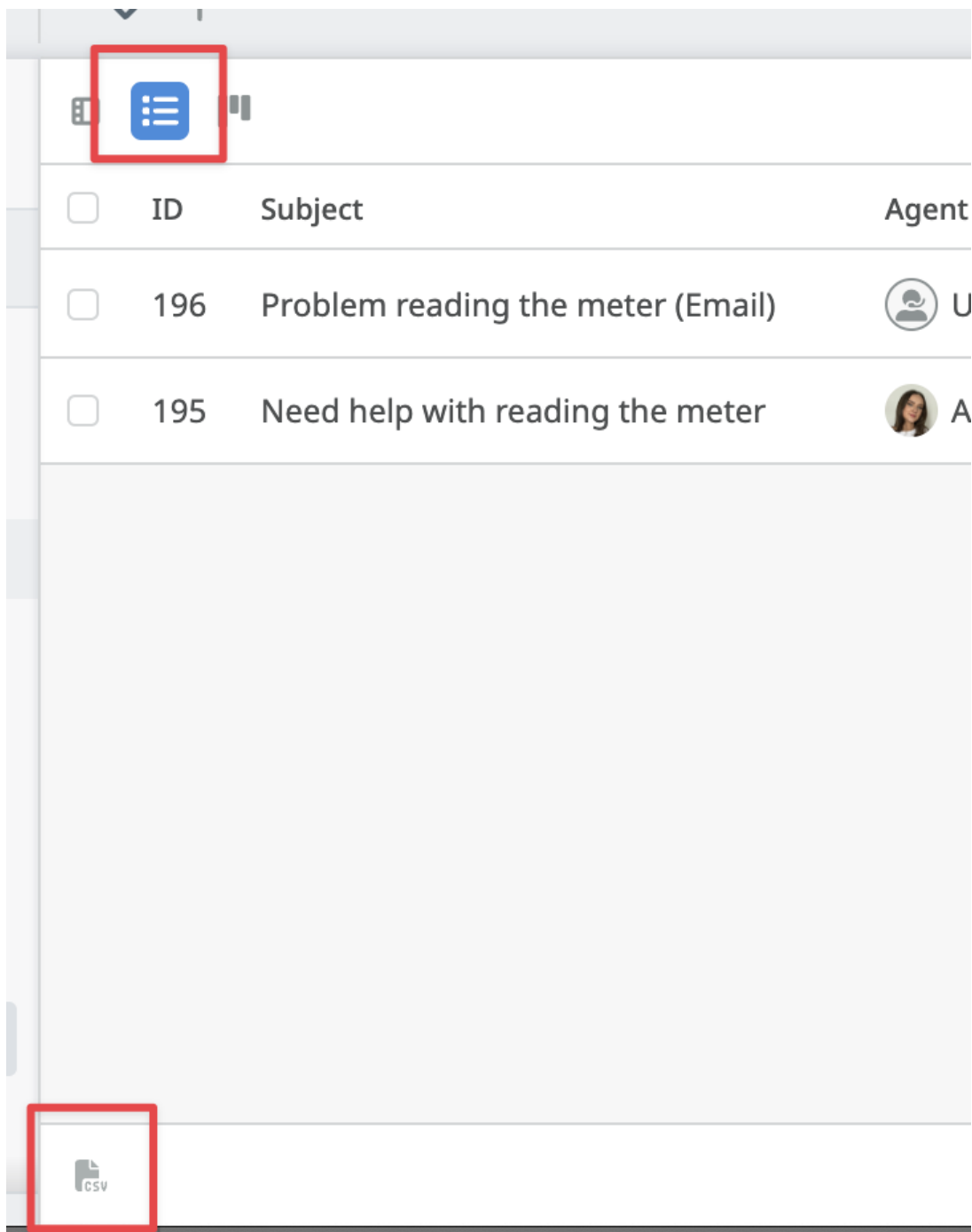


Download ticket results as CSV



Christopher Nadeau - 2023-08-17 - Comentário (1) - Agent


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.



The screenshot shows a web interface for a report. At the top, there is a blue icon with three horizontal lines, representing a table or list, which is highlighted with a red square. Below this is a table with three columns: 'ID', 'Subject', and 'Agent'. The table contains two rows of data. The first row has ID '196' and Subject 'Problem reading the meter (Email)', with an agent icon and the letter 'U'. The second row has ID '195' and Subject 'Need help with reading the meter', with an agent icon and the letter 'A'. Below the table is a large, empty light gray rectangular area. At the bottom left of the interface, there is a button with a document icon and the text 'CSV', which is also highlighted with a red square.

<input type="checkbox"/>	ID	Subject	Agent
<input type="checkbox"/>	196	Problem reading the meter (Email)	 U
<input type="checkbox"/>	195	Need help with reading the meter	 A

 CSV

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: [Using the Stat Builder](#)

Tickets opened in the past 24 hours ▾

Display × Table × ▾

This stat used by Dashboards and Reports

[Ticket Insights](#) -> [Overview](#)

 Download as CSV

Created Hour

15

[Reset order](#) | Showing 1 to 1 of 1 entries

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: [About the API](#)