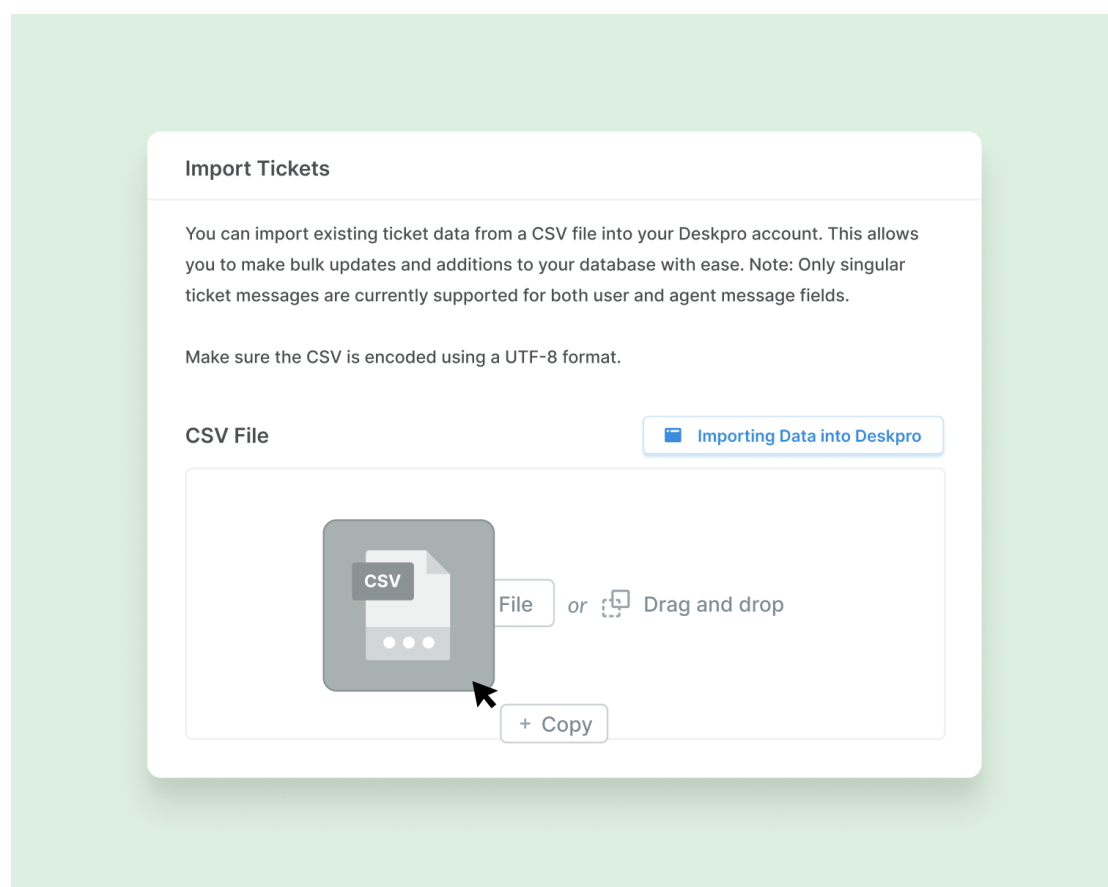


Import Ticket Data Seamlessly with Deskpro's Enhanced CSV Importer

2024-01-16 - Lara Proud - [Comments \(0\)](#) - [Product \(Admin\)](#)

Using our enhanced CSV Importer you can now import existing ticket data from a CSV file directly into Deskpro, in addition to User and Organization data.



Once uploaded, you can map data from your file to both pre-defined and custom fields in your Deskpro helpdesk to ensure the Tickets are imported with the information you need.

The Ticket Importer currently supports singular agent and user messages per ticket and agent notes. Additionally, you can decide to keep the existing ticket ID (Ref) or have a new ID assigned during import. Some of the other pre-defined fields you can map to during a ticket import include:

- Reference
- Subject
- Labels
- User Email (Owner)

- Agent
- Agent Team
- And more

You are also able to define and create custom fields to map your data to during the import to further streamline your data transfer.

The screenshot shows a data import configuration window. At the top, there are two radio buttons: "Replace all values" and "Update all mapped values". Below them is a section titled "Your Data" with a checked checkbox "My data has headers". The main part of the interface is a table with two columns: "Column Name" and "Example Data". To the right of the table is a "Map To" section with a dropdown menu and a "+" button for each row. The table contains the following data:

Column Name	Example Data
Subject	Help placing new order
User Message	I am looking to purchase a new item
User Email	bill@example.com
Agent Message	Of course, what item is of interested?
Assigned Agent	agent@deskpro.com
Ticket Date	2024-16-01

The "Map To" section shows a dropdown menu with the following options: Subject, User Message Text, Owner, Agent Message Text, and a blank option. The "Agent" option is currently selected and highlighted. A "Continue" button is located at the bottom left of the window.

With this feature, we are aiming to simplify your data management, making it faster and easier to get your Deskpro environments set up and simplify data migration.

For more information about importing ticket data, see our [Admin Guide](#).