

CSV Ticket Export

Users with access to the Bulk Update tool can select a bunch of Tickets on the Tickets page to export. The export is received as an attachment to the User's email address.

To export a specific range of tickets, go to the Tickets page, use the Ticket Attributes widget to filter the Tickets List for only those Tickets you wish to export.

For example, for a CSV export of Customer Service Tickets from Last Week, start a Search Filter for **Team: Customer Service** & **Time Period: Last Week**.

Select the **Categories** tab to search for Tickets with specific Category choices applied. For example, "Query Type: Complaints" to export call Complaint tickets. This search filter is applied alongside the Ticket Attributes search filter.

This Search filter can then be saved for future use. Simply click the *blue save icon* next to the **Saved Searches** drop-down to save the search filter currently applied.

You can bulk select all Tickets on the page by selecting the Checkbox column header to the left of the Ticket number Or select specific tickets to export by selecting each Ticket in turn. You can select Tickets across multiple pages if required.

Once all Tickets you want to export are selected, select the **Export to CSV** option from the bulk update tools. You can only export Tickets you have selected.

The screenshot shows the Puzzel dashboard with a navigation bar at the top containing links to Dashboard, Tickets, Reports, Activity, Customers, Campaigns, Settings, and Help. Below the navigation bar, there's a 'Ticket Attributes' section with filters for 'complaints:', 'Complaint type:', 'queries:', and 'Test:'. A 'Submit' button is located at the bottom right of this section. Below the filters is the 'Tickets list' section, which includes a 'Show 10 entries' dropdown and a table of tickets. The table has columns for #, Subject, Assigned, Status, Response Target, Resolve Target, Priority, Team, Channel, Last Update, From/To, and Tags. A red circle highlights the 'Export to CSV' button in the top right corner of the Tickets list section.

#	Subject	Assigned	Status	Response Target	Resolve Target	Priority	Team	Channel	Last Update	From/To	Tags
52	test email from mashud	[Avatar]	OPEN			NORMAL	All Users	ticket	4 days ago	mashud.ahmed@puzzel.com	Approved
51	Test ticket	JK	RESOLVED			NORMAL	All Users	ticket	12 days ago	jayanthi_prkumar@yahoo.co.in	communication
50	Technical support	[Avatar]	OPEN			NORMAL	All Users	ticket	19 days ago	christian.thorsrud@puzzel.com	
49	Support	[Avatar]	RESOLVED			NORMAL	All Users	ticket	19 days ago	christian.thorsrud@puzzel.com	
48	Support question	CT	OPEN			NORMAL	All Users	ticket	20 days ago	christian.thorsrud@puzzel.com	
47	Support please	CT	OPEN			NORMAL	All Users	ticket	23 days ago	christian.thorsrud@puzzel.com	

You will then be given the option of which columns you want to include in your CSV export. These columns include all of the available columns for the Tickets List, including columns not currently shown on the Tickets List.

All Categories are also available to select as Columns for the CSV export. You can select as many or as few columns as required.

The screenshot shows a dialog box titled 'Exporting 77 Ticket(s)'. It has two sections: 'Attributes to Display' and 'Categories to Display'. Each section contains a list of items with 'ON' or 'OFF' toggle buttons. The 'Attributes to Display' section includes Ticket ID, Ticket Type, Target Response Time, Target Resolve Time, Assigned To Team, Channel, Last Update, Date Created, Date Resolved, Date Closed, Status, Priority, Subject, From Name, Assigned To User, From/To Address, Tags, Post-It Note, and Message Body. The 'Categories to Display' section includes Action Taken, Billing Type, Complaint Log, Complaint Type, Credit Value, GDPR, Incident Type, and Intercompany Credit. At the bottom of the dialog are 'Cancel' and 'Export' buttons.

Click on **Export** to create and receive your CSV Ticket Export.

You will then receive an email with a CSV attachment to your User email address. This can take a few minutes to arrive depending on the number of Tickets you have selected to export.