

Reports & Downloading Ticket Data

AgriSync not only allows your team to see and solve issues, but also allows you to track your team's time, customer feedback, and the types of issues you're solving.

As an Advisor, you can download Excel reports containing your ticket data. Additionally, you can filter the data by the following:

- Company Members
- Ticket Clients
- Ticket Created Date
- Ticket Updated Date
- Company Tags

Steps:

1. Login to the web dashboard
2. Under the 'Tickets' page, click the 'Reporting' button
3. Scroll to the bottom of the page
4. Filter the data
5. Download the Excel spreadsheet

The screenshot displays the AgriSync web dashboard. On the left is a dark sidebar with navigation options: Tickets (highlighted with a red arrow), Contacts, Calls, Emails, Broadcast, Insights, Manage, and Admin. The main content area features a 'CREATE TICKET' form at the top, a search bar, and summary cards for 'MY OPEN TICKETS' (0), 'MY TEAMS UNASSIGNED TICKETS' (0), and 'TIME TO FIRST RESPONSE' (00:00:00). Below these is a table of tickets with columns for Ticket #, Title, Status, Customer, Advisor, Team, Created, Updated, Rating, and Action. A red box highlights the 'Reporting' button in the top right corner of the table. At the bottom of the table, a red box highlights the filter options: Company Members, Ticket Clients, Ticket Created Date, Ticket Updated Date, and Company Tags, along with 'Download' and 'Cancel' buttons.

Ticket #	Title	Status	Customer	Advisor	Team	Created	Updated	Rating	Action
2098703	App Ticket	Closed	Jason Anderson	Rylee J	Parts Team	Thu, 12:14 PM Oct 28th 2021	Thu, 9:55 AM Nov 11th 2021		
2987Y04	VoiceHub™ Ticket	Closed	Jason Anderson	Rylee J	Parts Team	Thu, 12:15 PM Oct 28th 2021	Thu, 1:47 PM Nov 4th 2021		
29C8739	VoiceHub™ Ticket	Closed	John Smith	Jason Anderson	Parts Team	Thu, 12:53 PM Oct 28th 2021	Thu, 12:56 PM Oct 28th 2021		
V294832	Parts pickup	Closed	Ashlee Sorensen	Jason Anderson	Parts Team	Tue, 10:23 AM Oct 19th 2021	Thu, 12:29 PM Oct 28th 2021	★★★★★	
D297631	Part Support	Closed	Jason Anderson	Rylee J	Parts Team	Tue, 1:10 PM Oct 26th 2021	Thu, 12:15 PM Oct 28th 2021		
V297627	Parts Support	Closed	Jason Anderson	Rylee J	Parts Team	Tue, 1:07 PM Oct 26th 2021	Tue, 1:10 PM Oct 26th 2021		
25H8430	Tractor Not Working	Closed	Jake Adam	Jason Anderson	Parts Team	Fri, 12:10 PM Jul 16th 2021	Thu, 12:43 PM Oct 26th 2021		
295W053	Check on belt	Closed	Colby Roberts	Jason Anderson	Parts Team	Tue, 2:31 PM Oct 19th 2021	Wed, 8:25 AM Oct 20th 2021		

[Watch this video](#) to see what you will experience during the download process.