

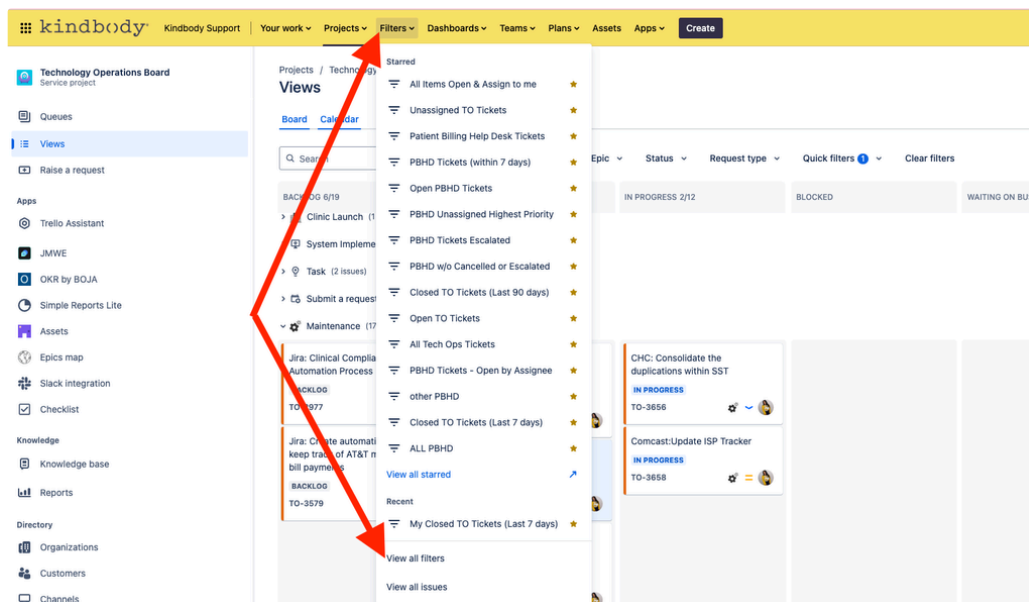
Jira: Exporting Jira Tickets Using a Filter

This SOP is intended for users who need to extract Jira ticket data based on specific criteria. Exporting tickets allows for further analysis, reporting, or record-keeping outside the Jira environment.

Instructions

1. Accessing Jira Filters

1. Log in to Jira.
2. Navigate to the **Filters** menu located in the top navigation bar.
3. Click on **View all filters** or **Search issues** to create a new filter.

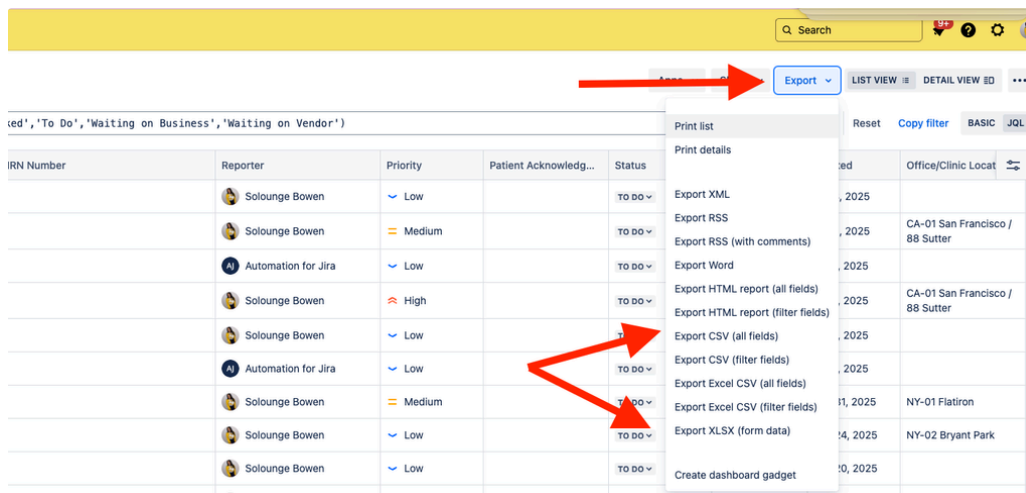


2. Creating a Filter

1. Use the **Advanced Search (JQL)** or **Basic Search** to define the criteria for ticket selection.
2. Apply the necessary conditions such as project, status, assignee, date range, etc.
3. Click **Search** to review the filtered tickets.
4. Save the filter by clicking **Save as**, entering a filter name, and clicking **Submit**.

3. Exporting the Filtered Tickets

1. Open the saved filter or search results.
2. Click on the **Export** button (three-dot menu in the upper-right corner of the search results).
3. Select the desired export format:
 - **Excel (CSV, Current Fields)** – Exports only the visible fields.
 - **Excel (CSV, All Fields)** – Exports all available fields.
 - **Printable View** – Generates a print-friendly version.
4. The file will download automatically.




4. Verifying the Exported Data [🔗](#)

1. Open the exported file in a spreadsheet application (e.g., Microsoft Excel, Google Sheets).
2. Ensure all required data is included and formatted correctly.
3. Save and share the file as needed.

i Highlight important information in a panel like this one. To edit this panel's color or style, select one of the options in the menu.

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-  [Patient Billing Help Desk Jira SOP](#)
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