

Desk Reporting

Use this script to export Desk tickets and messages.

Instructions here:

<https://github.com/warodri-sendbird/desk-export-nodejs>

Sample export:

```
{
  "requests":[
    {
      "requestId":"fb9db3a3ae99488",
      "dataType":"messages",
      "status":"scheduled",
      "from":"15/10/2021",
      "to":"14/11/2021"
    }
  ],
  "tickets":[
    {
      "id":7455126,
      "project":105,
      "createdAt":"2021-10-28T14:10:04.643447Z",

"channelUrl":"sendbird_group_channel_114327895_6ec2187e14369c4fd7cc211d122b09be9f65a5ef",
      "closedAt":"2021-10-29T07:14:31.238511Z",
      "issuedAt":"2021-10-28T14:10:05.779049Z",
      "durationTime":61465,
      "pendingTime":4,
      "conversationTime":null,
      "customer":{
        "id":5556923,
        "sendbirdId":"customer",
        "channelType":"SENBIRD",
        "project":105,
        "createdAt":"2021-10-28T14:10:03.663534Z",
        "displayName":"Customer user",
        "photoThumbnailUrl":""
      },
      "closeStatus":"CLOSED_BY_ADMIN",
      "recentAssignment":{
        "id":174974,
        "assignedTicket":7455126,
        "agent":{
```

```

        "id":1796,
        "displayName":"Desk Agent Walter Rodriguez",
        "project":105,
        "user":1109,

"sendbirdId":"sendbird_desk_agent_id_03f1dafa-cf49-41aa-993f-bf8cae7710e9",
        "role":"ADMIN",
        "createdAt":"2021-06-23T07:58:46.328863Z",
        "status":"ACTIVE",
        "connection":"ONLINE",
        "email":"walter.rodriguez.agent@sendbird.com",
        "photoThumbnailUrl":"",
        "connectionUpdatedAt":"2021-10-08T11:43:04.500917Z",
        "tier":"INTERMEDIATE"
    },
    "assignedAt":"2021-10-28T14:10:10.456934Z",
    "respondedAt":null,
    "respondedAt":null,
    "endedAt":"2021-10-29T07:14:31.238511Z",
    "status":"NOT_RESPONDED",
    "unreadCount":1,
    "responseTime":null
},
"channelName":"Customer testing SB Calls from IFRAME",
"channelType":"SENBIRD",
"customerId":5556923,
"customerSendbirdId":"customer",
"customerName":"Customer user",
"customFields":[
    {
        "id":36393631,
        "key":"ticketfield",
        "value":"This is a ticket field"
    }
],
"customerSatisfactionScore":null
},
... more tickets
]
}

```

The explanation of these fields are here:

<https://sendbird.com/docs/desk/v1/platform-api/guides/ticket#2-resource-representation>

You can add or remove fields to show by editing the file: getTickets.js

```

const data = results.map(ticket => ({
  id: ticket.id,
  project: ticket.project,

```

```
    createdAt: ticket.createdAt,  
    channelUrl: ticket.channelUrl,  
    closedAt: ticket.closedAt,  
    issuedAt: ticket.issuedAt,  
    durationTime: ticket.durationTime,  
    pendingTime: ticket.pendingTime,  
    conversationTime: ticket.conversationTime,  
    customer: ticket.customer,  
    closeStatus: ticket.closeStatus,  
    recentAssignment: ticket.recentAssignment,  
    channelName: ticket.channelName,  
    channelType: ticket.customer.channelType,  
    customerId: ticket.customer.id,  
    customerSendbirdId: ticket.customer.sendbirdId,  
    customerName: ticket.customer.displayName,  
    customFields: ticket.customFields,  
    customerSatisfactionScore: ticket.customerSatisfactionScore  
  }))
```