

Export Hours Worked

The **Export Hours Worked** screen allows a user to export all the billable hours up to the specified date into a CSV file. The data will be generated from Ticket | **Hours Worked** tab.

Details		Attachments		Hours Worked		Internal Notes		History		JIRA Issues	
Delete		Filter Records (F3)									
<input type="checkbox"/>	Agent	Hours	Date	Job Code	Billable	Rate	Description	Exported	Date Exported	JIRA Link	
<input type="checkbox"/>	AGDEMO	10.00	09/01/2014	JC4	<input checked="" type="checkbox"/>	1,150.50		<input type="checkbox"/>			
<input type="checkbox"/>					<input type="checkbox"/>			<input type="checkbox"/>			

[blocked URL](#) This is available for i21 Agent only.

How to Export

1. Go to **Help Desk** menu and expand the **Activities** sub-menu.
2. Double click on Export Hours Worked to open the **Export Hours Worked** screen.

3. Select **Ending Date**. This is the **Date** field from the Hours Worked tab
4. Select any of the available options from Export Types group box:
 - Billable** - If the Hours Worked tab | Billable box in Ticket is checked.
 - Non-Billable** - If the Hours Worked tab | Billable in Ticket is not checked.
 - Both** - Selecting this will give the option to the user to export Billable or Non-Billable hours or both.
5. Click on **Export** to download and open the exported csv file.
6. After the successful export, it will mark the **Exported** box field checked and **Date Exported** in **Ticket | Hours Worked** tab.

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