

Exporting Microsoft Support Case Data from Engage Center

US Cloud customer-facing guidance for exporting Microsoft Unified case data

Executive Summary

This guide shows you how to export case data from Microsoft Engage Center and understand the information included in the report. Sharing the most complete data available helps US Cloud review your support history, identify trends, and better understand how your organization uses Microsoft support.

Why do we need you to export your case data?

Your case history helps us better understand your Microsoft environment and how your team has used support. Reviewing past cases allows us to identify recurring issues, high-impact products, and escalation patterns, so we can build a support plan tailored to your needs and connect you with the right technical resources.

What to Expect

Engage Center only shows data available in the selected workspace and permitted by your user access. If a case is missing, it may still exist but be associated with another workspace, tenant, agreement, package, case owner, or excluded by the current filters.

How to log in and export your case data

Overview of the process:



1. Open a browser and go to <https://engagecenter.microsoft.com>.
2. Sign in with the work account that has access to your Microsoft Engage Center workspace.

Engage Center

Engage Center | Support Insights

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Home

Support

Help + Support

Support Requests

Support Insights

Access Ids

Resources

Major Incident Response Plan

Azure Health

IT Health

User Management

Settings

Currently viewing

Give feedback

Support insights data is not real-time and exhibits a 4 hour latency.

Support Insights

State : **Open**
Created : **Last 12 months**
Add Filter

Detailed Statistics

A quick view of key metrics. Hover over a tile to see what it represents.

187
TOTAL CASE COUNT

187
OPEN CASE COUNT

32.4
AVERAGE

Support Case Summary

Interactive charts that highlight trends and key indicators. Hover or click to

Cases by Current severity

3. Confirm you are in the correct workspace by checking the workspace name at the top of the page.

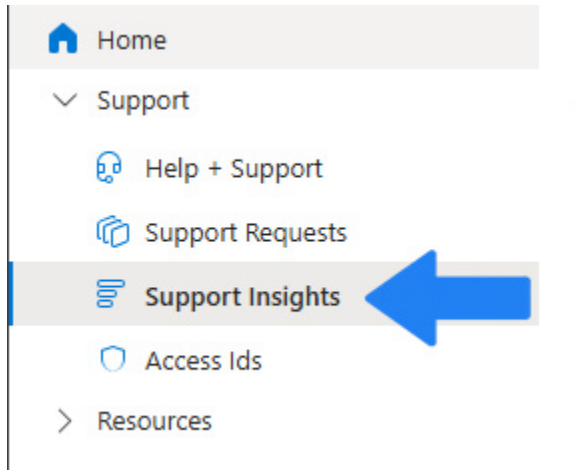
Note: You may only have one workspace, but if you have multiple workspaces repeat these steps for each.

Select workspace

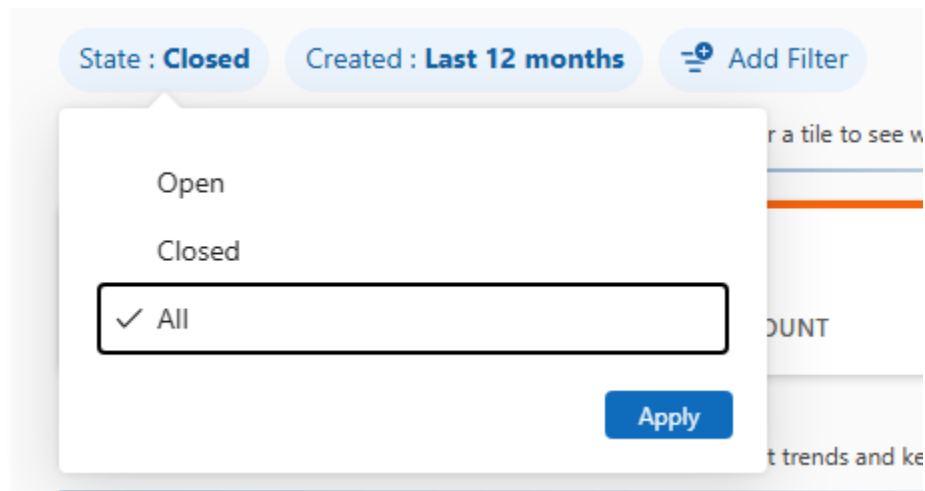
Not finding the space you're looking for?
[Try switching tenants.](#)

Workspace Name	Type
☐ REDACTED	Support Services Currently selected

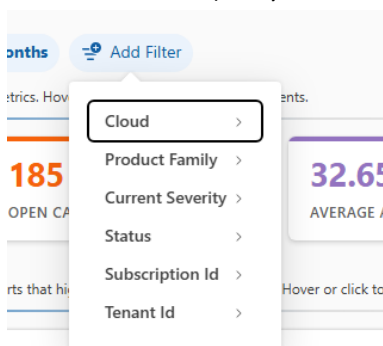
- From the left navigation, select Support.

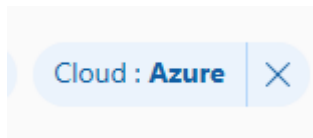


- Open Support Insights
- Set the case State filter to include all available cases.

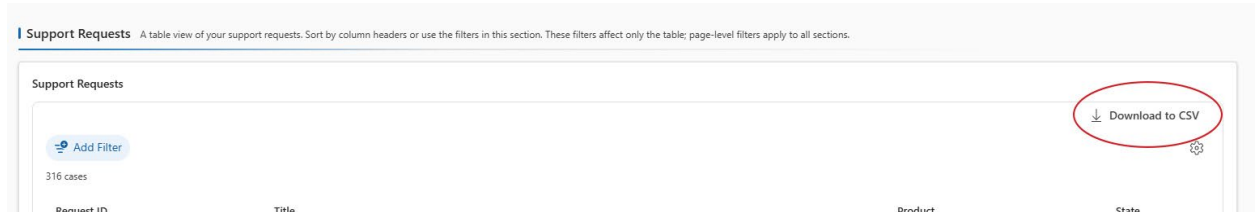


- Remove all filters (if any are selected)

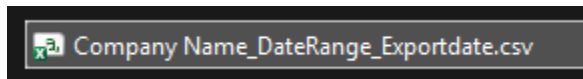




8. Scroll down to the Support Requests section
9. Click the Download to CSV button



10. Rename the exported file with a clear name that includes the company name, date range, and export date.



11. Open the exported file and confirm the earliest case date, latest case date, case count, products, severities, and status values against your expected support activity.
12. If expected cases are missing, see section: What to do if historical data is missing.

What to do if historical data is missing

What to check	Why it matters	Who can help
Is the prior agreement assigned to the workspace or visible through the customer's Engage Center setup?	Historical cases may not appear if the agreement or package is not in scope.	Microsoft account team, CSAM, or support representative.
Is the tenant visible in External Resources and is Support Request Visibility enabled?	Support requests from cloud portals may not surface unless tenant visibility is configured.	Workspace administrator or Customer Support Manager.
Are the cases assigned to the selected workspace?	Support Requests and Support Insights are scoped to assigned workspace data.	Workspace administrator, CSAM, or Microsoft support representative.
Does the signed-in user have enough permission to see all support requests?	The user may only see cases they created, cases shared with them, or identity-associated cases unless broader permissions are granted.	Workspace administrator.

Is the requested period outside what the UI can practically export?

The public documentation does not define a universal Support Requests export window, so Microsoft may need to advise on your organization's situation.

Microsoft support representative.

Data point definitions for the report

Microsoft's technical terms can be confusing, so we've translated the most common ones in the glossary below. Please note that the ability to view data points can vary by view, export type, permissions, and customer-specific configurations (Not all Data Points are in all reports).

Data point	Type	Definition	Recommended use
Title	Microsoft field	Name or summary of the support request.	Quick identification of the issue.
Request ID	Microsoft field	Unique identifier for the support request.	Primary key for deduplication and escalation references.
State / Status	Microsoft field	Current status of the case, such as active or closed.	Separate open work from closed work.
Severity / Sev	Microsoft field	Impact level of the issue.	Prioritize high-impact active cases.
Product	Microsoft field	with the request.	Workload-level support demand reporting.
Product Family	Microsoft field	Broader grouping of related products.	Executive-level trend reporting.
Primary Contact	Microsoft field	Main customer contact associated with the request.	Ownership and follow-up validation.
Created Date	Microsoft field	Date the support request was originally submitted.	Current agreement, TTM, and historical filtering.
Updated Date	Report field	Most recent update date when available.	Identify stale active cases.
Closed Date	Report field	Date the case was closed when available.	Calculate resolution days and closure trends.
Tenant	Filter/report field	Tenant associated with the support case when available.	Tenant-level segmentation.
Subscription	Filter/report field	Subscription associated with the support case when available.	Azure subscription-level segmentation.

Agreement Number	Report field	Support agreement tied to the reporting scope.	Separate current and prior agreement data.
Workspace Name	Report field	Engage Center workspace used for export.	Auditability and multi-workspace reporting.
Current Agreement Flag	Calculated field	Yes/no indicator based on whether Created Date falls within current agreement dates.	Current agreement reporting.
TTM Flag	Calculated field	Yes/no indicator based on whether Created Date is within the trailing twelve month window.	TTM reporting independent of agreement term.
Historical Beyond TTM Flag	Calculated field	Yes/no indicator for cases older than the TTM start date.	Multi-year and prior agreement reporting.
Case Age Days	Calculated field	Open cases: today minus Created Date. Closed cases: Closed Date minus Created Date.	Aging and cycle-time reporting.
Days Since Last Update	Calculated field	Today minus Updated Date.	Stale case identification.
High Impact Flag	Calculated field	Customer-defined logic, usually active status plus high severity.	Executive escalation view.
Filter Set Used	Audit field	Plain-language description of filters used for the export.	Reproducibility and governance.
Export Date	Audit field	Date the report was exported.	Snapshot tracking.