

قاعدة المعلومات > Reports > Report to generate Ticket Custom Field IDs <

Report to generate Ticket Custom Field IDs

Reports - (١٠ تعليقات - Matthew Wray - 2023-08-24

It can be useful to have a list of ticket custom field IDs to hand when building reports, especially if you don't have admin permissions on your helpdesk

:You can generate a list of titles and IDs in the stat builder using the DPQL below

SELECT custom_def_ticket.title, custom_def_ticket.id

FROM custom_def_ticket

.This will output all fields and IDs for the options available within them

: If you just want to output the top-level fields, you can add a \boldsymbol{WHERE} clause as below

SELECT custom_def_ticket.title, custom_def_ticket.id

FROM custom_def_ticket

WHERE custom_def_ticket.parent.title = NULL

.You can build reports for other types of custom data fields as well

For example, you could create an equivalent report for user field IDs: SELECT Custom_Def_People.title, custom_def_people.id

FROM Custom Def people

. View our Reporting Documentation to see the other custom data tables you can reference