

<u>Vidensbase</u> > <u>Using Deskpro</u> > <u>Reports</u> > <u>Reporting on Reopened Tickets</u>

## **Reporting on Reopened Tickets**

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You can use the <u>tickets\_logs table</u> to report on tickets that have been reopened after an Agent or User has changed the status to Resolved.

## **Example Query**

The query below will generate a list of reopened ticket IDs with the subject, agent name, and user name.

SELECT tickets logs.ticket.subject, tickets logs.ticket.agent, tickets logs.ticket.person.name

FROM tickets logs

WHERE tickets\_logs.action\_type = 'changed\_status' AND tickets\_logs.id\_before = '200' AND tickets\_logs.id\_after <> '210'

GROUP BY tickets\_logs.ticket.id

In this example, the id 200 represents Resolved. Hence, the status change being measured is from 'Resolved' to another status.

## Handling Archiving in the query

You can see we've also used the ID 210 in the query. This represents the Archived status.

Archiving is an optional feature, but if it's enabled you would need to ensure you have tickets moved from Resolved -> Archived excluded from the stat as this would not constitute a reopen.

Hence, we use the tickets.id\_after function alongside the does not equal operator <> to exclude them tickets logs.id after <> '210'.