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## Report for Last Updated Tickets

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If you would like to have a report that shows the last time a ticket has been updated, you can follow the steps below:

1. Create a custom field in Admin > Tickets Structure > Fields and select the Date field and give this a title
2. Once the Field has been created you can create a new trigger (Admin > Business rules > Triggers) for both New Replies and Ticket Updates copying the below. Ensure that you have ticked 'Use advanced formatting' In order for the `{{ 'now' | date('Y-m-d') }}` formula to work:

**2 Event**

Event

New reply

By User

<input checked="" type="checkbox"/> Help Center	<input checked="" type="checkbox"/> API	<input checked="" type="checkbox"/> Email
<input checked="" type="checkbox"/> Phone	<input checked="" type="checkbox"/> SMS	<input checked="" type="checkbox"/> WhatsApp
<input checked="" type="checkbox"/> Twitter	<input checked="" type="checkbox"/> Trust Pilot	

By Agent

<input checked="" type="checkbox"/> Agent interface	<input checked="" type="checkbox"/> API	<input checked="" type="checkbox"/> Email
<input checked="" type="checkbox"/> Phone Call	<input checked="" type="checkbox"/> Mobile apps	<input checked="" type="checkbox"/> Forwarding
<input checked="" type="checkbox"/> SMS	<input checked="" type="checkbox"/> WhatsApp	<input checked="" type="checkbox"/> Twitter
<input checked="" type="checkbox"/> Trust Pilot		

**3 Criteria**

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

**When** the following conditions are met:

Select...	Select...	
-----------	-----------	--

**Or** when the following conditions are met:

Select...	Select...	
-----------	-----------	--

**4 Actions**

These actions will apply when all of the criteria pass.

**Then** the following actions will run

Date*	Set to	
	<code>{{ 'now'   date('Y-m-d') }}</code>	
	<input checked="" type="checkbox"/> Use advanced formatting	


- If you would like to have a report to view the most recent changes then simply build the following:

```
SELECT tickets.id, tickets.custom_data[33]
```

```
FROM tickets
```

```
WHERE tickets.custom_data[33] = ${date} AND tickets.custom_data[33] > '0'
```

```
ORDER BY ${date} ASC
```

  
ID AS ***date***  
  
TYPE  
  
DEFAULT VALUE

**Add Variable**

Having this set up will allow you to view which tickets that have been updated most recently. You can tweak the triggers and the report to show more specific information if you need it to. If you have any issue with this please contact support at [support@deskpro.com](mailto:support@deskpro.com)