



<u>Κέντρο Εξυπηρέτησης > Κοινότητα > Feature Request > Ability to view each ticket that used a particular snippet in "snippet reporting"</u>

Ability to view each ticket that used a particular snippet in "snippet reporting" Finished

- Jason
- Όνομα φόρουμ: #Feature Request

Would it be possible to add links to the snippet reporting feature so we can easily see the tickets where the snippets were used?  $\Sigma\chi\delta\lambda$ o (1)

## **Lauren Cumming**

πριν από 7 χρόνια

The following report should allow you to do this:) DISPLAY TABLE SELECT

OBJ\_LANG(ticket\_object\_use\_logs.snippet.category.id, 'text\_snippet\_categories') AS 'Snippet
Category', OBJ\_LANG(ticket\_object\_use\_logs.snippet.id, 'text\_snippets') AS 'Snippet', COUNT()

AS 'Uses' FROM ticket\_object\_use\_logs WHERE ticket\_object\_use\_logs.snippet.id <> NULL

AND ticket\_object\_use\_logs.date\_created = %1:DATE\_GROUP% SPLIT BY
ticket\_object\_use\_logs.snippet.id GROUP BY ticket\_object\_use\_logs.ticket.id ORDER BY
COUNT() DESC