



<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

- J 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 8 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