

Reporting Hierarchy (5.1)

2017-03-13 - Lauren Cumming - Comments (0) - Product

DeskPRO has a number of fields that have hierarchies such as Departments, Organizations, Categories, Products and Custom choice fields. Reports will now denote hierarchy for example being able to see a total count for the organization and its sub-organizations. The below image demonstrates a few real life examples of what the reporting will allow.

Full report

| Organization | Tickets | Total |
|------------------|---------|-------|
| National | 0 | 1000 |
| -- East | 0 | 500 |
| -- New York City | 0 | 250 |
| -- Cafe A | 100 | 100 |
| -- Cafe B | 150 | 150 |
| -- Chicago | 0 | 100 |
| -- Cafe A | 50 | 50 |
| -- Cafe B | 50 | 50 |
| -- Philadelphia | 0 | 150 |
| -- Cafe A | 75 | 75 |
| -- Cafe B | 75 | 75 |
| -- West | 0 | 500 |
| -- San Francisco | 0 | 250 |
| -- Cafe A | 100 | 100 |
| -- Cafe B | 150 | 150 |
| -- El Paso | 0 | 100 |
| -- Cafe A | 50 | 50 |
| -- Cafe B | 50 | 50 |
| -- Seattle | 0 | 150 |
| -- Cafe A | 75 | 75 |
| -- Cafe B | 75 | 75 |

GROUP BY HIERARCHY(tickets.organization, 2)

| Organization | Total |
|-----------------|-------|
| National > East | 500 |
| National > West | 500 |

GROUP BY HIERARCHY(tickets.organization, 2, 3)

| Organization | Total |
|------------------|-------|
| National > East | 500 |
| -- New York City | 250 |
| -- Chicago | 100 |
| -- Philadelphia | 150 |
| National > West | 500 |
| -- San Francisco | 250 |
| -- El Paso | 100 |
| -- Seattle | 100 |

GROUP BY HIERARCHY(tickets.organization, 3)

| Organization | Total |
|---------------------------------|-------|
| National > East > New York City | 250 |
| National > East > Chicago | 100 |
| National > East > Philadelphia | 150 |
| National > West > San Francisco | 250 |
| National > West > El Paso | 100 |
| National > West > Seattle | 100 |

WHERE HIERARCHY_DESCENDS_FROM(tickets.organization, 125)

| Organization | Total |
|------------------------------------|-------|
| National > East > Chicago > Cafe A | 50 |
| National > East > Chicago > Cafe B | 50 |

 Imagine
"Chicago" had
ID of 125