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## How can I strip HTML from message content in my report?

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If you have a report that includes ticket messages, but tickets created from email contain a lot of HTML tags, the message might be hard to read.

You can solve this by stripping the HTML from the messages in your report. Instead of ticket\_messages.message, use:

```
LEFT(REPLACE(REPLACE(REPLACE(REPLACE(tickets_messages.message, '<div>', ''),
'</div>', ''), '', ''), '', ''), '', ''), '', ''), '', ''), '', '')
```

This will strip out the most common tags inserted by email clients and make the messages more readable.