



## 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:

The screenshot shows the configuration of a new trigger in the Business Rules section of Deskpro. The trigger is set to trigger on 'New reply' and 'Ticket Updates' (selected via the 'By User' and 'By Agent' checkboxes). It includes a list of conditions (e.g., Help Center, Phone, Twitter, API, SMS, Trust Pilot, Email, WhatsApp, Forwarding, Twitter) and actions (e.g., Set a custom date field to 'now' using the formula `{{ 'now' | date('Y-m-d') }}` and checking 'Use advanced formatting').

**2 Event**

Event  
New reply

By User

Help Center  API  Email  
 Phone  SMS  WhatsApp  
 Twitter  Trust Pilot

By Agent

Agent interface  API  Email  
 Phone Call  Mobile apps  Forwarding  
 SMS  WhatsApp  Twitter  
 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:

Or when the following conditions are met:

**4 Actions**

These actions will apply when all of the criteria pass.

Then the following actions will run

Date\* Set to `{{ 'now' | date('Y-m-d') }}`  
 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
```

The screenshot shows a configuration interface for a variable named \${date}. The interface includes the following fields:

- ID AS \${date}**: The variable name.
- date**: The value assigned to the variable.
- TYPE**: Set to *Date*.
- DEFAULT VALUE**: Set to *Please select*.
- Add Variable**: A button to add more variables.

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