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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.

Organization GROUP BY HIERARCHY(tickets.organization, 2) Total GROUP BY HIERARCHY(tickets.organization, 3) Organization Total Organization National 1000 National > East 500 National > East > New York City 250 -- East 500 National > West 500 100 National > East > Chicago 250 -- New York City National > East > Philadelphia 150 GROUP BY HIERARCHY(tickets.organization, 2, 3) -- Cafe A 100 National > West > San Francisco 250 150 -- Cafe B 150 National > East 500 National > West > El Paso 100 100 -- Chicago -- New York City 250 National > West > Seattle 100 -- Cafe A 50 50 -- Chicago 100 -- Cafe B 50 50 -- Philadelphia 150 WHERE HIERARCHY_DESCENDS_FROM(tickets.organization, 125) -- Philadelphia 150 National > West 500 Imagine "Chicago" had ID of 125 -- Cafe A 75 75 National > East > Chicago > Cafe A 50 -- San Francisco 250 75 75 National > East > Chicago > Cafe B -- El Paso 100 -- West 500 100 -- Seattle 0 -- San Francisco 250 -- Cafe A 100 150 -- Cafe B 150 -- El Paso 100 -- Cafe A 50 50 -- Cafe B 50 50 0 150 -- Seattle 75 75 -- Cafe A -- Cafe B 75 75