

## 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