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

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Question:

I have a report that includes ticket messages, but tickets created from email contain a lot of HTML tags so the message is hard to read. Is there anything I can do?

Answer:

In your report, instead of ticket_messages.message, use:

```
LEFT(REPLACE(REPLACE(REPLACE(REPLACE(REPLACE(tickets_messages.message
, '<div>', ''), '</div>', ''), '<p>', ''), '</p>', ''), '<br />',
''), 25) AS 'Preview'
```

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