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Report to generate Ticket Custom Field IDs

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It can be useful to have a list of ticket custom field IDs to hand when building reports, especially if you don't have admin permissions on your helpdesk.

You can generate a list of titles and IDs in the stat builder using the DPQL below:

SELECT custom_def_ticket.title, custom_def_ticket.id
FROM custom_def_ticket

This will output all fields and IDs for the options available within them.

If you just want to output the top-level fields, you can add a WHERE clause as below:

SELECT custom_def_ticket.title, custom_def_ticket.id
FROM custom_def_ticket
WHERE custom_def_ticket.parent.title = NULL

You can build reports for other types of custom data fields as well.

For example, you could create an equivalent report for user field IDs: SELECT Custom_Def_People.title, custom_def_people.id FROM Custom Def people

View our Reporting Documentation to see the other custom data tables you can reference.