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Please add the ability to list specific products in the selection criteria Finished

Brent Webb •

Forum name: #Feature Request •

I would like to be able to pull a report on specific products by date so I can see if my ticket requests are increasing or declining for a product over time

(Comment (1

Ben Henley

9 سال پیش

Although having a dynamic replacement pull-down for products is not supported currently, a workaround to get this information is to make a custom report that filters one particular product e.g.: `DISPLAY TABLE SELECT tickets.id, tickets.subject, tickets.date_created FROM tickets WHERE tickets.product_id = 1 AND tickets.date_created = %1:DATE_GROUP%` And then make a different report for each product you're interested in, with "WHERE tickets.product_id =" 2, 3, 4 etc. To find out which ID number relates to which product, go to .Admin > Tickets > Fields and use the small gear pull-down