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Reporting on Linked Tickets

Matthew Wray - 2023-08-24 - (0) megjegyzés - Reports

If you'd like to view parent tickets and the child tickets associated with them you can run the report below:

SELECT tickets.id, tickets.subject

FROM tickets

WHERE tickets.parent_ticket.id <> 0

 $SPLIT\ BY\ tickets.parent_ticket.id,\ tickets.parent_ticket.subject$

This will output a table per parent ticket, containing all child tickets linked to it, as per the image below:

