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Create reports for specific Departments/Teams Finished

- Tolleiv Nietsch
- **Forum name:** #Feature Request

Hi, the predefined reports look really nice. In our setup, we've a few departments which actually work on different things. Therefore looking at the same reports for all of them together doesn't make sense most of the time. So far I've used the reports which allow grouping by department. But actually it would be great to just have some kind of global filter which keeps out the other departments or teams from the entire reports. Cheers, Tolleiv
Comment (1)

Matthew Wray

4 ár síðan

Hi Tolleiv, You should be able to do this through the WHERE clause. A simple example might be to use the below to count the number of tickets raised in the support department: `SELECT DPQL_COUNT() AS 'Number of tickets raised in the support department' FROM tickets WHERE tickets.department.title = 'Support'` You could also use a variable to add departments to a dropdown which you can select from. The base report would be: `SELECT DPQL_COUNT() AS 'Number of tickets raised in the support department' FROM tickets WHERE tickets.department.id = ${department}` And then you could add the variable with `TYPE = Value` and `RECORD Type = Department` For more on using variables check out our documentation below:

<https://support.deskpro.com/en-GB/guides/reports-guide/pull-down-menus-2>