Deskpro

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

- Brent Webb
- **Nome del forum:** #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.

Commento (1)

Ben Henley

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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.