How can I strip HTML from message content in my report?

Chynah Hayde - 2023-08-24 - Commenti (0) - Reports

If you have a report that includes ticket messages, but tickets created from email contain a lot of HTML tags, the message might be hard to read.

You can solve this by stripping the HTML from the messages in your report. Instead of `ticket_messages.message`, use:

```
LEFT(REPLACE(REPLACE(REPLACE(REPLACE(REPLACE(tickets_messages.message, '<div>', ''),
'</div>', ''), '<p>', ''), '</p>', ''), '<br />', ''), 25) AS 'Preview'
```

This will strip out the most common tags inserted by email clients and make the messages more readable.