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Report for Last Updated Tickets

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If you would like to have a report that shows the last time a ticket has been updated, you can follow the steps below:

1. Create a custom field in Admin > Tickets Structure > Fields and select the Date field and give this a title
2. Once the Field has been created you can create a new trigger (Admin > Business rules > Triggers) for both New Replies and Ticket Updates copying the below. Ensure that you have ticked 'Use advanced formatting' In order for the `{{ 'now' | date('Y-m-d') }}` formula to work:

2

Event

Event

New reply

By User

☒ Help Center

☒ Phone

☒ Twitter

☒ API

☒ SMS

☒ Trust Pilot

☒ Email

☒ WhatsApp

By Agent

☒ Agent interface

☒ Phone Call

☒ SMS

☒ Trust Pilot

☒ API

☒ Mobile apps

☒ WhatsApp

☒ Email

☒ Forwarding

☒ Twitter

3

Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When

the following conditions are met:

Select...

Select...

Or

when the following conditions are met:

Select...

Select...

4

Actions

These actions will apply when all of the criteria pass.

Then

the following actions will run

Date*

Set to

{{ 'now' | date('Y-m-d') }}

☒ Use advanced formatting


- If you would like to have a report to view the most recent changes then simply build the following:

```
SELECT tickets.id, tickets.custom_data[33]
```

```
FROM tickets
```

```
WHERE tickets.custom_data[33] = ${date} AND tickets.custom_data[33] > '0'
```

```
ORDER BY ${date} ASC
```



ID AS **`${date}`**

TYPE

DEFAULT VALUE

Add Variable

Having this set up will allow you to view which tickets that have been updated most recently. You can tweak the triggers and the report to show more specific information if you need it to. If you have any issue with this please contact support at support@deskpro.com