



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 API Email
 Phone SMS WhatsApp
 Twitter Trust Pilot

By Agent

Agent interface API Email
 Phone Call Mobile apps Forwarding
 SMS WhatsApp Twitter
 Trust Pilot

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:

Or when the following conditions are met:

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
```

The screenshot shows a configuration interface for a variable. At the top right is a trash can icon. Below it is the text "ID AS \${date}". Underneath is a text input field containing "date". The next section is labeled "TYPE" with a dropdown menu showing "Date". The following section is labeled "DEFAULT VALUE" with a dropdown menu showing "Please select". At the bottom is a large "Add Variable" button.

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