



Nested IF or CASE in stat builder Collecting Feedback

- JK Jenny Kongkalai
- フォーラム名: #Feature Request

I would like to be able to use CASE in the SELECT statement for DPQL.

I want the channel to display differently, i.e. instead of gateway.person, it will display as "user email" instead.

Example:

SELECT DPQL COUNT(),

CASE

WHEN tickets.creation_system = 'gateway.agent' THEN 'agent email'

WHEN tickets.creation_system = 'gateway.person' THEN 'user email'

WHEN tickets.creation_system = 'web.agent.portal' THEN 'agent interface'

WHEN tickets.creation_system = 'web.person.portal' THEN 'user via portal'

ELSE 'Others'

END AS 'Channel'

FROM tickets

WHERE tickets.date_created = \${date}

GROUP BY tickets.creation_system