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Reporting Hierarchy (5.1)

2017-03-13 - Lauren Cumming - 댓글 (0) - Product

DeskPRO has a number of fields that have hierarchies such as Departments, Organizations, Categories, Products and Custom choice fields. Reports will now denote hierarchy for example being able to see a total count for the organization and its sub-organizations. The below image demonstrates a few real life examples of what the reporting will allow.

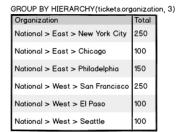
Full report

Organization	Tickets	Total
National	0	1000
East	0	500
New York City	0	250
Cafe A	100	100
Cafe B	150	150
Chica g o	0	100
Cafe A	50	50
Cafe B	50	50
Philadelphia	0	150
Cafe A	75	75
Cafe B	75	75
West	0	500
San Francisco	0	250
Cafe A	100	100
Cafe B	150	150
El Paso	o	100
Cafe A	50	50
Cafe B	50	50
Seattle	0	150
Cafe A	75	75
Cafe B	75	75

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		CHY((tickets.organization, 2)
	Organization National > East		500
	National > West		500
	GROUP BY HIERAR	CHY((tickets.organization, 2, 3
	Organization	Total	
	National > East	500	,
	New York City	250	
	Chicago	100	
	Philadelphia	150	
	National > West	500	,
	San Francisco	250	
	FI Poso	100	

100

-- Seattle



HERE HIERARCHY_DESCENDS_F	ROM(tic	kets.organization, 125)
Organization	Total	Imagine
National > East > Chicago > Cafe A	50	"Chicago" had ID of 125
National > East > Chicago > Cafe B	50	