



<u>Kέντρο Εξυπηρέτησης > Kοινότητα > Feature Request > Ability to view each ticket that used a particular</u> <u>snippet in "snippet reporting"</u>

## Ability to view each ticket that used a particular snippet in "snippet reporting" Finished

- J Jason
- Όνομα φόρουμ: #Feature Request

Would it be possible to add links to the snippet reporting feature so we can easily see the tickets where the snippets were used?

## Σχόλιο (1)

## Lauren Cumming

πριν από 8 χρόνια

The following report should allow you to do this :) DISPLAY TABLE SELECT OBJ\_LANG(ticket\_object\_use\_logs.snippet.category.id, 'text\_snippet\_categories') AS 'Snippet Category', OBJ\_LANG(ticket\_object\_use\_logs.snippet.id, 'text\_snippets') AS 'Snippet', COUNT() AS 'Uses' FROM ticket\_object\_use\_logs WHERE ticket\_object\_use\_logs.snippet.id <> NULL AND ticket\_object\_use\_logs.date\_created = %1:DATE\_GROUP% SPLIT BY ticket\_object\_use\_logs.snippet.id GROUP BY ticket\_object\_use\_logs.ticket.id ORDER BY COUNT() DESC