Deskpro

Help Center > Community > Feature Request > Ability to view each ticket that used a particular snippet in "snippet reporting"

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

- Jason
- **Forum name:** #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?

Comment (1)

Lauren Cumming

пред 8 години

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