Reporting Assist Finished

- Adam Zweimiller
- **Forum name:** #Feature Request

I am trying to pull a list of unresolved tickets older than 30 days. I have the report in a semi-working state.

It looks to me like your date placeholders would show tickets within the last 30 days. We want ALL tickets that are OLDER than 30 days. Essentially the inverse of this. We want to exclude tickets younger than 30 days and show everything else.

Comment (1)

Matthew Wray

5 years ago

Hi Adam, I think you should be able to achieve the needed using the DPQL referenced in this Guide section: https://support.deskpro.com/en/guides/reports-guide/example-reports/ticket-backlog-with-a-custom-timeframe-old WHERE tickets.date_created > (NOW() - INTERVAL 30 DAY)