Reporting on Linked Tickets

Matthew Wray - 2023-08-24 - Comments (0) - Reports

If you'd like to view parent tickets and the child tickets associated with them you can run the report below:

SELECT tickets.id, tickets.subject

FROM tickets

WHERE tickets.parent_ticket.id <> 0

SPLIT BY tickets.parent_ticket.id, tickets.parent_ticket.subject

This will output a table per parent ticket, containing all child tickets linked to it, as per the image below: