How can I specify a sub-status in stats?

Grace Howlett - 2023-08-31 - Reacties (0) - Deskpro Legacy

You can specify sub-statuses in the WHERE clause like so:

```
WHERE tickets.ticket_status.id = 4
```

The sub-status ID can be retrieved using the API or by going to **Admin > Tickets > Statuses** and clicking on the Sub-status. The ID will appear in the URL bar.

Below is an example:

SELECT tickets.id, tickets.subject, tickets.ticket_status.title

FROM tickets

WHERE tickets.ticket_status.id = 3

We have used **tickets.ticket_status.title** in the SELECT clause to display the correct sub-status name