

How can I strip HTML from message content in my report?

Ben Henley - 2023-08-31 - Kommentarer (0) - Deskpro Legacy

Question:

I have a report that includes ticket messages, but tickets created from email contain a lot of HTML tags so the message is hard to read. Is there anything I can do?

Answer:

In your report, instead of `ticket_messages.message`, use:

```
LEFT(REPLACE(REPLACE(REPLACE(REPLACE(REPLACE(ticket_messages.message, '<div>', ''), '</div>', ''), '<p>', ''), '</p>', ''), '<br />', ''), 25) AS 'Preview'
```

This will strip out the most common tags inserted by email clients, and make the messages more readable.