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Reporting Hierarchy (5.1)

2017-03-13 - Lauren Cumming - Comentários (0) - Product

DeskPRO has a number of fields that have hierarchies such as Departments, Organizations, Categories, Products and Custom choice fields. Reports will now denote hierarchy for example being able to see a total count for the organization and its sub-organizations. The below image demonstrates a few real life examples of what the reporting will allow.

Organization	Tickets	Total	GROUP BY HIERAR	CHY(ti	ckets.or	ganization, 2)
National	0	1000	Organization		otal	
East	0	500	National > East		00	
New York City	0	250	National > West		00	
Cafe A	100	100	GROUP BY HIERAR	_	ckets.or	ganization, 2, 3
Cafe B	150	150	Organization National > East	Total 500		
Chicago	0	100	New York City			
Cafe A	50	50	Chicago	100		
Cafe B	50	50	Philadelphia	150		
Philadelphia	0	150	National > West	500		
Cafe A	75	75	San Francisco	250		
Cafe B	75	75	El Paso	100		
West	0	500	Seattle	100		
San Francisco	0	250			1	
Cafe A	100	100				
Cafe B	150	150				
El Paso	0	100				
Cafe A	50	50				
Cafe B	50	50				
Seattle	0	150				
Cafe A	75	75				
	1					

-- Cafe B 75 75

GROUP	ΒY	HIERARCHY(tickets.organization, 3)	

Organization	Total
National > East > New York City	250
National > East > Chicago	100
National > East > Philadelphia	150
National > West > San Francisco	250
National > West > El Paso	100
National > West > Seattle	100

WHERE HIERARCHY_DESCENDS_FROM(tickets.organization, 125)

Organization	Total	Imagine
National > East > Chicago > Cafe A	50	"Chicago" had ID of 125
National > East > Chicago > Cafe B	50	