I'm having trouble making a custom report retrieve phone numbers

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

Question:

I had a custom report that retrieved people's phone numbers using people.contact_data.field_x. Now it has stopped working - why?

Answer:

The way we store phone number data for people (users and agents) has changed. You should now use the phone_numbers table which is documented here in the Reports manual.