



Help Center > Spätná väzba > Feature Request > Nested IF or CASE in stat builder

Nested IF or CASE in stat builder Collecting Feedback

- Jenny Kongkalai
- Forum name: #Feature Request

I would like to be able to use CASE in the SELECT statement for DPQL.

I want the channel to display differently, i.e. instead of gateway.person, it will display as "user email" instead.

## Example:

SELECT DPQL\_COUNT(),

**CASE** 

WHEN tickets.creation\_system = 'gateway.agent' THEN 'agent email'

WHEN tickets.creation\_system = 'gateway.person' THEN 'user email'

WHEN tickets.creation system = 'web.agent.portal' THEN 'agent interface'

WHEN tickets.creation system = 'web.person.portal' THEN 'user via portal'

ELSE 'Others'

END AS 'Channel'

FROM tickets

WHERE tickets.date\_created = \${date}

GROUP BY tickets.creation system