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Report Date Sorting/Grouping to include Year Finished

- Lance Marrano
- **Forum name:** #Feature Request

When using custom date ranges that cross year boundaries, it would be nice if the date results (like group by month of ticket received) would also include the year. Without this, tickets are sorted by the numerical month of the year, and tickets from the end of the last year appear (in the output) after more recent tickets from earlier this year. Also, I cannot run longer trends on our data since the information effectively "wraps" and is mixed together across multiple years.

Comment (1)

Christine Loh

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Hi Lance, this feature is now available in the Reports section. Please contact the Support team if you have any further questions.