



<u>Center za pomoč</u> > <u>Skupnost</u> > <u>Feature Request</u> > <u>Nested IF or CASE in stat builder</u>

## **Nested IF or CASE in stat builder Collecting Feedback**

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- Ime foruma: #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}

 $GROUP\ BY\ tickets.creation\_system$