

Service Ticket by Status (Internal)

12/13/2024 9:17 am EST

The script below can be used to find how many Service Tickets are set to each status

```
select distinct d.Ticket_Status,  
  
count(d.ticket_status) as "Count of Tickets by Status"  
  
from AR_customer a, AR_customer_site b, ar_customer_system c, sv_service_ticket d  
  
Where d.Customer_Id = a.Customer_Id  
  
and d.Customer_Site_Id = b.Customer_Site_Id  
  
and d.Customer_System_Id = c.Customer_System_Id  
  
and d.ClosedDate = '1899-12-30 00:00:00:000'  
  
and d.Ticket_Status <> 'CL'  
  
Group by d.Ticket_Status  
  
Order by d.Ticket_Status
```
