DeskPRO

Using IN with DPQL

Matthew James Wray - 2019-06-24 - Comments (0) - DPQL

As well as the expressions referenced in our guides you can use the IN function in DPQL.

The IN operator allows you to specify multiple values in the WHERE clause - essentially it's a shorthand for multiple 'OR' arguments.

A common example of where this might be used is when querying statuses.

You might want to count all the open ticket in your helpdesk.

In Deskpro though open tickets can fall under one of three statuses - awaiting agent, awaiting user and pending.

Using OR

You could run the below:

SELECT DPQL_COUNT

FROM tickets

WHERE tickets.status = 'awaiting_agent' OR tickets.status = 'awaiting_user' OR tickets.status = 'pending'

Using IN

An easier way to do it though is to use the IN operator:

SELECT DPQL_COUNT

FROM tickets

WHERE tickets.status IN('awating agent', 'awaiting_user', 'pending'