DeskPRO

Using LIKE and wildcards

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In DPQL you can use the LIKE operator in the WHERE clause to check for certain patterns.

You would use it alongside wildcards:

% represents any number of characters

_ represents one character

Examples

Tickets from a single email domain

An example of this you could use would be if you wanted to look at all tickets from users under a specific email domain.

The query below wouldn't work as the email address is incomplete:

SELECT Tickets.id, tickets.person.emails.email

FROM tickets

WHERE tickets.person.emails.email = 'deskpro.com'

However if rather than = we use Like and the % wildcard we can pull all emails that end in deskpro.com

SELECT Tickets.id, tickets.person.emails.email

FROM tickets

WHERE tickets.person.emails.email LIKE '%deskpro.com'

Tickets from similar email domains

Similarly if we wanted to pull all tickets submitted from Deskpro.com and Deskpro.co.uk we could use the following as the second % would bypass the characters specified after deskpro:

SELECT Tickets.id, tickets.person.emails.email

FROM tickets

WHERE tickets.person.emails.email LIKE '%deskpro%'

Wildcard Variations

Different wildcard variations that return support@deskpro.com :

WHERE	LIKE	Description

WHERE person.emails.email	LIKE 'Support%'	Any values that begin with support
WHERE person.emails.email	LIKE '%Deskpro.com'	Any values that end with deskpro.com
WHERE person.emails.email	LIKE '%Deskpro%'	Any values that contain Deskpro
WHERE person.emails.email	LIKE 's%m'	Any value that starts with S and ends with M
WHERE person.emails.email	LIKE '_u%'	Any value that has a U at the second position