

DeskPRO

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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](https://deskpro.com) and [Deskpro.co.uk](https://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 |