

group_concat

Say you have a list of agents, incidents and queues

Assigned Account	Reference #	Queue
Sebastiaan Draaisma	180612-000001	Q1
Sebastiaan Draaisma	180612-000002	Q1
Sebastiaan Draaisma	180612-000003	Q2
Sebastiaan Draaisma	180612-000004	Q2

Instead of rows of data you want to have a list of agents and see how many incidents they have in each queue.

We then want to present this in a single row.

One way to do this is to use `group_concat(incidents.queue_id, ',', incidents.created, ASC)`

The result would look like this

Assigned Account	group_concat
Sebastiaan Draaisma	Q1,Q1,Q2,Q2

Another way would be to use this in combination with a custom script that counts a match on Q1 and Q2

```
$Q1 = preg_match_all("/(Q1)/", $rows[0][1]->val);
```

```
$Q2 = preg_match_all("/(Q2)/", $rows[0][1]->val);
```

```
$rows[0][1]->val = $Q1.' in Q1, '.$Q2.' in Q2';
```

Assigned Account	group_concat
Sebastiaan Draaisma	2 in Q1, 2 in Q2