**Calculate ticket counts based on date and categories**

‎10-12-2018 12:01 AM

I have the following table structure:  
  
  
Tickets  
  
- TicketID  
  
- StartDate  
  
- EndDate  
  
  
Calendar  
  
- Date  
  
  
TicketDetails  
  
- TicketID  
  
- IsMasterTicket  
  
- ItilCategory  
  
- Priority  
  
  
I wanted to create a graph that shows for every day the currently amount of open tickets based on itil category and priority.  
  
  
I tried to do this with a calculated column in the calendar:

CALCULATE( COUNT(Tickets[TicketID]),

FILTER(

Tickets, Tickets[StartDate] < 'Calendar'[Date]

&& (Tickets[EndDate] > 'Calendar'[Date] )

)

)

But this show me only the total amount.  
  
Now I dont know how to go forward because:  
  
- With this method I need to create a new column for every type of ITIL / Priority, but this is very static, I wanted to have a more dynamically way.  
  
- I want to give the possibility to select different customers in a slicer, with my normal charts the slicer works just fine but in this calculation no matter what I select the calculation is always in total.  
  
  
What would be the best practise to do this kind of calculation?  
  
  
I use Import Mode and MS SQL Server as source.  
  
  
Thanks in advance.