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Average Ticket Resolution Time


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To get a better understanding of the progress of your team, it may be useful to generate a report that shows the average time taken to resolve tickets.

An average resolution time can be created using the DPQL format below:

```
SELECT AVG((UNIX_TIMESTAMP(tickets.date_resolved) - UNIX_TIMESTAMP(tickets.date_created)) / (60 * 60)) AS 'Average resolution time (in hours)' FROM tickets
```

To look at a specific timeframe, a variable can be added, which allows the flexibility of choosing a specific timeframe. This can be done by first clicking on 'Add Variable' and filling in the details as follows:



ID AS \${date}

date

TYPE

Date ▾

DEFAULT VALUE

last year ▾

Add Variable

Once the variable is added, you could add a WHERE clause, which is used to limit the data displayed or used. In this example, a DPQL form can be written as shown below:

```

SELECT AVG((UNIX_TIMESTAMP(tickets.date_resolved) -
UNIX_TIMESTAMP(tickets.date_created)) / (60 * 60)) AS 'Average resolution time (in
hours)'
FROM tickets
{WHERE tickets.date_created = ${date}

```

This data can be further grouped by agent and the final DPQL form is
:written as follows


```

SELECT AVG((UNIX_TIMESTAMP(tickets.date_resolved) -
UNIX_TIMESTAMP(tickets.date_created)) / (60 * 60)) AS 'Average resolution time (in
hours)'
FROM tickets
WHERE tickets.date_created = ${date}
GROUP BY tickets.agent

```

:The final report should look like this

Display x Table x ▾

 Download as CSV

| Agent | Average resolution time (in hours) |
|----------------------------------|------------------------------------|
| Admin | 2,160.0 |
| Alesia Burvin | 1,542.3 |
| Athelney Jones | 4,706.8 |
| Christine | 977.4 |
| Hannah Scott | 1,732.0 |
| Joell | 2,434.5 |
| Lara Proud | 3,085.5 |
| Matt Wray | 4,078.1 |
| Paul Davies | 2,160.2 |
| Sherlock Holmes | 1,462.0 |
| Shinwell Johnson | 4,826.9 |

Reset order | Showing 1 to 11 of 11 entries