

قاعدة المعلومات > <u>Neports > Average Ticket Resolution Time < قاعدة المعلومات</u>

Average Ticket Resolution Time

Reports - (٠) تعليقات - Matthew Wray - 2023-09-08

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

```
\label{eq:select} 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}	⑪
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

