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## Average time until first response

[Reports](#) - (0) [تعليقات](#) - Matthew Wray - 2023-09-08

An overall average time till the first response report can be generated  
:using the DPQL below

```
SELECT AVG(tickets.total_to_first_reply / 3600) AS 'Average first response time in  
hours'  
FROM tickets
```

For 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(tickets.total_to_first_reply / 3600) AS 'Average first response time in  
hours'  
FROM tickets  
{WHERE tickets.date_created = `${date}`
```

:This data can be further grouped by agent, as shown below

```
SELECT AVG(tickets.total_to_first_reply / 3600) AS 'Average first response time in
hours'
FROM tickets
WHERE tickets.date_created = ${date}
GROUP BY tickets.agent
```