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## **First Contact Resolution**

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

 $: Creating \ a \ list \ of \ tickets \ that \ were \ resolved \ with \ only \ 1 \ agent \ reply \ can \ be \ created \ in \ the \ following \ DPQL \ format$ 

SELECT tickets.id, tickets.subject, tickets.agent, tickets.date\_created FROM tickets

WHERE tickets.count\_agent\_replies = 1 AND tickets.status = 'resolved'

ORDER BY tickets.date\_created

:The resulting table will be displayed as shown below

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ID	Subject	Agent	<ul> <li>Date Created</li> </ul>
144	Help me	Paul Davies	Wed, 25th May 2022 2:32pm
312	Glitchy monitor	<u>Lara Proud</u>	Fri, 3rd Feb 2023 12:42pm
311	Boiler is broken	<u>Lara Proud</u>	Fri, 3rd Feb 2023 10:28am
122	Upgrade to a new plan	<u>Lara Proud</u>	Fri, 22nd Apr 2022 2:49pm