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How do I reference specific dates when using ?reports

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:Absolute dates/times can be referenced in two formats

YYYY-MM-DD - e.g. 2013-10-31; refers to a date only. This implicitly has a time of 00:00:00 of the specified .day

.YYYY-MM-DD HH:MM:SS - e.g. 2012-10-31 23:35:52; refers to a date and a specific time in 24-hour format

Note that you must specify these dates in the UTC timezone - however, the results returned will be shown .(adjusted to your timezone (as set in the Preferences section of the agent interface

:This is an example DPQL query to list the tickets created from October 1st to 15th, 2012 in UTC

```
SELECT tickets.id FROM tickets WHERE tickets.date_created >= '2012-10-01 00:00:00' AND  
      'tickets.date_created < '2012-10-16 23:59:59'
```

Note

In date/time comparisons, > (greater than) matches dates/times that are later, and < (less than) matches .dates/times earlier

:You can add or subtract periods of time using the MySQL INTERVAL argument. For example

.INTERVAL 2 WEEK copy means a date/time two weeks after October 1st 2012 + '2012-10-01'

.You can use INTERVAL 4 HOUR, INTERVAL 3 DAY, INTERVAL 1 MONTH, INTERVAL 2 YEAR etc

This is useful when adjusting absolute dates to match your timezone. If you wanted to adjust the above example :query to find tickets created from October 1st to 15th Eastern Standard Time, you could change it to

```
WHERE tickets.date_created >= '2012-10-01' + INTERVAL 5 HOUR AND tickets.date_created  
      < '2012-10-16' + INTERVAL 5 HOUR
```

.This adjusts the times from UTC to 5 hours later, ie EST

Note

A timezone that is behind UTC needs the time difference added to the comparison date/time; a timezone that .is ahead needs the time difference subtracted