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## How do I run a report showing ticket activity ?grouped by agent and department

[Creating Reports](#) - [\(0\) تعليقات](#) - Benedict Sycamore - 2023-09-08

To create a log of all ticket activity within a given timeframe, grouped by both agent a department, you can generate the following report

This report will reveal a list of departments, agents within them, tickets each agent has interacted with, and the time of those interactions

:To generate this report, input the following into the query builder when using the reports interface

```
DISPLAY TABLE  
  
SELECT tickets_logs.date_created  
  
FROM tickets_logs  
  
WHERE tickets_logs.person.is_agent = 1 AND tickets_logs.action_type IN ('ticket_created', 'message_created',  
    '%changed_agent', 'changed_agent_team') AND tickets_logs.date_created = %1:DATE_GROUP  
  
GROUP BY tickets_logs.person.primary_team AS 'Team', tickets_logs.person AS 'Agent', tickets_logs.ticket.id AS  
    "Ticket ID"  
  
ORDER BY tickets_logs.person.name ASC
```



This set of queries will include the agent activity listed in the WHERE clause, like 'message\_created' for example. If you'd like to expand or change the actions which are captured by the report, refer to our [DPQL Field Reference](#)