

[Developer & Reporting](#) > [Creating Reports](#) > [How do I run a report showing ticket activity ?grouped by agent and department](#) < [قاعدة المعلومات](#)

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

[Creating Reports](#) - [تعليقات \(٠\)](#) - 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](#)