

Using Deskpro > Reports > How do I run a report showing ticket activity grouped by agent and < قاعدة المعلومات department?

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

Peports - (۱۰ تعلیقات - John Davison - 2023-09-08

To create a log of all ticket activity within a given timeframe, grouped by .both agent and 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

- Go to: **Reports > Stats** .1
- Click + Create Statistic .2
 - Enter Title .3
 - Click the RAW DPQL tab .4
- Copy and paste the following code .5
 - Click Save .6

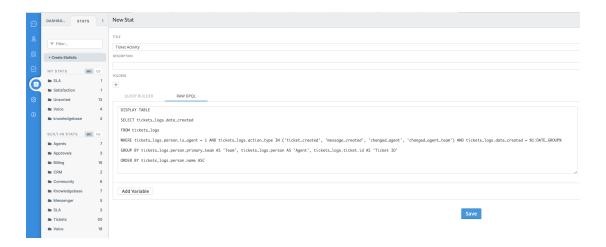
DISPLAY TABLE

SELECT tickets_logs.date_created

FROM tickets logs

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 that are captured by the report, refer to our DPQL Field
. Reference