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

[Reports](#) - [تعليقات \(.\)](#) - 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
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
```

The screenshot shows a 'New Stat' configuration page. On the left is a sidebar with navigation options: 'DASHBO...', 'STATS', and a 'Filter...' dropdown. Below this is a 'Create Statistic' section with a list of categories and counts: 'MY STATS' (123), 'SLA' (1), 'Satisfaction' (1), 'Unsorted' (12), 'Voice' (4), and 'knowledgebase' (4). Underneath is 'BUILT-IN STATS' (123) with categories like 'Agents' (7), 'Approvals' (3), 'Billing' (18), 'CRM' (2), 'Community' (6), 'Knowledgebase' (7), 'Messenger' (5), 'SLA' (3), 'Tickets' (50), and 'Voice' (18).

The main area is titled 'New Stat' and contains a form with fields for 'TITLE' (containing 'Ticket Activity'), 'DESCRIPTION', and 'FOLDERS'. Below the form are two tabs: 'QUERY BUILDER' and 'RAW DQQL'. The 'RAW DQQL' tab is active, showing a SQL query:

```
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
```

At the bottom of the form, there is an 'Add Variable' button and a 'Save' button.

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](#).