

List of tickets that haven't had an agent reply in over 24 hours

Deskpro Legacy - تعليقات () - Christine Loh - 2023-09-08

Creating a list of tickets that have not had an agent reply in over 24 hours is a good .tracking tool

:To generate this list, a report can be created using the DPQL format below

```
SELECT tickets.id, tickets.subject, tickets.agent, tickets.status
```

```
FROM tickets
```

```
WHERE tickets.date_last_agent_reply < (NOW() - INTERVAL 24 HOUR) AND tickets.status =  
"awaiting_agent"
```

:The resulting table should look like this

List of tickets that have not had an agent reply in over 24 hours			
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ID	Subject	Agent	Status
55	Ab ullam laborum odit.	Everardo Vandervoort	awaiting_agent
59	Aut labore repellat voluptas impedit.	Gonzalo Wisnoki	awaiting_agent
60	Et ipsum et.	Corporate Content	awaiting_agent
62	Ad tempora qui corrupti necessitatibus.	Miracle Kuvalis	awaiting_agent
63	Placeat commodi vel.	Miracle Kuvalis	awaiting_agent
66	Vitae officia et omnis.	Enola Waters	awaiting_agent
68	Nihil consectetur praesentium dolore et provident.	Mellie Maagis	awaiting_agent
69	Placeat dolor est fugiat explicabo.	Miracle Kuvalis	awaiting_agent
70	Repellat et suscipit qui.	Corporate Content	awaiting_agent
74	Voluptatem consequatur perferendis.	John Doe	awaiting_agent