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

Deskpro Legacy - (٠) 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: