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Show tickets ordered by number of Agents who replied until Resolution

[Reports](#) - [\(0\) تعليقات](#) - Matthew Wray - 2023-09-08

:Question

How can I create a report to show resolved tickets with only
?one agent replying to the ticket

:Answer

This will show resolved tickets ordered by the number of agents who have
.(added replies (or notes

```
SELECT DPQL_COUNT_DISTINCT(tickets_messages.person) AS 'Number of agents',
        tickets_messages.ticket_id
        FROM tickets_messages
WHERE tickets_messages.person.is_agent AND tickets_messages.ticket.status = 'resolved'
        GROUP BY tickets_messages.ticket_id
        (ORDER BY DPQL_COUNT_DISTINCT(tickets_messages.person
```