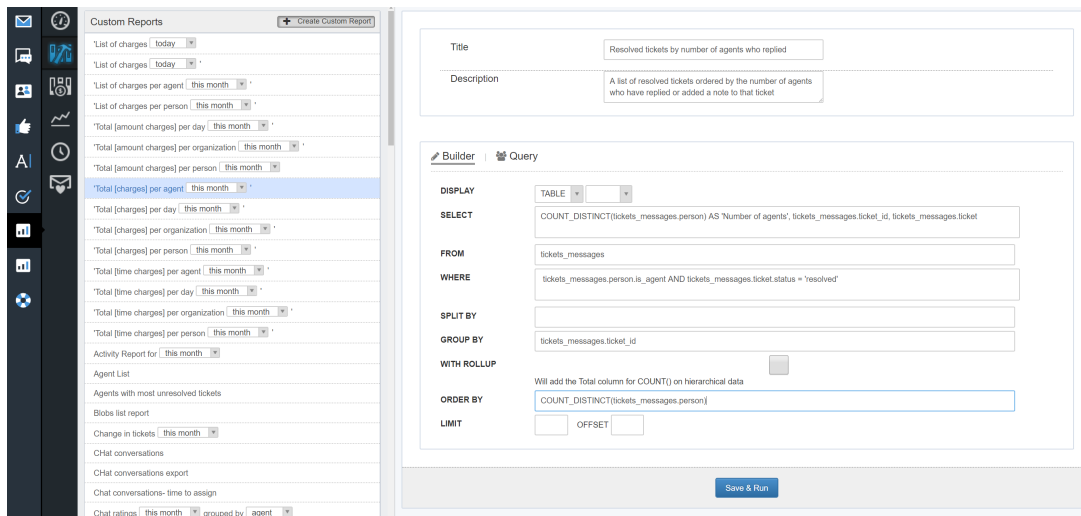


How can I see which tickets have been resolved by only one agent?

Benedict Sycamore - 2018-05-14 - Коментари (0) - Creating Reports

For a number of purposes, you may want to generate a report that shows a list of resolved tickets ordered by the number of agents who have replied or added a note to that ticket. Simply enter these queries into the query builder when creating a custom report in the reporting interface:

```
SELECT DPQL_COUNT_DISTINCT(tickets_messages.person) AS 'Number of agents',
tickets_messages.ticket_id, tickets_messages.ticket
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)
```



The screenshot displays the 'Custom Reports' interface. On the left, a list of report templates is shown, with 'Total [charges] per agent' selected. The main area shows the configuration for this report:

- Title:** Resolved tickets by number of agents who replied
- Description:** A list of resolved tickets ordered by the number of agents who have replied or added a note to that ticket
- Builder / Query:**
 - DISPLAY:** TABLE
 - SELECT:** COUNT_DISTINCT(tickets_messages.person) AS 'Number of agents', tickets_messages.ticket_id, tickets_messages.ticket
 - FROM:** tickets_messages
 - WHERE:** tickets_messages.person.is_agent AND tickets_messages.ticket.status = 'resolved'
 - SPLIT BY:** (empty)
 - GROUP BY:** tickets_messages.ticket_id
 - WITH ROLLUP:** (checkbox checked)
 - ORDER BY:** Will add the Total column for COUNT() on hierarchical data; COUNT_DISTINCT(tickets_messages.person)
 - LIMIT:** (empty) OFFSET (empty)
- Save & Run:** (button)

This will generate a report that shows a list of resolved tickets ordered by the number of agents who have replied or added a note to that ticket.

For more information on creating reports, refer to our guide on the [Anatomy of a DPQL Query](#).