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

Benedict Sycamore - 2023-08-01 - Comments (0) - Deskpro Legacy

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)*

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.