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Have Working Hours only as well as Total Hours accessible via Reporting Finished

- Jason Gillan
- **Navn på forum:** #Feature Request

I am trying to create a report to measure the number of working hours a user has been waiting. However all the measures available in the reporting manual seem to list total hours rather than just working hours. On an actual ticket in the Dates & Times tab it shows both the Total User Waiting Time as work hours only as well as real time. The report I have at the moment is: DISPLAY TABLE SELECT tickets.subject, tickets.id, tickets.total\_user\_waiting / (60 \* 60) AS 'User Waiting Time (hrs)' FROM tickets WHERE tickets.date\_resolved = %1:DATE\_GROUP% AND tickets.status IN ('resolved', 'archived') SPLIT BY tickets.agent It would be a good improvement to be able to do take out just working hours that a user has been waiting.

Kommentarer (9)

**Miriam**

6 år siden

We can prepare report with the total time user is waiting or time for the first reply. I need to include in my report this time, but only in working hours. Thanks!

**Patrick Smith**

5 år siden

Still waiting for this functionality.

**Paul**

5 år siden

We would also like this functionality

**Andreas Patzner**

5 år siden

We also require this functionality, as customers request an average response time within business hours.

**Yann Desjardins**

5 år siden

Also waiting for this function. We get a lot of emails outside of office hours from our associates in different time zones and it's skewing the data for first reply

**Bear Golightly**

4 år siden

I would like this feature as well - we have SLAs that only tick during business hours, but the 'average time to reply' reports I can create don't produce accurate reports for management to set KPIs by.

**April**

4 år siden

We need this as well

**Steve, Lam Hang**

4 år siden

Hope this helps with the Canadian calculation <http://www.workingdays.ca/#awd>

**Amabel Watkins**

2 år siden

This feature has now been created, please refer to this article on how to use working hours in reports:

<https://support.deskpro.com/en/news/posts/report-on-user-waiting-time-and-first-reply-time-within-working-hours>