How do I generate a report that doesn't include tickets created on the weekend?

John Davison - 2023-08-29 - [Kommentare (0)](#) - [Reports](#)

For organizations that only provide support from Monday to Friday, it makes sense to exclude data from the weekend in reports to accurately develop a picture of helpdesk performance.

If you'd like to create a report that excludes tickets that were created at the weekend, add the following to the WHERE line in your DPQL query

As you can see, this sets conditions on which days of the week are included in the report by excluding 5 = (Saturday), and 6 = (Sunday).

Note

0 = Monday, 1 = Tuesday, 2 = Wednesday, 3 = Thursday, 4 = Friday, 5 = Saturday, 6 = Sunday.

For example, here is an example of a report which will give you a list of tickets created in October, grouped by agent, whilst excluding tickets created on the weekend.

Download as CSV

Agent	ID	Status	Date Created
Alyce Gusikowski	43	resolved	Tue, 12th Oct 2021 6:15pm
Brett Crist	37	resolved	Tue, 19th Oct 2021 11:45am
Carmen Farrell	258	awaiting_agent	Tue, 5th Oct 2021 6:07am
Corporate Content	48	awaiting_user	Tue, 12th Oct 2021 8:53pm
Eldridge Howe	162	awaiting_agent	Mon, 25th Oct 2021 8:19am
Jodie Howell	19	resolved	Thu, 21st Oct 2021 1:19am
John Doe	15	awaiting_user	Tue, 12th Oct 2021 7:51pm
Jonatan Larkin	1	resolved	Tue, 12th Oct 2021 7:44am
Makenna Leannon	14	awaiting_agent	Fri, 22nd Oct 2021 10:11am
Miracle Jast	31	resolved	Tue, 5th Oct 2021 4:29am
Pietro Langworth	33	awaiting_user	Fri, 15th Oct 2021 9:04am
Ransom Davis	44	awaiting_agent	Fri, 8th Oct 2021 1:43pm

Reset order | Showing 1 to 12 of 12 entries

For more information on how to create reports and build queries, refer to our guide on the [anatomy of a DPQL query](#).