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How do I run a report showing ticket activity grouped by agent and department?

John Davison - 2023-09-08 - [Kommentare \(0\)](#) - [Reports](#)

To create a log of all ticket activity within a given timeframe, grouped by both agent and department, you can generate the following report.

This report will reveal a list of departments, agents within them, tickets each agent has interacted with, and the time of those interactions.

To generate this report, input the following into the query builder when using the reports interface:

1. Go to: **Reports > Stats**
2. Click + Create Statistic
3. Enter Title
4. Click the RAW DPQL tab
5. Copy and paste the following code
6. Click Save

```
DISPLAY TABLE
```

```
SELECT tickets_logs.date_created
```

```
FROM tickets_logs
```

```
WHERE tickets_logs.person.is_agent = 1 AND  
tickets_logs.action_type IN ('ticket_created',  
'message_created', 'changed_agent', 'changed_agent_team')  
AND tickets_logs.date_created = %1:DATE_GROUP%
```

```
GROUP BY tickets_logs.person.primary_team AS 'Team',  
tickets_logs.person AS 'Agent', tickets_logs.ticket.id AS  
'Ticket ID'
```

```
ORDER BY tickets_logs.person.name ASC
```

The screenshot shows a 'New Stat' configuration interface. On the left is a sidebar with navigation icons and a list of statistics. The main area contains a form with fields for 'TITLE' (Ticket Activity) and 'DESCRIPTION'. Below the form are tabs for 'QUERY BUILDER' and 'RAW DSQL'. The 'RAW DSQL' tab is active, showing a SQL query. At the bottom right, there is a 'Save' button.

Category	Item	Count
MY STATS	123	123
BUILT-IN STATS	Agents	7
	Approvals	3
	Billing	18
	CRM	2
MY STATS	SLA	1
	Satisfaction	1
	Unsorted	12
	Voice	4
	knowledgebase	4
	knowledgebase	4
BUILT-IN STATS	Community	6
	Knowledgebase	7
	Messenger	5
	SLA	3
	Tickets	50
	Voice	18

```

SELECT tickets_logs.date_created
FROM tickets_logs
WHERE tickets_logs.person.is_agent = 1 AND tickets_logs.action_type IN ('ticket_created', 'message_created', 'changed_agent', 'changed_agent_team') AND tickets_logs.date_created = %1:DATE_GROUP%
GROUP BY tickets_logs.person.primary_team AS 'Team', tickets_logs.person AS 'Agent', tickets_logs.ticket.id AS 'Ticket ID'
ORDER BY tickets_logs.person.name ASC

```

This set of queries will include the agent activity listed in the WHERE clause, like 'message_created' for example. If you'd like to expand or change the actions that are captured by the report, refer to our [DPQL Field Reference](#).