Deskpro

Reports on Tickets excluding the time ticket was on Resolved Status Collecting Feedback

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- **Όνομα φόρουμ:** #Feature Request

I want to have a report for the average/total time a ticket has been waiting for an agent, which excludes the time the ticket was on status "Resolved".
Currently, DeskPro only keeps the last time/date when the ticket was set to "Resolved". Therefore, if a ticket has been re-opened afterwards, the reports are not showing the correct details (since they include the time the ticket was on resolved status).