



## Average Ticket Resolution Time

Matthew Wray - 2023-09-08 - [Σχόλια \(0\) - Reports](#)

To get a better understanding of the progress of your team, it may be useful to generate a report that shows the average time taken to resolve tickets.

An average resolution time can be created using the DPQL format below:

```
SELECT AVG((UNIX_TIMESTAMP(tickets.date_resolved) -  
UNIX_TIMESTAMP(tickets.date_created)) / (60 * 60)) AS 'Average resolution time (in  
hours)'  
FROM tickets
```

To look at a specific timeframe, a variable can be added, which allows the flexibility of choosing a specific timeframe. This can be done by first clicking on 'Add Variable' and filling in the details as follows:

ID AS \${date}

TYPE

Date

DEFAULT VALUE

last year

Add Variable

Once the variable is added, you could add a WHERE clause, which is used to limit the data displayed or used. In this example, a DPQL form can be written as shown below:

```

SELECT AVG((UNIX_TIMESTAMP(tickets.date_resolved) -
UNIX_TIMESTAMP(tickets.date_created)) / (60 * 60)) AS 'Average resolution time (in
hours)'
FROM tickets
WHERE tickets.date_created = ${date}

```

This data can be further grouped by agent and the final DPQL form is written as follows:

```

SELECT AVG((UNIX_TIMESTAMP(tickets.date_resolved) -
UNIX_TIMESTAMP(tickets.date_created)) / (60 * 60)) AS 'Average resolution time (in
hours)'
FROM tickets
WHERE tickets.date_created = ${date}
GROUP BY tickets.agent

```

The final report should look like this:

Display Table X ▼

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Agent	Average resolution time (in hours)
<a href="#">Admin</a>	2,160.0
<a href="#">Alesia Burvin</a>	1,542.3
<a href="#">Athelney Jones</a>	4,706.8
<a href="#">Christine</a>	977.4
<a href="#">Hannah Scott</a>	1,732.0
<a href="#">Joell</a>	2,434.5
<a href="#">Lara Proud</a>	3,085.5
<a href="#">Matt Wray</a>	4,078.1
<a href="#">Paul Davies</a>	2,160.2
<a href="#">Sherlock Holmes</a>	1,462.0
<a href="#">Shinwell Johnson</a>	4,826.9

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