

First Contact Resolution


Christine Loh - 2023-09-08 - Σχόλια (0) - Deskpro Legacy

Creating a list of tickets that were resolved with only 1 agent reply can be created in the following DPQL format:

```
SELECT tickets.id, tickets.subject, tickets.agent, tickets.date_created  
  
FROM tickets  
  
WHERE tickets.count_agent_replies = 1 AND tickets.status = 'resolved'  
  
ORDER BY tickets.date_created
```

The resulting table will be displayed as shown below:

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| ID | Subject | Agent | Date Created |
|-----|--------------|-----------------|--------------------------|
| 318 | Room booking | Sarah L'Heureux | Mon, 15th Feb 2021 18:19 |
| 348 | Login Error | Hannah Scott | Thu, 18th Mar 2021 14:01 |

Reset order | Showing 1 to 2 of 2 entries