Using the DPQL_COUNT function

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The count function simply counts the rows that fit the criteria specified in your report.

A simple example would be:

SELECT DPQL_COUNT() AS 'Total tickets'

FROM tickets

This would return the number of tickets you have in Deskpro as it counts the number of rows in the ticket tables.

Note

The **'AS'** function is renaming the columns in the output. So rather than the ticket being named DPQL_COUNT(), it is called 'Total Tickets'

You can also narrow down the count using the **WHERE** clause.

For example, if you wanted to count the number of resolved tickets in the system, you could run the query:

SELECT DPQL_COUNT() AS 'Total tickets'

FROM tickets

WHERE tickets.status = 'resolved'