

FROM ticket_feedback

SPLIT BY ticket_feedback.ticket.agent

WHERE ticket feedback.ticket.date resolved = %LAST MONTH%

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Can I include Satisfaction survey results in my reports?

Ben Henley - 2023-08-01 - Comment (1) - Reports

You can retrieve satisfaction ratings in your own custom reports. For historical reasons the table that stores ratings is called ticket_feedback (but note that the satisfaction rating system is a completely separate concept from the Feedback section on the portal).

```
Field Name
             Data Type
date created
             datetime
              number
              string
message
message id
              number
person_id
             number
              number
rating
              Person
person
ticket id
              number
              Ticket
ticket
ticket message Ticket Message
The possible values of rating are 1 (positive), 0 (neutral), -1 (negative). Here's a simple example report:
SELECT ticket_feedback.id, ticket_feedback.rating
FROM ticket feedback
WHERE ticket_feedback.ticket.date_resolved = %LAST_MONTH%
SPLIT BY ticket_feedback.ticket.agent
Here's a more advanced report which shows how many of each rating each agent received last month:
SELECT DPQL_COUNT () AS 'NUMBER'
FROM ticket_feedback
WHERE ticket_feedback.ticket.date_resolved = %LAST_MONTH%
SPLIT BY ticket_feedback.ticket.agent
GROUP BY ticket_feedback.rating
The below report gives you access to the ratings and comments left:
SELECT ticket_feedback.id, ticket_feedback.date_created, ticket_feedback.rating,
ticket_feedback.message
```

Finally the report below gives you a matrix table containing a count per rating per agent. Note this uses the ticket messages table in the GROUP BY and WHERE clauses. This is because if we used the tickets field, if the agent was then changed after the satisfaction response was recieved, the satisfaction feedback would be assigned to the current ticket asignee.

```
SELECT DPQL_COUNT() FROM ticket_feedback
WHERE ticket_feedback.date_created = %LAST_MONTH%
AND ticket_feedback.ticket_message.person.is_agent = 1 GROUP BY
DPQL_MATRIX(REPLACE(REPLACE(REPLACE(ticket_feedback.rating, '-1', 'Negative'), '0', 'Neutral'), '1', 'Positive'), ticket_feedback.ticket_message.person)
```

- Tags
- new reports

Comment (1)

Comment (1)

Kurt

10 years ago

Another example Deskpro assisted with... Title: Ticket Satisfaction <1:date group, default: this_month> Query: DISPLAY TABLE SELECT COUNT() AS 'Number' FROM ticket_feedback WHERE ticket_feedback.ticket.date_created = %1:DATE_GROUP% SPLIT BY ticket_feedback.ticket.agent GROUP BY REPLACE(REPLACE(REPLACE(ticket_feedback.rating, '-1', 'Negative'), '0', 'Neutral'), '1', 'Positive') AS 'Rating'