First Contact Resolution

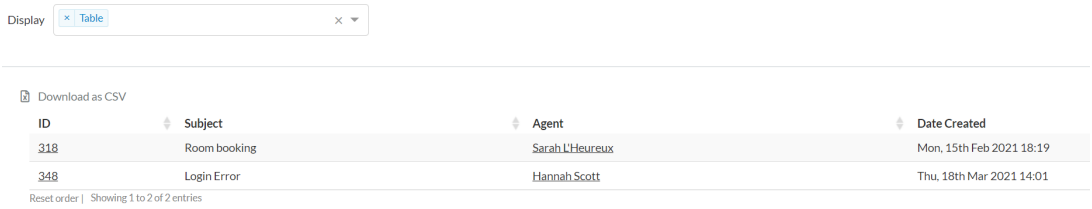
Christine Loh - 2023-09-08 - Comments (0) - Deskpro Legacy

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: