Have Working Hours only as well as Total Hours accessible via Reporting Finished

- Jason Gillan
- **Forum name:** #Feature Request

I am trying to create a report to measure the number of working hours a user has been waiting. However all the measures available in the reporting manual seem to list total hours rather than just working hours. On an actual ticket in the Dates & Times tab it shows both the Total User Waiting Time as work hours only as well as real time. The report I have at the moment is:DISPLAY TABLE SELECT tickets.subject, tickets.id, tickets.total_user_waiting / (60 * 60) AS 'User Waiting Time (hrs)' FROM tickets WHERE tickets.date_resolved = %1:DATE_GROUP% AND tickets.status IN ('resolved', 'archived') SPLIT BY tickets.agent It would be a good improvement to be able to do take out just working hours that a user has been waiting.

Comments (9)

Miriam

6 years ago

We can prepare report with the total time user is waiting or time for the first reply. I need to include in my report this time, but only in working hours. Thanks!

Patrick Smith

5 years ago

Still waiting for this functionality.

Paul

5 years ago

We would also like this functionality

Andreas Patzner

4 years ago

We also require this functionality, as customers request an average response time within business hours.

Yann Desjardins

4 years ago

Also waiting for this function. We get a lot of emails outside of office hours from our associates in different time zones and it's skewing the data for first reply

Bear Golightly

4 years ago

I would like this feature as well - we have SLAs that only tick during business hours, but the 'average time to reply' reports I can create don't produce accurate reports for management to set KPIs by.

April

4 years ago

We need this as well

Steve, Lam Hang

4 years ago

Hope this helps with the Canadian calculation http://www.workingdays.ca/#awd

Amabel Watkins

2 years ago

This feature has now been created, please refer to this article on how to use working hours in reports:
https://support.deskpro.com/en/news/posts/report-on-user-waiting-time-and-first-reply-time-within-working-hours