# Deskpro

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

- JG Jason Gillan
- **Nombre del foro:** #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.

## Comentarios (9)

M **Miriam**
7 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!

PS **Patrick Smith**
6 years ago
Still waiting for this functionality.

P **Paul**
6 years ago
We would also like this functionality

AP **Andreas Patzner**
6 years ago
We also require this functionality, as customers request an average response time within business hours.

YD **Yann Desjardins**
6 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

BG **Bear Golightly**
5 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.

A **April**
5 years ago
We need this as well

SH **Steve, Lam Hang**
5 years ago
Hope this helps with the Canadian calculation [http://www.workingdays.ca/#awd](http://www.workingdays.ca/#awd)

AW **Amabel Watkins**
4 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](https://support.deskpro.com/en/news/posts/report-on-user-waiting-time-and-first-reply-time-within-working-hours)