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List of tickets with no agent reply in over 24 hours

Matthew Wray - 2023-09-08 - Comentarios (0) - Reports

Creating a list of tickets that haven't had an agent reply in over 24 hours is a good tracking tool, as it helps you keep on top of tickets and ensure nothing is left for too long.

To generate this list, a report can be created using the DPQL format below:

SELECT tickets.id, tickets.subject, tickets.agent, tickets.status
FROM tickets
WHERE tickets.date_last_agent_reply < (NOW() - INTERVAL 24 HOUR) AND tickets.status = 'awaiting_agent'</pre>

The resulting table should look like this:

