

Average resolution time of tickets

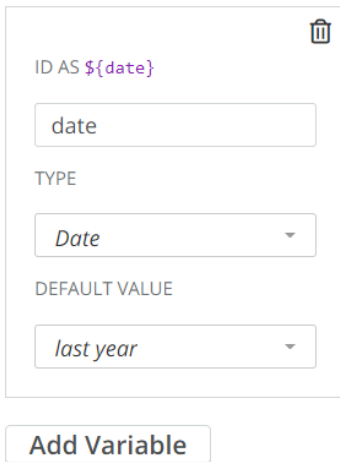
Christine Loh - 2023-09-08 - Comments (0) - Deskpro Legacy

To get a better understanding of the progress of your team, it may be useful to generate a report that shows the average time taken to resolve tickets.

An average resolution time can be created using the DPQL format below:

```
SELECT AVG((UNIX_TIMESTAMP(tickets.date_resolved) -  
UNIX_TIMESTAMP(tickets.date_created)) / (60 * 60)) AS 'Average resolution time (in hours)'  
  
FROM tickets
```

To look at a specific timeframe, a variable can be added, which allows the flexibility of choosing a specific timeframe. This can be done by first clicking on 'Add Variable' and filling in the details as follows:



The screenshot shows a dialog box for adding a variable. It has a trash icon in the top right corner. The variable name is 'ID AS `#{date}`'. Below this is a text input field containing 'date'. Underneath is a 'TYPE' section with a dropdown menu showing 'Date'. Below that is a 'DEFAULT VALUE' section with a dropdown menu showing 'last year'. At the bottom of the dialog is an 'Add Variable' button.

Once the variable is added, you could add a WHERE clause, which is used to limit the data displayed or used. In this example, a DPQL form can be written as shown below:

```
SELECT AVG((UNIX_TIMESTAMP(tickets.date_resolved) -  
UNIX_TIMESTAMP(tickets.date_created)) / (60 * 60)) AS 'Average resolution time (in hours)'  
  
FROM tickets  
  
WHERE tickets.date_created = #{date}
```


This data can be further grouped by agent and the final DPQL form is written as follows:

```
SELECT AVG((UNIX_TIMESTAMP(tickets.date_resolved) -  
UNIX_TIMESTAMP(tickets.date_created)) / (60 * 60)) AS 'Average resolution time (in hours)'  
  
FROM tickets  
  
WHERE tickets.date_created = ${date}  
  
GROUP BY tickets.agent
```

The final report should look like this:

Average resolution time for tickets last year ▾

Display x ▾

 Download as CSV

Agent	Average resolution time (in hours)
	2,960.0
Corporate Content	4,015.3
Enola Waters	3,579.7
Everardo Vandervort	3,407.3
Gonzalo Wisozk	2,610.3
Jesus Rodriguez	3,153.8
John Doe	3,070.9
Juliana Kshlerin	4,649.1
June Hermiston	4,283.2
Lesley Krajcik	3,528.8
Lester Auer	3,039.1
Mellie Maggio	3,496.7
Miracle Kovalis	2,865.8

Reset order | Showing 1 to 13 of 13 entries