How do I generate a report that doesn't include tickets created on the weekend?

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For organizations that only provide support during Monday to Friday, it makes sense to exclude data from the weekend in reports to accurately develop a picture of helpdesk performance.

If you'd like to create a report that excludes tickets that were created at the weekend, add the following to the WHERE line in your DPQL query

WEEKDAY(tickets.date_created) NOT IN ('5', '6')

As you can see, this sets conditions on which days of the are included in the report by excluding 5 = (Saturday), and 6 = (Sunday).

Note
0 = Monday, 1 = Tuesday, 2 = Wednesday, 3 = Thursday, 4 = Friday, 5 = Saturday, 6 = Sunday.

For example, here is a an example of a report which will give you a list of tickets created in October, grouped by agent, whilst excluding tickets created on the weekend.

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Agent	ID	Status	Date Created
Alyce Gusikowski	43	resolved	Tue, 12th Oct 2021 6:15pm
Brett Crist	37	resolved	Tue, 19th Oct 2021 11:45am
Carmen Farrell	258	awaiting_agent	Tue, 5th Oct 2021 6:07am
Corporate Content	48	awaiting_user	Tue, 12th Oct 2021 8:53pm
Eldridge Howe	162	awaiting_agent	Mon, 25th Oct 2021 8:19am
Jodie Howell	19	resolved	Thu, 21st Oct 2021 1:19am
John Doe	15	awaiting_user	Tue, 12th Oct 2021 7:51pm
Jonatan Larkin	1	resolved	Tue, 12th Oct 2021 7:44am
Makenna Leannon	14	awaiting_agent	Fri, 22nd Oct 2021 10:11am
Miracle Jast	31	resolved	Tue, 5th Oct 2021 4:29am
Pietro Langworth	33	awaiting_user	Fri, 15th Oct 2021 9:04am
Ransom Davis	44	awaiting_agent	Fri, 8th Oct 2021 1:43pm

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For more information on how to create reports and build queries, refer to our guide on the anatomy of a DPQL query.