

## List of tickets that haven't had an agent reply in over 24 hours

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Creating a list of tickets that have not had an agent reply in over 24 hours is a good tracking tool.

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'
```

The resulting table should look like this:

| List of tickets that have not had an agent reply in over 24 hours |  |                      |                |
|---|--|----------------------|----------------|
| Download as CSV   |  |                      |                |
| ID  | Subject  | Agent                | Status         |
| 55  | Ab ullam laborum odit.                             | Everardo Vandervoort | awaiting_agent |
| 59  | Aut labore repellat voluptas impedit.              | Gonzalo Wisock       | awaiting_agent |
| 60  | Et ipsum et.                                       | Corporate Content    | awaiting_agent |
| 62  | Ad tempora qui corrupti necessitatibus.            | Miracle Kuvalis      | awaiting_agent |
| 63  | Placeat commodi vel.                               | Miracle Kuvalis      | awaiting_agent |
| 66  | Vitae officia et omnis.                            | Endia Waters         | awaiting_agent |
| 68  | Nihil consectetur praesentium dolore et provident. | Mellie Maggio        | awaiting_agent |
| 69  | Placeat dolor est fugiat explicabo.                | Miracle Kuvalis      | awaiting_agent |
| 70  | Repellat et suscipit qui.                          | Corporate Content    | awaiting_agent |
| 74  | Voluptatem consequatur perferendis.                | John Doe             | awaiting_agent |