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## Show tickets in order of the number of different agents who replied

Ben Henley - 2023-09-08 - Comments (0) - Deskpro Legacy

## **Question:**

How can I create a report to show resolved tickets with only one agent replying to the ticket?

## **Answer:**

This will show resolved tickets ordered by the number of agents who have added replies (or notes).

SELECT DPQL\_COUNT\_DISTINCT(tickets\_messages.person) AS 'Number of agents', tickets\_messages.ticket\_id, tickets\_messages.ticketFROM tickets\_messagesWHERE tickets\_messages.person.is\_agent AND tickets\_messages.ticket.status = 'resolved'GROUP BY tickets\_messages.ticket\_idORDER BY DPQL\_COUNT\_DISTINCT(tickets\_messages.person)