



[Feature Request](#) > [DPQL: Average response time for every agent response](#) < [انتقادات و پیشنهادات](#) < [Help Center](#)

DPQL: Average response time for every agent response Collecting Feedback

Clint Chapman •

**Forum name:** #Feature Request •

Currently the helpdesk reporting system can easily measure the average time till the first .agent response. This is a built in, core stat

An additional stat on average response time for 'every agent response' in a ticket could be a .useful addition

**Thoughts from the Deskpro support team:** This concept could be complex to actually implement, as support tickets will rarely follow a completely perfect back and forth pattern. If a query like this could be built, it would need to ensure it only calculates the time differences between the a first user message, and first agent response during each interaction in the ticket. This would need to account for circumstances where multiple agents respond .consecutively - or an end user sends multiple messages

There would need to be thought over workflows which may involve internal notes or re-assignment/escalations or pending statuses - circumstances where tickets may be actioned .by an agent, but not necessarily responded to