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Have Working Hours only as well as Total Hours accessible via Reporting Finished

Jason Gillan •

Forum name: #Feature Request •

I am trying to create a report to measure the number of working hours a user has been waiting. However all the measures available in the reporting manual seem to list total hours rather than just working hours. On an actual ticket in the Dates & Times tab it shows both the Total User Waiting Time as work hours only as well as real time. The report I have at the moment is: `DISPLAY TABLE SELECT tickets.subject, tickets.id, tickets.total_user_waiting / (60 * 60) AS 'User Waiting Time (hrs)' FROM tickets WHERE tickets.date_resolved = %1:DATE_GROUP% AND tickets.status IN ('resolved', 'archived') SPLIT BY tickets.agent` It would be a good improvement to be able to do take out just working hours that a user has .been waiting

(Comments (9

Miriam

6 سال پیش

We can prepare report with the total time user is waiting or time for the first reply. I need to !include in my report this time, but only in working hours. Thanks

Patrick Smith

5 سال پیش

.Still waiting for this functionality

Paul

5 سال پیش

We would also like this functionality

Andreas Patzner

4 سال پیش

We also require this functionality, as customers request an average response time within .business hours

Yann Desjardins

4 سال پیش

Also waiting for this function. We get a lot of emails outside of office hours from our associates in different time zones and it's skewing the data for first reply

Bear Golightly

4 سال پیش

I would like this feature as well - we have SLAs that only tick during business hours, but the 'average time to reply' reports I can create don't produce accurate reports for management .to set KPIs by

April

4 سال پیش

We need this as well

Steve, Lam Hang

4 سال پیش

Hope this helps with the Canadian calculation <http://www.workingdays.ca/#awd>

Amabel Watkins

2 سال پیش

This feature has now been created, please refer to this article on how to use working hours in reports:

<https://support.deskpro.com/en/news/posts/report-on-user-waiting-time-and-first-reply-time-within-working-hours>