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Report on First Time Ticket is Resolved Collecting Feedback

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Forum name: #Feature Request •

We really need to know the time to the first ticket resolution. Lots of our tickets get reopened just by the customer saying "thank you." and when these sorts of replies come weeks or even months later it really throws off our metrics. Therefore, we would really like to be able to get ".the amount of time between the ticket's creation, and the first change of status to "resolved