

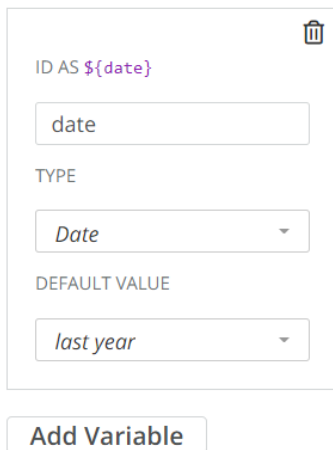
Average time till first response

Christine Loh - 2021-07-23 - Comment (1) - DPQL Examples

:An overall average time till first response report can be generated using the DPQL below

```
'SELECT AVG(tickets.total_to_first_reply / 3600) AS 'Average first response time in hours  
FROM tickets
```

For a specific timeframe, a variable can be added, which allows the flexibility of choosing a specific timeframe. This can be done by first clicking on 'Add Variable' and filling in the :details as follows



ID AS *\$ {date}*

date

TYPE

Date

DEFAULT VALUE

last year

Add Variable

Once the variable is added, you could add a WHERE clause, which is used to limit the data :displayed or used. In this example, a DPQL form can be written as shown below

```
'SELECT AVG(tickets.total_to_first_reply / 3600) AS 'Average first response time in hours  
FROM tickets
```

```
{WHERE tickets.date_created = $ {date}
```

:This data can be further grouped by agent , as shown below

```
'SELECT AVG(tickets.total_to_first_reply / 3600) AS 'Average first response time in hours  
FROM tickets
```

```
{WHERE tickets.date_created = ${date
```

```
GROUP BY tickets.agent
```