

?Can I include Satisfaction survey results in my reports

Ben Henley - 2021-09-02 - Comment (1) - DPQL Examples

.You can retrieve satisfaction ratings in your own custom reports

For historical reasons the table that stores ratings is called **ticket_feedback** (but note that the satisfaction rating system is a completely separate concept from the Feedback section
.(on the portal

Data Type	Field Name
datetime	date_created
number	id
string	message
number	message_id
number	person_id
number	rating
number	ticket_id
Person	person
Ticket	ticket
Ticket Message	ticket_message

.(The possible values of *rating* are 1 (positive), 0 (neutral), -1 (negative

:Here's a simple example report

```
SELECT ticket_feedback.id, ticket_feedback.rating
FROM ticket_feedback
%WHERE ticket_feedback.ticket.date_resolved = %LAST_MONTH
SPLIT BY ticket_feedback.ticket.agent
```

Here's a more advanced report which shows how many of each rating each agent received

:last month

```
;SELECT DPQL_COUNT () AS 'NUMBER  
FROM ticket_feedback  
%WHERE ticket_feedback.ticket.date_resolved = %LAST_MONTH  
SPLIT BY ticket_feedback.ticket.agent  
GROUP BY ticket_feedback.rating
```

:The below report gives you access to the ratings and comments left

```
SELECT ticket_feedback.id, ticket_feedback.date_created, ticket_feedback.rating,  
ticket_feedback.message  
FROM ticket_feedback  
%WHERE ticket_feedback.ticket.date_resolved = %LAST_MONTH  
SPLIT BY ticket_feedback.ticket.agent
```

Finally the report below gives you a matrix table containing a count per rating per agent. Note this uses the ticket messages table in the GROUP BY and WHERE clauses. This is because if we used the tickets field, if the agent was then changed after the satisfaction response was received, the satisfaction feedback would be assigned to the current ticket assignee. It also uses the replace functionality suggested in the comments section (thanks
:(Kurt

```
()SELECT DPQL_COUNT  
FROM ticket_feedback  
WHERE ticket_feedback.date_created = %LAST_MONTH% AND  
ticket_feedback.ticket_message.person.is_agent = 1  
GROUP BY DPQL_MATRIX(REPLACE(REPLACE(REPLACE(ticket_feedback.rating, '-1',  
( 'Negative'), '0', 'Neutral'), '1', 'Positive'), ticket_feedback.ticket_message.person
```

Tags

new reports

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Kurt

6 سال پیش

Another example Deskpro assisted with...

Title:

Ticket Satisfaction <1:date group, default: this_month>

Query:

```
DISPLAY TABLE  
SELECT COUNT() AS 'Number'  
FROM ticket_feedback  
WHERE ticket_feedback.ticket.date_created = %1:DATE_GROUP%  
SPLIT BY ticket_feedback.ticket.agent
```

```
GROUP BY REPLACE(REPLACE(REPLACE(ticket_feedback.rating, '-1', 'Negative'), '0', 'Neutral'),  
"1", 'Positive') AS 'Rating'
```