

First Contact Resolution


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

Creating a list of tickets that were resolved with only 1 agent reply can be created in the following DPQL format

```
SELECT tickets.id, tickets.subject, tickets.agent, tickets.date_created  
FROM tickets  
WHERE tickets.count_agent_replies = 1 AND tickets.status = 'resolved'  
ORDER BY tickets.date_created
```

The resulting table will be displayed as shown below

Display

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ID	Subject	Agent	Date Created
318	Room booking	Sarah L'Heureux	Mon, 15th Feb 2021 18:19
348	Login Error	Hannah Scott	Thu, 18th Mar 2021 14:01

Reset order | Showing 1 to 2 of 2 entries