

## Show tickets in order of the number of different agents who replied

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### **:Question**

How can I create a report to show resolved tickets with only one agent replying to the ?ticket

### **:Answer**

This will show resolved tickets ordered by the number of agents who have added replies (or .(notes

```
SELECT DPQL_COUNT_DISTINCT(tickets_messages.person) AS 'Number of
agents', tickets_messages.ticket_id, tickets_messages.ticketFROM
tickets_messagesWHERE tickets_messages.person.is_agent AND
tickets_messages.ticket.status = 'resolved'GROUP BY
tickets_messages.ticket_idORDER BY
(DPQL_COUNT_DISTINCT(tickets_messages.person
```