Deskpro

First Contact Resolution

Christine Loh - 2023-09-08 - Comments (0) - Deskpro Legacy

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	× Table	× ▼

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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