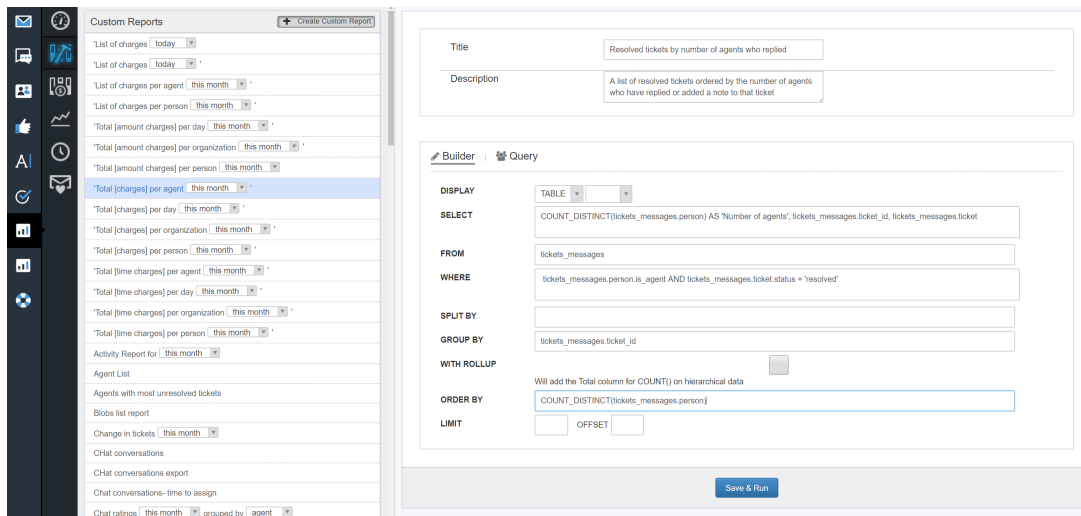


## How can I see which tickets have been resolved by only one agent?

Benedict Sycamore - 2018-05-14 - Commentaire (1) - Creating Reports

For a number of purposes, you may want to generate a report that shows a list of resolved tickets ordered by the number of agents who have replied or added a note to that ticket. Simply enter these queries into the query builder when creating a custom report in the reporting interface:

```
SELECT DPQL_COUNT_DISTINCT(tickets_messages.person) AS 'Number of agents',
tickets_messages.ticket_id, tickets_messages.ticket
FROM tickets_messages
WHERE tickets_messages.person.is_agent AND tickets_messages.ticket.status = 'resolved'
GROUP BY tickets_messages.ticket_id
ORDER BY DPQL_COUNT_DISTINCT(tickets_messages.person)
```



The screenshot displays the 'Custom Reports' interface in Deskpro. On the left, a sidebar lists various report templates, with 'Total [charges] per agent' selected. The main area shows a 'Builder' tab with a query configuration form. The form includes fields for Title, Description, and a SQL query. The query is: `SELECT COUNT_DISTINCT(tickets_messages.person) AS 'Number of agents', tickets_messages.ticket_id, tickets_messages.ticket FROM tickets_messages WHERE tickets_messages.person.is_agent AND tickets_messages.ticket.status = 'resolved' GROUP BY tickets_messages.ticket_id WITH ROLLUP ORDER BY COUNT_DISTINCT(tickets_messages.person) LIMIT [ ] OFFSET [ ]`. A 'Save & Run' button is visible at the bottom right of the configuration area.

This will generate a report that shows a list of resolved tickets ordered by the number of agents who have replied or added a note to that ticket.

For more information on creating reports, refer to our guide on the [Anatomy of a DPQL Query](#).