

How do I reference specific dates when using reports?

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Dates can be referenced in two formats:

YYYY-MM-DD e.g. 2012-10-30 - if you specify the date only, comparisons are made using a time of 00:00:00 of the specified day.

YYYY-MM-DD HH:MM:SS e.g. 2012-10-31 23:35:52 - refers to a date and a specific time in 24-hour format.

Note that you must specify these times/dates in **UTC** - however, the results returned will be shown adjusted to your timezone.

(Relative date references like %TODAY% always refer to your timezone, as set in your agent account **Preferences**.)

This is an example DPQL query to list the tickets created from October 1st to 15th, 2012 in UTC:

```
SELECT tickets.id
FROM tickets
WHERE tickets.date_created >= '2012-10-01'
AND tickets.date_created <= '2012-10-15 23:59:59'
```

To adjust for your local time, you can simply add or subtract an INTERVAL e.g.:

```
WHERE tickets.date_created >= '2012-10-01' + INTERVAL 5 HOUR
```

This adjusts the time from the implicit 00:00:00 on October 1st UTC to 5 hours later, ie 05:00 UTC or 00:00 EST.

A timezone that is *behind* UTC needs the time difference added to the comparison date/time; a timezone that is *ahead* needs the time difference subtracted.

More information here.