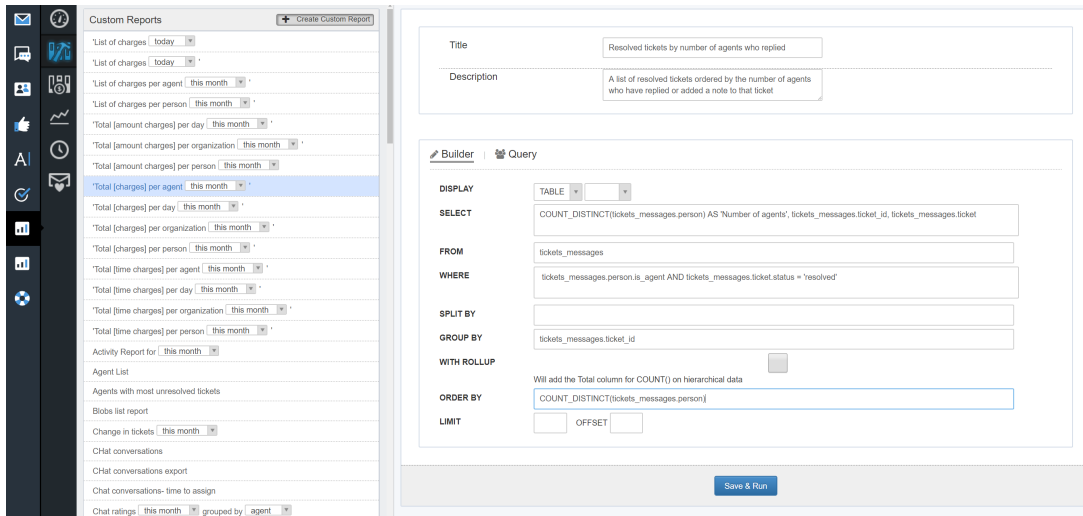


How can I see which tickets have been resolved by only one agent?

Benedict Sycamore - 2018-05-14 - Comments (0) - 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 such as 'List of charges', 'Total [amount charges] per day', and 'Total [charges] per agent'. The 'Total [charges] per agent' report is selected. The main area shows the 'Builder' tab with a query editor. The query is: `COUNT_DISTINCT(tickets_messages.person) AS 'Number of agents', tickets_messages.ticket_id, tickets_messages.ticket`. The 'FROM' clause is `tickets_messages`. The 'WHERE' clause is `tickets_messages.person.is_agent AND tickets_messages.ticket.status = 'resolved'`. The 'GROUP BY' clause is `tickets_messages.ticket_id`. The 'ORDER BY' clause is `COUNT_DISTINCT(tickets_messages.person)`. The 'LIMIT' and 'OFFSET' fields are empty. A 'Save & Run' button is at the bottom right.

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](#).