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How do I run a report showing ticket activity grouped by agent and department?

John Davison - 2023-09-08 - [\(0\) megjegyzés](#) - [Reports](#)

To create a log of all ticket activity within a given timeframe, grouped by both agent and department, you can generate the following report.

This report will reveal a list of departments, agents within them, tickets each agent has interacted with, and the time of those interactions.

To generate this report, input the following into the query builder when using the reports interface:

1. Go to: **Reports > Stats**
2. Click + Create Statistic
3. Enter Title
4. Click the RAW DPQL tab
5. Copy and paste the following code
6. Click Save

`DISPLAY TABLE`

`SELECT tickets_logs.date_created`

`FROM tickets_logs`

`WHERE tickets_logs.person.is_agent = 1 AND
tickets_logs.action_type IN ('ticket_created',
'message_created', 'changed_agent', 'changed_agent_team')
AND tickets_logs.date_created = %1:DATE_GROUP%`

`GROUP BY tickets_logs.person.primary_team AS 'Team',
tickets_logs.person AS 'Agent', tickets_logs.ticket.id AS
'Ticket ID'`

`ORDER BY tickets_logs.person.name ASC`

DASHBO...STATS

Filter...

Create Statistic

MY STATS123

SLA1

Satisfaction1

Unsorted12

Voice4

knowledgebase4

BUILT-IN STATS123

Agents7

Approvals3

Billing18

CRM2

Community6

Knowledgebase7

Messenger5

SLA3

Tickets50

Voice18

New Stat

TITLE

Ticket Activity

DESCRIPTION

FOLDERS

+

QUERY BUILDERRAW DPQL

DISPLAY TABLE

SELECT tickets_logs.date_created

FROM tickets_logs

WHERE tickets_logs.person.is_agent = 1 AND tickets_logs.action_type IN ('ticket_created', 'message_created', 'changed_agent', 'changed_agent_team') AND tickets_logs.date_created = %1:DATE_GROUP%

GROUP BY tickets_logs.person.primary_team AS 'Team', tickets_logs.person AS 'Agent', tickets_logs.ticket_id AS 'Ticket ID'

ORDER BY tickets_logs.person.name ASC

Add Variable

Save

This set of queries will include the agent activity listed in the WHERE clause, like 'message_created' for example. If you'd like to expand or change the actions that are captured by the report, refer to our [DPQL Field Reference](#).