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Satisfaction grouped by rating and agent, split by month Report

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- **Forum name:** #DPQL Reports

This report gives us a count of positive, negative and neutral satisfaction ratings in the helpdesk per agent per month

```
SELECT DPQL_COUNT() FROM ticket_feedback
WHERE ticket_feedback.ticket_message.person.is_agent = 1
SPLIT BY DATE_FORMAT(ticket_feedback.date_created, '%Y-%m')
GROUP BY DPQL_MATRIX(REPLACE(REPLACE(REPLACE(ticket_feedback.rating,
'-1', 'Negative'), '0', 'Neutral'), '1', 'Positive'),
ticket_feedback.ticket_message.person)
```

Here we use [DATE_FORMAT](#) in the SPLIT BY clause to specify the timeframes we want to split by.*

In the GROUP BY we're using [DPQL_MATRIX](#) to allow us to group by both feedback rating and agent. We're also using [REPLACE](#). This is because the value returned is numerical (Positive = 1, Negative = -1 and Neutral = 0) so we're replacing this to make it more readable:

2019-11

Person	Negative	Neutral	Positive	Total
Ari Schaefer	1	2	1	4
Corporate Content	4			4
Derrick Tillman	2	1	1	4
John Doe	1	1	2	4