Can I include Satisfaction survey results in my reports?

Ben Henley - 2023-08-01 - **Commento (1)** - **Reports**

You can retrieve satisfaction ratings in your own custom reports. For historical reasons the table that stores ratings is called ticket_feedback (but note that the satisfaction rating system is a completely separate concept from the Feedback section on the portal).

Field Name	Data Type
date_created	datetime
id	number
message	string
message_id	number
person_id	number
rating	number
person	Person
ticket_id	number
ticket	Ticket
ticket_message	Ticket Message

The possible values of rating are 1 (positive), 0 (neutral), -1 (negative). Here's a simple example report:

```
SELECT ticket_feedback.id, ticket_feedback.rating

FROM ticket_feedback

WHERE ticket_feedback.ticket.date_resolved = %LAST_MONTH%

SPLIT BY ticket_feedback.ticket.agent
```

Here's a more advanced report which shows how many of each rating each agent received last month:

```
SELECT DPQL_COUNT () AS 'NUMBER'

FROM ticket_feedback

WHERE ticket_feedback.ticket.date_resolved = %LAST_MONTH%

SPLIT BY ticket_feedback.ticket.agent

GROUP BY ticket_feedback.rating
```

The below report gives you access to the ratings and comments left:

```
SELECT ticket_feedback.id, ticket_feedback.date_created, ticket_feedback.rating,
ticket_feedback.message

FROM ticket_feedback

WHERE ticket_feedback.ticket.date_resolved = %LAST_MONTH%

SPLIT BY ticket_feedback.ticket.agent
```

Finally the report below gives you a matrix table containing a count per rating per agent. Note this uses the ticket messages table in the GROUP BY and WHERE clauses. This is because if we used the tickets field, if the agent was then changed after the satisfaction response was recieved, the satisfaction feedback would be assigned to the current ticket asignee.

```
SELECT DPQL_COUNT() FROM ticket_feedback

WHERE ticket_feedback.date_created = %LAST_MONTH%

AND ticket_feedback.ticket_message.person.is_agent = 1 GROUP BY
DPQL_MATRIX(REPLACE(REPLACE(REPLACE(ticket_feedback.rating, '-1', 'Negative'), '0',
'Neutral'), '1', 'Positive'), ticket_feedback.ticket_message.person)
```

- Tag
- new reports

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Kurt
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Another example Deskpro assisted with... Title: Ticket Satisfaction <1:date group, default: this_month> Query: DISPLAY TABLE SELECT COUNT() AS 'Number' FROM ticket_feedback WHERE ticket_feedback.ticket.date_created = %1:DATE_GROUP% SPLIT BY ticket_feedback.ticket.agent GROUP BY REPLACE(REPLACE(REPLACE(ticket_feedback.rating, '-1', 'Negative'), '0', 'Neutral'), '1', 'Positive') AS 'Rating'