Deskpro

DPQL: tickets.date_first_agent_note Collecting Feedback

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- フォーラム名: #Feature Request

Sometimes we immediately call the the moment we read their new ticket. In that case we make a note in the ticket. For our SLA measures the moment that I write a note is the starting point for the first response time.

I want to use this timestamp in our SLA report. For that I want to use in DPQL the following data:

tickets.date_first_agent_note