Deskpro

Have Working Hours only as well as Total Hours accessible via Reporting Finished

- Jason Gillan
- フォーラム名: #Feature Request

I am trying to create a report to measure the number of working hours a user has been waiting. However all the measures available in the reporting manual seem to list total hours rather than just working hours. On an actual ticket in the Dates & Times tab it shows both the Total User Waiting Time as work hours only as well as real time. The report I have at the moment is:DISPLAY TABLE SELECT tickets.subject, tickets.id, tickets.total_user_waiting / (60 * 60) AS 'User Waiting Time (hrs)' FROM tickets WHERE tickets.date_resolved = %1:DATE_GROUP% AND tickets.status IN ('resolved', 'archived') SPLIT BY tickets.agent It would be a good improvement to be able to do take out just working hours that a user has been waiting.

Comments (9)

Miriam

7年前

We can prepare report with the total time user is waiting or time for the first reply. I need to include in my report this time, but only in working hours. Thanks!

Patrick Smith

6年前

Still waiting for this functionality.

Paul

5年前

We would also like this functionality

Andreas Patzner

5年前

We also require this functionality, as customers request an average response time within business hours.

Yann Desjardins

5年前

Also waiting for this function. We get a lot of emails outside of office hours from our associates in different time zones and it's skewing the data for first reply

Bear Golightly

5年前

I would like this feature as well - we have SLAs that only tick during business hours, but the 'average time to reply' reports I can create don't produce accurate reports for management to set KPIs by.

April

5年前

We need this as well

Steve, Lam Hang

4年前

Hope this helps with the Canadian calculation http://www.workingdays.ca/#awd

Amabel Watkins

3年前

This feature has now been created, please refer to this article on how to use working hours in reports:

https://support.deskpro.com/en/news/posts/report-on-user-waiting-time-and-first-reply-time-within-working-hours