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List of tickets with no agent reply in over 24 hours

Matthew Wray - 2023-09-08 - [Comments \(0\)](#) - [Reports](#)

Creating a list of tickets that haven't had an agent reply in over 24 hours is a good tracking tool, as it helps you keep on top of tickets and ensure nothing is left for too long.

To generate this list, a report can be created using the DPQL format below:

```
SELECT tickets.id, tickets.subject, tickets.agent, tickets.status
FROM tickets
WHERE tickets.date_last_agent_reply < (NOW() - INTERVAL 24 HOUR) AND tickets.status =
'awaiting_agent'
```

The resulting table should look like this:

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ID	Subject	Agent	Status
65	New customer referral	Hannah Scott	awaiting_agent
66	Issue with boiler	Alesia Burvin	awaiting_agent
72	Missed call follow up		awaiting_agent
94	Chat follow up		awaiting_agent
119	Issue with computer	Lara Proud	awaiting_agent
130	Request for new Phone	Alesia Burvin	awaiting_agent
139	Fwd: Need a new laptop	Alesia Burvin	awaiting_agent
140	Change of address needed (Form)		awaiting_agent
150	Hannah Scott <hannah.scott@deskpro.com>	Lara Proud	awaiting_agent
163	New Twitter mention from hannahrebekahs1		awaiting_agent