First Contact Resolution

Matthew Wray - 2023-09-08 - 댓글 (0) - Reports

Creating a list of tickets that were resolved with only 1 agent reply can be created in the following DPQL format:

```
SELECT tickets.id, tickets.subject, tickets.agent, tickets.date_created
FROM tickets
WHERE tickets.count_agent_replies = 1 AND tickets.status = 'resolved'
ORDER BY tickets.date_created
```

The resulting table will be displayed as shown below:

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ID	Subject	Agent	Date Created
144	Help me	Paul Davies	Wed, 25th May 2022 2:32pm
312	Glitchy monitor	Lara Proud	Fri, 3rd Feb 2023 12:42pm
311	Boiler is broken	Lara Proud	Fri, 3rd Feb 2023 10:28am
122	Upgrade to a new plan	Lara Proud	Fri, 22nd Apr 2022 2:49pm