

Žinių bankas > Deskpro Legacy > Average resolution time of tickets

Average resolution time of tickets

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To get a better understanding of the progress of your team, it may be useful to generate a report that shows the average time taken to resolve tickets.

An average resolution time can be created using the DPQL format below:

SELECT AVG((UNIX_TIMESTAMP(tickets.date_resolved) -

UNIX_TIMESTAMP(tickets.date_created)) / (60 * 60)) AS 'Average resolution time (in hours)'

FROM tickets

To look at a specific timeframe, a variable can be added, which allows the flexibility of choosing a specific timeframe. This can be done by first clicking on 'Add Variable' and filling in the details as follows:



Once the variable is added, you could add a WHERE clause, which is used to limit the data displayed or used. In this example, a DPQL form can be written as shown below:

SELECT AVG((UNIX_TIMESTAMP(tickets.date_resolved) -

UNIX_TIMESTAMP(tickets.date_created)) / (60 * 60)) AS 'Average resolution time (in hours)'

FROM tickets

WHERE tickets.date_created = \${date}

This data can be further grouped by agent and the final DPQL form is written as follows:

SELECT AVG((UNIX_TIMESTAMP(tickets.date_resolved) -

UNIX_TIMESTAMP(tickets.date_created)) / (60 * 60)) AS 'Average resolution time (in hours)'

FROM tickets

WHERE tickets.date_created = \${date}

GROUP BY tickets.agent

The final report should look like this:

