

## Average resolution time of tickets

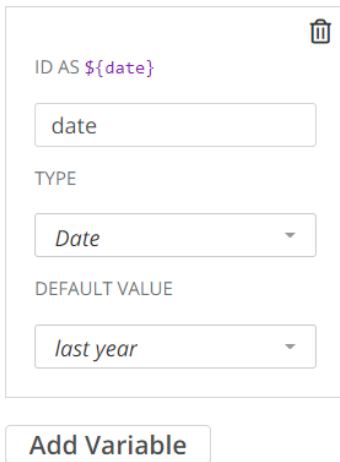
Christine Loh - 2023-09-08 - Comments (0) - Deskpro Legacy

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:



The screenshot shows a dialog box for adding a variable. It has a trash icon in the top right corner. The variable name is 'ID AS \${date}'. Below this is a text input field containing 'date'. Underneath is a 'TYPE' section with a dropdown menu showing 'Date'. Below that is a 'DEFAULT VALUE' section with a dropdown menu showing 'last year'. At the bottom of the dialog is a button labeled 'Add Variable'.

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:

Average resolution time for tickets last year ▾

Display  x ▾

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 Download as CSV

Agent	Average resolution time (in hours)
	2,960.0
<a href="#">Corporate Content</a>	4,015.3
<a href="#">Enola Waters</a>	3,579.7
<a href="#">Everardo Vandervort</a>	3,407.3
<a href="#">Gonzalo Wisozk</a>	2,610.3
<a href="#">Jesus Rodriguez</a>	3,153.8
<a href="#">John Doe</a>	3,070.9
<a href="#">Juliana Kshlerin</a>	4,649.1
<a href="#">June Hermiston</a>	4,283.2
<a href="#">Lesley Krajcik</a>	3,528.8
<a href="#">Lester Auer</a>	3,039.1
<a href="#">Mellie Maggio</a>	3,496.7
<a href="#">Miracle Kovalis</a>	2,865.8

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