Average time till first response

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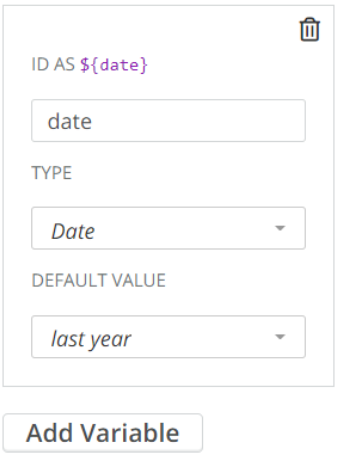
An overall average time till first response report can be generated using the DPQL below:

SELECT AVG(tickets.total_to_first_reply / 3600) AS 'Average first response time in hours'

FROM tickets

For 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(tickets.total_to_first_reply / 3600) AS 'Average first response time in hours'

FROM tickets

WHERE tickets.date_created = ${date}

This data can be further grouped by agent , as shown below:

SELECT AVG(tickets.total_to_first_reply / 3600) AS 'Average first response time in hours'

FROM tickets

```
WHERE tickets.date_created = ${date}

GROUP BY tickets.agent
```