

## How do I generate a report that doesn't include tickets created on the weekend?

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For organizations that only provide support during Monday to Friday, it makes sense to exclude data from the weekend in reports to accurately develop a picture of helpdesk performance.

If you'd like to create a report that excludes tickets that were created at the weekend, add the following to the WHERE line in your DPQL query

```
WEEKDAY(tickets.date_created) NOT IN ('5', '6')
```

As you can see, this sets conditions on which days of the are included in the report by excluding 5 = (Saturday), and 6 = (Sunday).

### Note

0 = Monday, 1 = Tuesday, 2 = Wednesday, 3 = Thursday, 4 = Friday, 5 = Saturday, 6 = Sunday.

For example, here is a an example of a report which will give you a list of tickets created in October, grouped by agent, whilst excluding tickets created on the weekend.

 Download as CSV

Agent	ID	Status	Date Created
<a href="#">Alyce Gusikowski</a>	43	resolved	Tue, 12th Oct 2021 6:15pm
<a href="#">Brett Crist</a>	37	resolved	Tue, 19th Oct 2021 11:45am
<a href="#">Carmen Farrell</a>	258	awaiting_agent	Tue, 5th Oct 2021 6:07am
<a href="#">Corporate Content</a>	48	awaiting_user	Tue, 12th Oct 2021 8:53pm
<a href="#">Eldridge Howe</a>	162	awaiting_agent	Mon, 25th Oct 2021 8:19am
<a href="#">Jodie Howell</a>	19	resolved	Thu, 21st Oct 2021 1:19am
<a href="#">John Doe</a>	15	awaiting_user	Tue, 12th Oct 2021 7:51pm
<a href="#">Jonathan Larkin</a>	1	resolved	Tue, 12th Oct 2021 7:44am
<a href="#">Makenna Leannon</a>	14	awaiting_agent	Fri, 22nd Oct 2021 10:11am
<a href="#">Miracle Jast</a>	31	resolved	Tue, 5th Oct 2021 4:29am
<a href="#">Pietro Langworth</a>	33	awaiting_user	Fri, 15th Oct 2021 9:04am
<a href="#">Ransom Davis</a>	44	awaiting_agent	Fri, 8th Oct 2021 1:43pm

Reset order | Showing 1 to 12 of 12 entries

For more information on how to create reports and build queries, refer to our guide on the [anatomy of a DPQL query](#).