List of tickets that haven't had an agent reply in over 24 hours

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

Creating a list of tickets that have not had an agent reply in over 24 hours is a good tracking tool.

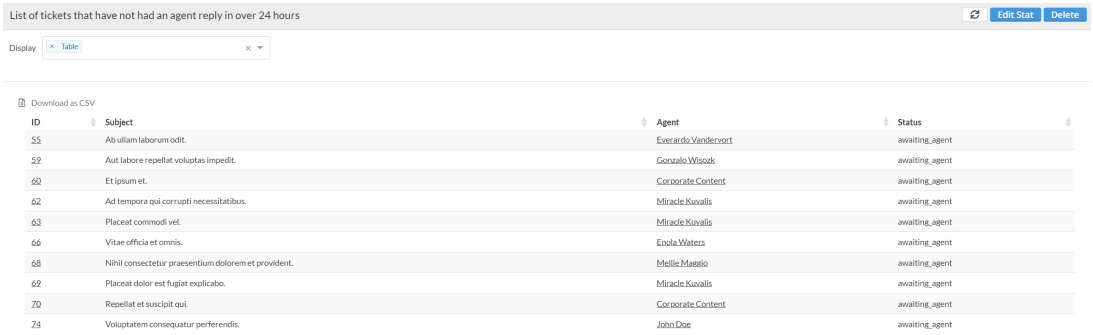
To generate this list, a report can be created using the DPQL format below:

SELECT tickets.id, tickets.subject, tickets.agent, tickets.status

FROM tickets

WHERE tickets.date_last_agent_reply < (NOW() - INTERVAL 24 HOUR) AND tickets.status = 'awaiting_agent'

The resulting table should look like this:



ID	Subject	Agent	Status
55	Ab ullam laborum odit.	Everardo Vandervort	awaiting_agent
59	Aut labore repellat voluptas impedit.	Gonzalo Wisozk	awaiting_agent
60	Et ipsum et.	Corporate Content	awaiting_agent
62	Ad tempora qui corrupti necessitatibus.	Miracle Kuvalis	awaiting_agent
63	Placeat commodi vel.	Miracle Kuvalis	awaiting_agent
66	Vitae officia et omnis.	Enola Waters	awaiting_agent
68	Nihil consectetur praesentium dolorem et provident.	Mellie Maggio	awaiting_agent
69	Placeat dolor est fugiat explicabo.	Miracle Kuvalis	awaiting_agent
70	Repellat et suscipit qui.	Corporate Content	awaiting_agent
74	Voluptatem consequatur perferendis.	John Doe	awaiting_agent