

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

John Davison - 2023-08-29 - [Reacties \(0\)](#) - [Reports](#)

For organizations that only provide support from 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

As you can see, this sets conditions on which days of the week 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 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               |
|-------------------|-----|----------------|----------------------------|
| Alyce Gusikowski  | 43  | resolved       | Tue, 12th Oct 2021 6:15pm  |
| Brett Crist       | 37  | resolved       | Tue, 19th Oct 2021 11:45am |
| Carmen Farrell    | 258 | awaiting_agent | Tue, 5th Oct 2021 6:07am   |
| Corporate Content | 48  | awaiting_user  | Tue, 12th Oct 2021 8:53pm  |
| Eldridge Howe     | 162 | awaiting_agent | Mon, 25th Oct 2021 8:19am  |
| Jodie Howell      | 19  | resolved       | Thu, 21st Oct 2021 1:19am  |
| John Doe          | 15  | awaiting_user  | Tue, 12th Oct 2021 7:51pm  |
| Jonatan Larkin    | 1   | resolved       | Tue, 12th Oct 2021 7:44am  |
| Makenna Leannon   | 14  | awaiting_agent | Fri, 22nd Oct 2021 10:11am |
| Miracle Jast      | 31  | resolved       | Tue, 5th Oct 2021 4:29am   |
| Pietro Langworth  | 33  | awaiting_user  | Fri, 15th Oct 2021 9:04am  |
| Ransom Davis      | 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](#).