

Kunnskapsbase > Deskpro Legacy > Average resolution time of tickets

Average resolution time of tickets

Christine Loh - 2023-09-08 - Kommentarer (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:

ID AS \${date}	Ŵ
date	
ТҮРЕ	
Date	•
DEFAULT VALUE	
last year	•
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 × Table × × Download as CSV Agent ÷ Average resolution time (in hours) 2.960.0 Corporate Content 4,015.3 3,579.7 Enola Waters Everardo Vandervort 3,407.3 <u>Gonzalo Wisozk</u> 2,610.3 3,153.8 Jesus Rodriguez 3,070.9 John Doe Juliana Kshlerin 4,649.1 June Hermiston 4,283.2 Lesley Krajcik 3,528.8 Lester Auer 3,039.1 Mellie Maggio 3,496.7 Miracle Kuvalis 2,865.8

Reset order | Showing 1 to 13 of 13 entries