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## First Contact Resolution

Matthew Wray - 2023-09-08 - [Komentarze \(0\)](#) - [Reports](#)

Creating a list of tickets that were resolved with only 1 agent reply can be created in the following DPQL format:

```
SELECT tickets.id, tickets.subject, tickets.agent, tickets.date_created
FROM tickets
WHERE tickets.count_agent_replies = 1 AND tickets.status = 'resolved'
ORDER BY tickets.date_created
```

The resulting table will be displayed as shown below:

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ID	Subject	Agent	Date Created
<a href="#">144</a>	Help me	<a href="#">Paul Davies</a>	Wed, 25th May 2022 2:32pm
<a href="#">312</a>	Glitchy monitor	<a href="#">Lara Proud</a>	Fri, 3rd Feb 2023 12:42pm
<a href="#">311</a>	Boiler is broken	<a href="#">Lara Proud</a>	Fri, 3rd Feb 2023 10:28am
<a href="#">122</a>	Upgrade to a new plan	<a href="#">Lara Proud</a>	Fri, 22nd Apr 2022 2:49pm