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

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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: