Report on user waiting time and first reply time within working hours

2020-07-20 - Grace Howlett - Comment (1) - Product

Before now, our reporting system had the ability to measure waiting times, however, this counted the total time and did not take into account working hours set in your helpdesk. We're extremely pleased to announce that we have added the ability to track waiting times within working hours.

Waiting times available for reporting before:

- `tickets.total_user_waiting`
- `tickets.total_to_first_reply`

These count the total time, in seconds, a user is waiting.

We have added two more times to represent waiting times within working hours.

- `tickets.total_user_waiting_wh`
- `tickets.total_to_first_reply_wh`

Here is an example to help demonstrate the difference in the output of the fields above. The working hours defined in the helpdesk for this example are 8:00 am - 8:30 pm Mon-Fri.

It's important to bear in mind that `total_user_waiting` and `total_user_waiting_wh` will be counting the time the ticket is in Awaiting Agent status and possibly Pending status depending on how you have configured your Pending status settings, but not time spent in Awaiting User status.

I used the following query as a custom stat in the reporting interface to get the output above:

```
SELECT tickets.id, tickets.date_created,
```

```
tickets.date_first_agent_reply, tickets.date_resolved,
DPQL_TIME_LENGTH(tickets.total_user_waiting_wh) AS 'Total User
Waiting Time in WH', DPQL_TIME_LENGTH(tickets.total_user_waiting) AS
'Total User Waiting Time',
DPQL_TIME_LENGTH(tickets.total_to_first_reply_wh) AS 'Total Time to
First Reply in WH', DPQL_TIME_LENGTH(tickets.total_to_first_reply) AS
'Total Time to First Reply'
FROM tickets
```

In the query above, the DPQL_TIME_LENGTH function has been used to convert the time output from seconds to a more readable timeframe of days/hours/mins.