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Average time until first response

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An overall average time till the first response report can be generated using the DPQL below:

```
SELECT AVG(tickets.total_to_first_reply / 3600) AS 'Average first response time in hours'  
FROM tickets
```

For 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*

TYPE

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(tickets.total_to_first_reply / 3600) AS 'Average first response time in hours'  
FROM tickets  
WHERE tickets.date_created = ${date}
```

This data can be further grouped by agent, as shown below:

```
SELECT AVG(tickets.total_to_first_reply / 3600) AS 'Average first response time in  
hours'  
FROM tickets  
WHERE tickets.date_created = ${date}  
GROUP BY tickets.agent
```