

How do I generate a report that doesn't include tickets created on the weekend?

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For organizations that only provide support during Monday to Friday, it makes sense to exclude data from the weekend in reports to accurately develop a picture of helpdesk performance.

If you'd like to create a report that excludes tickets that were created at the weekend, add the following to the WHERE line in your DPQL query

```
WEEKDAY(tickets.date_created) NOT IN ('5', '6')
```

As you can see, this sets conditions on which days of the are included in the report by excluding 5 = (Saturday), and 6 = (Sunday).

Note

0 = Monday, 1 = Tuesday, 2 = Wednesday, 3 = Thursday, 4 = Friday, 5 = Saturday, 6 = Sunday.

For example, here is a an example of a report which will give you a list of tickets created in October, grouped by agent, whilst excluding tickets created on the weekend.

Download as CSV

| Agent | ID | Status | Date Created |
|-------------------|-----|----------------|----------------------------|
| Alyce Gusikowski | 43 | resolved | Tue, 12th Oct 2021 6:15pm |
| Brett Crist | 37 | resolved | Tue, 19th Oct 2021 11:45am |
| Carmen Farrell | 258 | awaiting_agent | Tue, 5th Oct 2021 6:07am |
| Corporate Content | 48 | awaiting_user | Tue, 12th Oct 2021 8:53pm |
| Eldridge Howe | 162 | awaiting_agent | Mon, 25th Oct 2021 8:19am |
| Jodie Howell | 19 | resolved | Thu, 21st Oct 2021 1:19am |
| John Doe | 15 | awaiting_user | Tue, 12th Oct 2021 7:51pm |
| Jonathan Larkin | 1 | resolved | Tue, 12th Oct 2021 7:44am |
| Makenna Leannon | 14 | awaiting_agent | Fri, 22nd Oct 2021 10:11am |
| Miracle Jast | 31 | resolved | Tue, 5th Oct 2021 4:29am |
| Pietro Langworth | 33 | awaiting_user | Fri, 15th Oct 2021 9:04am |
| Ransom Davis | 44 | awaiting_agent | Fri, 8th Oct 2021 1:43pm |

Reset order | Showing 1 to 12 of 12 entries

For more information on how to create reports and build queries, refer to our guide on the [anatomy of a DPQL query](#).