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Average custom field value by agent Report

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- **Forum name:** #DPQL Reports

This DPQL returns an average for a custom ticket field which contains a number (be sure to replace # with your [field ID](#)):

```
SELECT AVG(tickets.custom_data[#]) AS 'Average field value'  
FROM tickets  
WHERE tickets.custom_data[#] <> NULL  
GROUP BY tickets.agent
```

Agent	◆ Average field value
	2
matt	1.6
matt 2	7.5

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We're simply applying the AVG MYSQL function to the custom field to show its average value per agent