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Have Working Hours only as well as Total Hours accessible via Reporting Finished



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Jason Gillan

- **Forum name:** #Feature Request

I am trying to create a report to measure the number of working hours a user has been waiting. However all the measures available in the reporting manual seem to list total hours rather than just working hours. On an actual ticket in the Dates & Times tab it shows both the Total User Waiting Time as work hours only as well as real time. The report I have at the moment is: `DISPLAY TABLE SELECT tickets.subject, tickets.id, tickets.total_user_waiting / (60 * 60) AS 'User Waiting Time (hrs)' FROM tickets WHERE tickets.date_resolved =`

%1:DATE\_GROUP% AND tickets.status IN ('resolved', 'archived') SPLIT BY tickets.agent It would be a good improvement to be able to do take out just working hours that a user has been waiting.

Comments (9)



**Miriam**

acum 7 ani

We can prepare report with the total time user is waiting or time for the first reply. I need to include in my report this time, but only in working hours. Thanks!



**Patrick Smith**

acum 6 ani

Still waiting for this functionality.



**Paul**

acum 6 ani

We would also like this functionality



**Andreas Patzner**

acum 5 ani

We also require this functionality, as customers request an average response time within business hours.



**Yann Desjardins**

acum 5 ani

Also waiting for this function. We get a lot of emails outside of office hours from our associates in different time zones and it's skewing the data for first reply



**Bear Golightly**

acum 5 ani

I would like this feature as well - we have SLAs that only tick during business hours, but the 'average time to reply' reports I can create don't produce accurate reports for management to set KPIs by.



**April**

acum 5 ani

We need this as well





**Steve, Lam Hang**

acum 5 ani

Hope this helps with the Canadian calculation <http://www.workingdays.ca/#awd>



**Amabel Watkins**

acum 3 ani

This feature has now been created, please refer to this article on how to use working hours in reports:

<https://support.deskpro.com/en/news/posts/report-on-user-waiting-time-and-first-reply-time-within-working-hours>