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## How can I see which tickets have been resolved by only one agent?

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For a number of purposes, you may want to generate a report that shows a list of resolved tickets ordered by the number of agents who have replied or added a note to that ticket. Simply enter these queries into the query builder when creating a custom report in the reporting interface:

SELECT DPQL\_COUNT\_DISTINCT(tickets\_messages.person) AS 'Number of agents', tickets\_messages.ticket\_id, tickets\_messages.ticket FROM tickets\_messages WHERE tickets\_messages.person.is\_agent AND tickets\_messages.ticket.status = 'resolved' GROUP BY tickets\_messages.ticket\_id ORDER BY DPQL\_COUNT\_DISTINCT(tickets\_messages.person)

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This will generate a report that shows a list of resolved tickets ordered by the number of agents who have replied or added a note to that ticket.

For more information on creating reports, refer to our guide on the <u>Anatomy of a DPQL</u> <u>Query</u>.