Show tickets in order of the number of different agents who replied

Ben Henley - 2023-09-08 - Comments (0) - Deskpro Legacy

Question:

How can I create a report to show resolved tickets with only one agent replying to the ticket?

Answer:

This will show resolved tickets ordered by the number of agents who have added replies (or notes).

```
SELECT DPQL_COUNT_DISTINCT(tickets_messages.person) AS 'Number of agents', tickets_messages.ticket_id, tickets_messages.ticketFROM tickets_messagesWHERE tickets_messages.person.is_agent AND tickets_messages.ticket.status = 'resolved'GROUP BY tickets_messages.ticket_idORDER BY DPQL_COUNT_DISTINCT(tickets_messages.person)
```