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## Average Ticket Resolution Time

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To get a better understanding of the progress of your team, it may be useful to generate a report that shows the average time taken to resolve tickets.

An average resolution time can be created using the DPQL format below:

```
SELECT AVG((UNIX_TIMESTAMP(tickets.date_resolved) -  
UNIX_TIMESTAMP(tickets.date_created)) / (60 * 60)) AS 'Average resolution time (in  
hours)'  
FROM tickets
```

To look at a specific timeframe, a variable can be added, which allows the flexibility of choosing a specific timeframe. This can be done by first clicking on 'Add Variable' and filling in the details as follows:



ID AS `${date}`

TYPE

Date

▼

DEFAULT VALUE

last year

▼

Add Variable

Once the variable is added, you could add a WHERE clause, which is used to limit the data displayed or used. In this example, a DPQL form can be written as shown below:

```
SELECT AVG((UNIX_TIMESTAMP(tickets.date_resolved) -
UNIX_TIMESTAMP(tickets.date_created)) / (60 * 60)) AS 'Average resolution time (in
hours)'
FROM tickets
WHERE tickets.date_created = ${date}
```

This data can be further grouped by agent and the final DPQL form is written as follows:

```
SELECT AVG((UNIX_TIMESTAMP(tickets.date_resolved) -
UNIX_TIMESTAMP(tickets.date_created)) / (60 * 60)) AS 'Average resolution time (in
hours)'
FROM tickets
WHERE tickets.date_created = ${date}
GROUP BY tickets.agent
```

The final report should look like this:

Display 

Table

×

Download as CSV

| Agent                            | Average resolution time (in hours) |
|----------------------------------|------------------------------------|
| <a href="#">Admin</a>            | 2,160.0                            |
| <a href="#">Alesia Burvin</a>    | 1,542.3                            |
| <a href="#">Athelney Jones</a>   | 4,706.8                            |
| <a href="#">Christine</a>        | 977.4                              |
| <a href="#">Hannah Scott</a>     | 1,732.0                            |
| <a href="#">Joell</a>            | 2,434.5                            |
| <a href="#">Lara Proud</a>       | 3,085.5                            |
| <a href="#">Matt Wray</a>        | 4,078.1                            |
| <a href="#">Paul Davies</a>      | 2,160.2                            |
| <a href="#">Sherlock Holmes</a>  | 1,462.0                            |
| <a href="#">Shinwell Johnson</a> | 4,826.9                            |

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