



[Baza znanja](#) > [Using Deskpro](#) > [Reports](#) > [First Contact Resolution](#)

First Contact Resolution

Matthew Wray - 2023-09-08 - [Komentarjev \(0\)](#) - [Reports](#)

Creating a list of tickets that were resolved with only 1 agent reply can be created in the following DPQL format:

```
SELECT tickets.id, tickets.subject, tickets.agent, tickets.date_created
FROM tickets
WHERE tickets.count_agent_replies = 1 AND tickets.status = 'resolved'
ORDER BY tickets.date_created
```

The resulting table will be displayed as shown below:

 Download as CSV

| ID | Subject | Agent | Date Created |
|---------------------|-----------------------|-----------------------------|---------------------------|
| 144 | Help me | Paul Davies | Wed, 25th May 2022 2:32pm |
| 312 | Glitchy monitor | Lara Proud | Fri, 3rd Feb 2023 12:42pm |
| 311 | Boiler is broken | Lara Proud | Fri, 3rd Feb 2023 10:28am |
| 122 | Upgrade to a new plan | Lara Proud | Fri, 22nd Apr 2022 2:49pm |