

List of tickets that haven't had an agent reply in over 24 hours

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Creating a list of tickets that have not had an agent reply in over 24 hours is a good tracking tool.

To generate this list, a report can be created using the DPQL format below:

```
SELECT tickets.id, tickets.subject, tickets.agent, tickets.status
```

```
FROM tickets
```

```
WHERE tickets.date_last_agent_reply < (NOW() - INTERVAL 24 HOUR) AND tickets.status = 'awaiting_agent'
```

The resulting table should look like this:

| List of tickets that have not had an agent reply in over 24 hours | | | |
|---|--|----------------------|----------------|
| Download as CSV | | | |
| ID | Subject | Agent | Status |
| 55 | Ab ullam laborum odit. | Everardo Vandervoort | awaiting_agent |
| 59 | Aut labore repellat voluptas impedit. | Gonzalo Wisock | awaiting_agent |
| 60 | Et ipsum et. | Corporate Content | awaiting_agent |
| 62 | Ad tempora qui corrupti necessitatibus. | Miracle Kuvalis | awaiting_agent |
| 63 | Placeat dolor est fugiat explicabo. | Miracle Kuvalis | awaiting_agent |
| 66 | Vitae officia et omnis. | Endia Waters | awaiting_agent |
| 68 | Nihil consectetur praesentium dolore et provident. | Mellie Maggio | awaiting_agent |
| 69 | Placeat dolor est fugiat explicabo. | Miracle Kuvalis | awaiting_agent |
| 70 | Repellat et suscipit qui. | Corporate Content | awaiting_agent |
| 74 | Voluptatem consequatur perferendis. | John Doe | awaiting_agent |