Average resolution time of tickets

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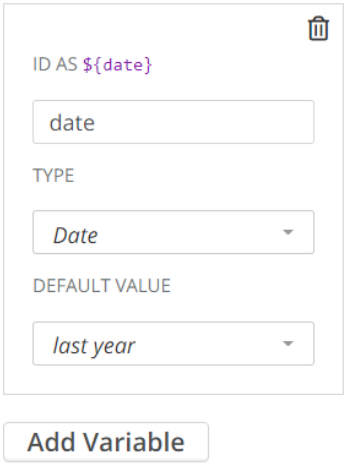
To get a better understanding of the progress of your team, it may be useful to generate a report that shows the average time taken to resolve tickets.

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:



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:

Average resolution time for tickets last year

Display × Table

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Agent	Average resolution time (in hours)
	2,960.0
Corporate Content	4,015.3
Enola Waters	3,579.7
Everardo Vandervort	3,407.3
Gonzalo Wisozk	2,610.3
Jesus Rodriguez	3,153.8
John Doe	3,070.9
Juliana Kshlerin	4,649.1
June Hermiston	4,283.2
Lesley Krajcik	3,528.8
Lester Auer	3,039.1
Mellie Maggio	3,496.7
Miracle Kuvalis	2,865.8

Reset order | Showing 1 to 13 of 13 entries