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Average Ticket Resolution Time

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

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)
Admin	2,160.0
Alesia Burvin	1,542.3
Athelney Jones	4,706.8
Christine	977.4
Hannah Scott	1,732.0
Joell	2,434.5
Lara Proud	3,085.5
Matt Wray	4,078.1
Paul Davies	2,160.2
Sherlock Holmes	1,462.0
Shinwell Johnson	4,826.9

Reset order | Showing 1 to 11 of 11 entries