

Average resolution time of tickets

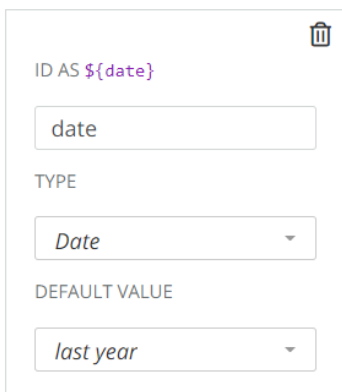
Christine Loh - 2023-09-08 - Comments (0) - Deskpro Legacy

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:



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:

Average resolution time for tickets last year ▾

Display x ▾

 Download as CSV

| 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 Kovalis | 2,865.8 |

Reset order | Showing 1 to 13 of 13 entries