

知识库 > Deskpro Legacy > Average time till first response

Average time till first response Christine Loh - 2025-02-10 - Comments (0) - Deskpro Legacy

An overall average time till first response report can be generated using the DPQL below:

SELECT AVG(tickets.total\_to\_first\_reply / 3600) AS 'Average first response time in hours'

FROM tickets

For 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}	1
date	
ТҮРЕ	
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(tickets.total\_to\_first\_reply / 3600) AS 'Average first response time in hours'

FROM tickets

WHERE tickets.date\_created = \${date}

This data can be further grouped by agent , as shown below:

SELECT AVG(tickets.total\_to\_first\_reply / 3600) AS 'Average first response time in hours'

FROM tickets

WHERE tickets.date\_created = \${date}

GROUP BY tickets.agent