

DeskPRO

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Using the DPQL_COUNT function

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The count function simply counts the rows that fit the criteria specified in your report.

A simple example would be:

```
SELECT DPQL_COUNT() AS 'Total tickets'  
FROM tickets
```

This would return the number of tickets you have in deskpro as it is counting the number of rows in the ticket tables.

Note that the '**AS**' function is renaming the columns in the output.

So rather than the ticket being named DPQL_COUNT() it is called 'Total tickets'

You can also narrow down the count using the **WHERE** clause.

If for example you wanted to count the number of resolved tickets in the system you could run:

```
SELECT DPQL_COUNT() AS 'Total tickets'  
FROM tickets  
WHERE tickets.status = 'resolved'
```