**SQL Queries for Ticket Resolution**

1. **List of all open tickets:**

SELECT ticket\_id, customer\_name, status

FROM support\_tickets

WHERE status = 'Open';

1. **Find the average resolution time:**

SELECT AVG(DATEDIFF(day, created\_date, resolved\_date)) AS average\_resolution\_days

FROM support\_tickets

WHERE status = 'Resolved';

1. **Find tickets assigned to a specific agent:**

SELECT ticket\_id, issue\_category, status

FROM support\_tickets

WHERE assigned\_agent = 'John Doe';

1. **Count the number of tickets by category:**

SELECT issue\_category, COUNT(\*) AS ticket\_count

FROM support\_tickets

GROUP BY issue\_category;