


# Root cause

If a user experiences problem with the accounting system, while the root cause is in a network component. How do you get an overview of what components are causing trouble and what you should replace?  
Use the root cause report in More Service! The report shows service objects and root cause objects per case.

The report is available at Service Desk Reports Reports Root cause



SERVICE DESK

SYSTEM MAP

ASSET

MAINTENANCE

PROJECT

Overview

Problems

Changes


FAQ


Reports


Reports


Dashboard


Choose report


  
Helpdesk statistics


  
Trend


  
Time Consumption


  
FAQ


  
SLA Case

  
SLA Service

  
Changes

  
Case overview

  
Root cause

  
Data dump


Root cause


Case ID	Subject	Service Object	Root cause
46004	Tester prosjekt		10870 - Aker ASA
46000	[Endringsønske]	TMS Servicedesk	
45999	Muligheter for å slå opp objekt i E...	TMS Endringer	
45997	Dette er en test på sak	ITMS; mTMS	
45996	Dette er en test på sak	ITMS	
45995	Dette er en test på sak	ITMS	
45993	Kundeforespørsel	TMS Servicedesk	
45992	Kundeforespørsel	TMS Servicedesk	
45990	Kundeforespørsel 2		helpdesk.technet.no
45970	Test av sak		testgunn
45913	Loop i saksopprettelse	TMS Servicedesk Hendelsesregis...	
45899	** PROBLEM alert - tms.technet.n...	technet.tmsportal.no	Monitis
45868	Vareregister API produksjonsetting		10425 - Yes vi leker
45829	Merke flerer saker samtidig i innb...	TMS innboks	
45765	** RECOVERY alert - technet.tmsp...	technet.tmsportal.no	uptimerobot.com
45757	Forbedringsforslag: Ikke gjenåpn...	TMS E-postflyt	

Retrieves all items in the selected period where there are registered objects and creates a section of service catalog and i

Click Run Report

  
Changes

  
Case overvie

  
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RUN REPORT

You can select period and filter the report. The report can be exported to Excel

Period

Quick Selection

Starting with

Ending with

Filters

Case type

Category

Customer

Object Type

Object

Department

Team

Agent

RUN REPORT

EXCEL

MY REPORTS

Root cause

Case ID	Subject	Service Object	Root cause
2	Invoice system down		Subserver
1	[Bestilling]		Main server

By clicking My reports you can save filters for later use.

## My reports

This month / Tjeneste



SAVE CURRENT SELECTION

CLOSE