

## 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

Overview

Reports

SYSTEM MAP

Problems

Dashboard

ASSET

Changes

MAINTENANCE

FAQ

PROJECT

Reports

Choose report

Helpdesk statistics

Time Consumption

SLA Case

Changes

Root cause

Trend

FAQ

SLA Service

Case overview

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 saksoppretteelse                | TMS Servicedesk Hendelsesregis... |                      |
| 45899   | ** PROBLEM alert - tms.technet.n...    | technet.tmsportal.no              | Monitis              |
| 45868   | Vareregister API produksjonsetting     |                                   | 10425 - Yes vi leker |
| 45829   | Merke flere saker samtidig i innb...   | TMS innboks                       |                      |
| 45765   | ** RECOVERY alert - technet.tmsp...    | technet.tmsportal.no              | uptimerobot.com      |
| 45757   | Forbedringsforslag: Ikke gjenåpne...   | TMS E-postflyt                    |                      |

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

Click Run Report

  
Changes

  
Case overvie

  
Root cause

  
Data dump

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