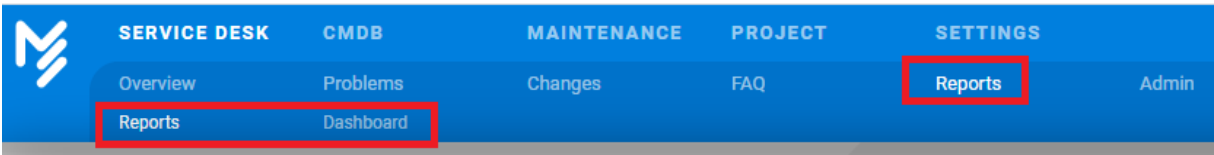


Reports for Servicedesk

ctReports

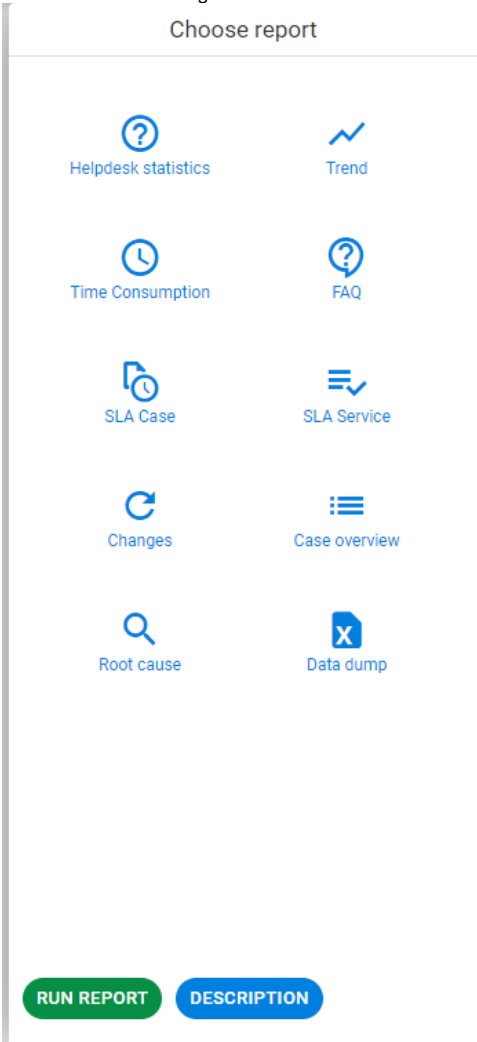
In the Reports module you will find two menus



Reports and Dashboard

If you choose a report, you will enter the module that shows a selection of possible pre-defined reports. Look below.

These are the following choices:



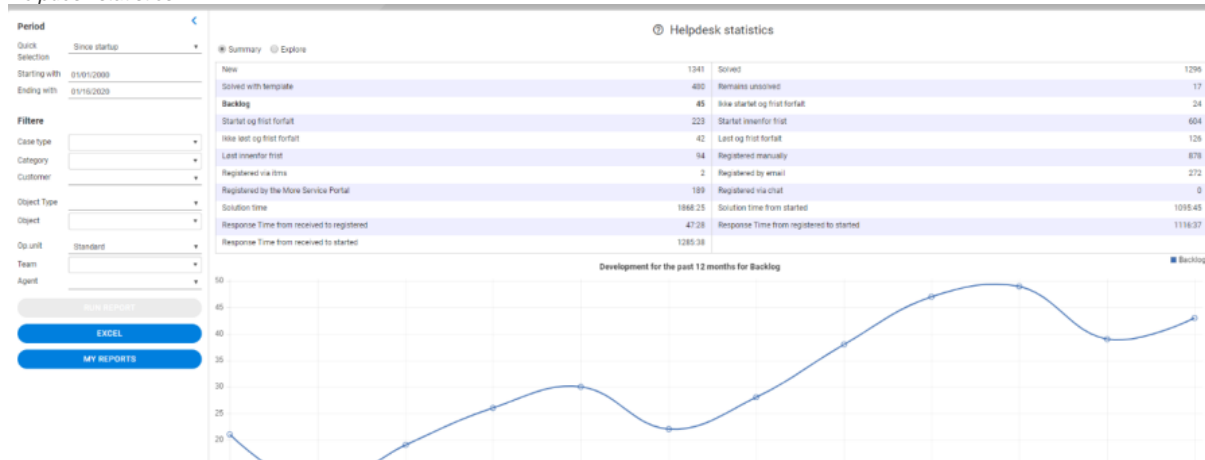
Each report is described on the right side of the menu if you click the icon and

select



In the lower left you can access more filter options.

Helpdesk statistics



This report shows the most important performance indicators for the help desk for a selected period. Here you can, for example, get answers to

- Where the cases come in
- SLA achievement
- Template usage
- Average resolution time per priority.

The indicators are defined as follows:

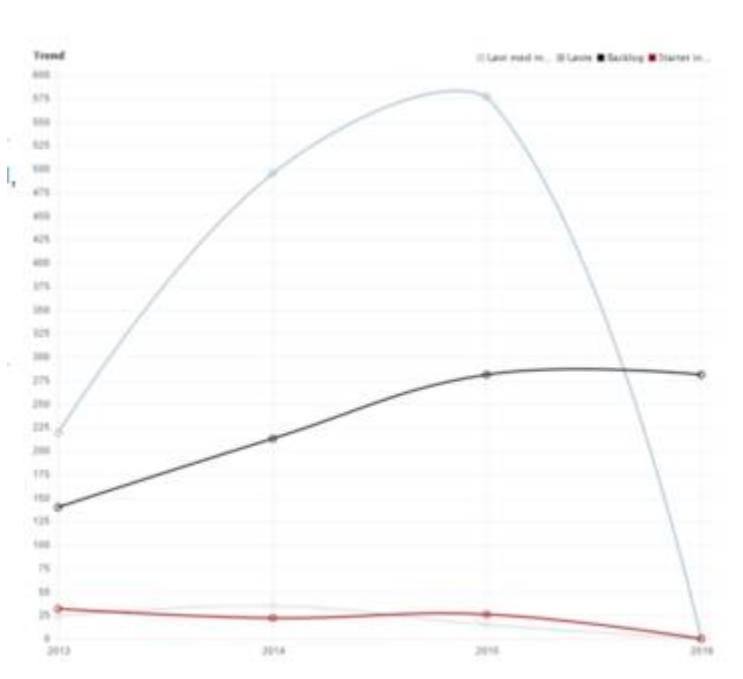
- **New:** Cases recorded in the period that match the filter. With the filter on the operating organization unit, the time when the case was resolved (for the last time) is used. If the case was open at the end of the chosen period, the operating organization unit the case was used at this time. Similar logic is also used for agents and team filters.
- **Resolved:** Service with settlement date during the period (at the end of the period had status "Resolved" or "Remain unresolved". With filter on operating organization unit / team / agent, the state of the case is checked at the time the case was resolved (for last time) against selected values.
- **Resolved with template:** The proportion of solved where the template is used.
- **Remaining unresolved:** The proportion of "solved" who has the status "remains unresolved".
- **Backlog:** Number of Service not completed at the end of the period.
- **Not started and deadline due:** Number of cases with start-up deadline, which was not started within the defined deadline at the end of the period.
- **Started and deadline due:** The number of cases started during the period when the start date was after the defined start date and at the start of the day had chosen operator / agent / team.
- **Started within deadline:** Number of cases started during the period when the start date was before the defined start date and at the start of the day had chosen operator / agent / team.
- **Unresolved and deadline due:** Number of cases with deadline which were not resolved by the deadline within the defined deadline.
- **Solved and deadline due:** Number of cases resolved during the period when the date of settlement was after the defined deadline and at the time of the solution had chosen the operator / agent / team.
- **Solved within deadline:** Number of cases resolved during the period when the date of settlement was before the defined deadline and at the time of the solution had chosen the operator / agent / team.
- **Registered More Service:** Number of "new" that was registered manually in More Service.
- **Registered iMore Service:** Number of "new" that was registered manually in iMore Service.
- **Registered email:** Number of "new" received via email.
- **Registered portal:** Number of "new" received from the user portal.
- **Registered chat:** Number of "new" received from chat.
- **Resolution time:** Average time from registration to last time the case got status solved. Calculated according to "solved". Time outside working hours (8-16) and weekends are counted as 0.
- **Solving time from start:** Average time from start to last time the case got status solved. Calculated according to "solved". Time outside working hours (8-16) and weekends are counted as 0.
- **Received to registered:** The average time spent from the cases ("new") was received until they were registered. Calculated based on the cases that were not registered manually. Time outside working hours (8-16) and weekends are counted as 0. Use the "Database" tab to find any deviations.
- **Registered to start:** Average time spent from cases ("new") was registered until they got "started" status. Items that are not started are not included in the calculation. Time outside working hours (8-16) and weekends are counted as 0.
- **Received to Started:** Average time spent from cases was received until they got started. Calculated based on the cases that were not registered manually. Time outside working hours (8-16) and weekends are counted as 0.

Trend report

The trend report shows how selected values have evolved over time.

"Are we solving as many cases as new ones comes in?" is a common question that this report is ideal for, but it also has many other uses. For example

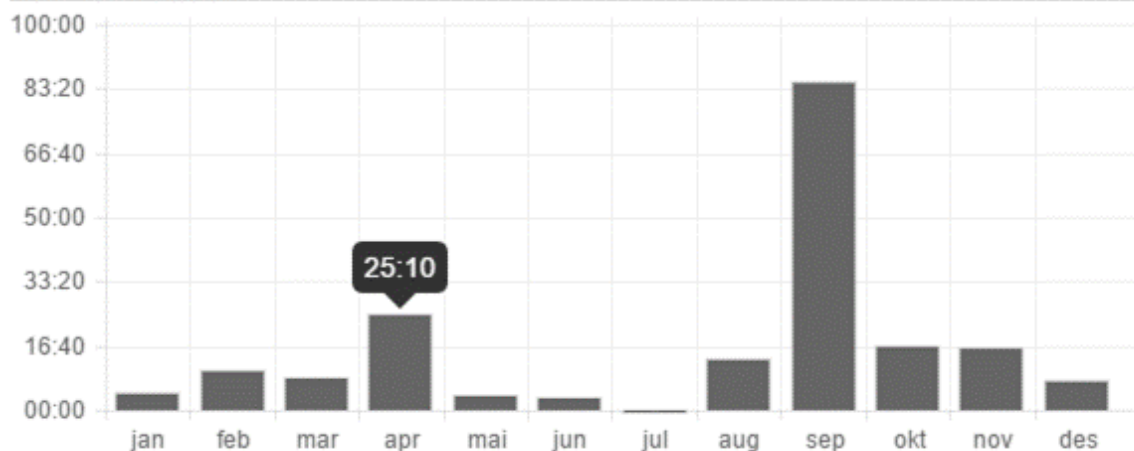
- Do we spend less time solving cases now than before?
- Do we spend less time registering cases now than before?
- Monthly report / Annual report to customers to show the number of achieved and broken SLA.
- Are our templates updated?



Time Consumption Report:

☒ Saks nr.
 ☐ Tekniker
 ☐ Gruppe
 ☐ Kategori
 ☒ Objekttype
 ☐ Objekt

Saks nr.	Tidsforbruk
Emne	
▸ Kunder (166:56 – \$143:40)	
▸ T.Katalog (19:51 – \$00:15)	
▸ TMS Versjon (11:40)	
▸ Ingen (06:44 – \$05:30)	
▸ System (04:10 – \$04:10)	
▸ Tjeneste (00:10)	
▸ Tjeneste.K (00:10)	
Totalt:	
197:16 – \$151:25	



Shows how much time is spent in the help desk, with the ability to group on agent, department, object, object type and category. For example, it can provide answers to questions like

- How much time is spent for cases in department X with the "support" category?
- How much time did agent X spend on system Y in department Z?

Time consumption is calculated based on time recorded on all types of logs, ie

Time spent on the case = Work logs + Emails + Task logs

Calculations can also be restricted to a specific department, object, etc., or combinations of these. The following behavior applies to the filters

- Category / case type / department: Work logs, emails and task logs associated with cases with selected values.
- Object Type / Object: Work Logs and emails associated with cases that have at least one object with selected values and task logs associated with tasks with objects similar to selected values.
- Agent: Work logs, emails and task logs registered by chosen agent.
- Operational organization unit: Work logs, emails and task logs where agents at the time of registration (to the log) belonged to the selected operating organization unit.
- Team: Work logs and emails where the case at the time of registration (to the log) belonged to the selected team.

FAQ report

Shows a chronological overview of the FAQ searches made on the user web and how many results were found.

As well as an overview of which FAQ keywords are used on the user web. Number of results for a search query may vary based on FAQ's revision and whether it was published at the time of the search, therefore, the average number of results for each word appears.

☒ Historikk ☐ Ord

Dato	Søkestreng	Ant. resultater
18.12.15 12:50	Tilgang til skrive i桑defjord	1
15.12.15 14:30	Problemer med tms discovery	0
14.12.15 13:34	Rapporter TMSData, excel ark.	0
11.12.15 14:45	Ny vinningsmelding	1
09.12.15 09:00	Data blir ikke lagret i oversiktstabelen	1
04.12.15 06:44	Komprimerte skisser i beskrivelsesfilen	1
27.11.15 10:57	Lager dokumenter i Marmat	2
23.11.15 08:45	Endret navn - Tenger ny e-postadresse	2
18.11.15 13:40	Hei sek	0
17.11.15 13:15	excel	1
16.11.15 14:52	Endret navn, tenger ny e-post	1
13.11.15 19:02	Test 1982	0
13.11.15 17:46	Test 1746	0
07.10.15 07:57	test	0
06.10.15 12:24	test 1	3
09.09.15 10:34	Virusutvikling	0
09.09.15 10:33	Fjerne desktop fra min Cisco-profil	1

Access report

An overview of Access that match the filter as of today.

Cases report

An overview of cases that match the filter to date.
This shows the total time spent on cases that match the filter.

Antall: 102										
Dra kolonne hit for å gruppere										
Saksnr.	Registrert	Emne	Tekniker	Sluttbruker	Kunde	Kategori	Status	Totalt tidsforbr	Totalt tidsforbr	Fakturerbart
16911	18.12.15	Oppklaring av vedlegg idra og...	Trond Lykken	Trond Lykken	Technet Sponam	Feil	Startet	00:00	00:00	Nei
16897	17.12.15	Trubbel med å legge til nytt o...	Trond Lykken	Audun Sakred	Statistik Ser...	Brukerstøtte	Startet	00:00	00:00	Nei
16889	17.12.15	Endre dokumentasjon i syst...	Endrings Råd	Kristian Wen...	GigaB	Endringsforslag	Ikke startet	00:00	00:00	Nei
16888	17.12.15	Endre tilleggssak brukerne i...	Endrings Råd	Kristian Wen...	GigaB	Endringsforslag	Ikke startet	00:00	00:00	Nei
16873	17.12.15	Nye status for egne saker + t...	Cunn Garvik	Hanne Bakke	Tjernberg ko...	Brukerstøtte	Ikke startet	00:00	00:00	Nei
16864	16.12.15	Defektssaker viser ikke selv o...	Trond Lykken	Stian Berg	Technet Sponam	Feil	Ikke startet	00:00	00:00	Nei
16863	16.12.15	Endre arbeidsfordeling på ee...	Stian Berg	Chen-Gök W...	Statistik Ser...	Brukerstøtte	Startet	00:00	00:00	Nei
16855	16.12.15	KS: Nye tilsette i skoleen...	Peter Anton ...	Heldi Hegerb...	19994 - Nors...	Feil	Startet	00:00	00:00	Nei
16841	16.12.15	Krevende opening på brukers...	Trond Lykken	Stian Berg	Technet Sponam	Feil	Ikke startet	00:00	00:00	Nei
16823	15.12.15	For sending gjekk for saker på...	Trond Lykken	Stian Berg	Technet Sponam	Brukerstøtte	Startet	00:00	00:00	Nei
16822	15.12.15	Feil med netport	Peter Anton ...	Atsji Thuvaa...	19994 - Nors...	Feil	Løst	01:00	01:00	Nei
16821	15.12.15	Problemer med tms discovery	Peter Anton ...	Terje Hansen	Rana Kommune	Feil	Løst	00:00	00:00	Nei
16812	15.12.15	Autentiser sak bruker ikke fil...	Stian Berg	Lars Erik Kie...	Technet Ders...	Feil	Startet	00:00	00:00	Nei
16806	15.12.15	Sluttbrukerweb - Ny sak - OS...	Trond Lykken	Stian Støpstad	ICTNH	Feil	Startet	00:00	00:00	Nei
16798	14.12.15	Rapporter TMSData excel ark	Stian Berg	Kjell-Kåre Berg	Matig	Brukerstøtte	Startet	00:00	00:00	Nei
16793	14.12.15	Endringer feiler ved eksklering	Trond Lykken	Ketil Bakke	GigaB	Feil	Løst	00:00	00:00	Nei
16783	14.12.15	Sette opp OLAP server / Replic...	Trond Lykken	Trond Lykken	Technet Sponam	Feil	Startet	00:00	00:00	Nei
16779	14.12.15	Manglende oversettelse i saks...	Trond Lykken	Stian Berg	Technet Sponam	Feil	Ikke startet	00:00	00:00	Nei
16761	11.12.15	For hver endring av bruker sa...	Trond Lykken	Steinar Aspel...	Oljedirektorat	Feil	Løst	00:00	00:00	Nei
16758	10.12.15	Endringsplaner - Linje inn tek...	Endrings Råd	Tore Erik Øve...	Tjernberg ko...	Endringsforslag	Løst	00:00	00:00	Nei
16752	10.12.15	Sak med bilde fra Hordalandt...	Stian Berg	Corné Glisbet...	Technet Sponam	Feil	Løst	00:00	00:00	Nei
Totalt:								01:25	01:25	00:00

Root cause

Makes a list of all cases in the selected period, with registered item from service catalog and the root cause.

Saksnr.	Emne	Serviceobjekt	Rotårsak
8717	Tilføyd på 3 ark per...		T11807 - Jansen Elektrisk AS
8701	Testar items	ITMS	TMS 5.0 - i prod
8694	SV: 8682 - Nye nettsider/nytt portal		T0853 - iPolus
8683	Nye nettsider		T0853 - iPolus
8682	TMS Error occurred whilst re-...	TMS Endringer	
8675	TMS Discovery utfordring	TMS Discovery	
8673	Test av TMS 6.0 for Midt-Nordst...		TMS 6.0 - Planer release
8670	Oppklaring av total arbeidsbok 2014		T0818 - Scormet Aqua
8667	MTP sync TMS-MSB01		TMS-MSB01
8655	Arbeidslogg og tilføying på endrings...	TMS Servicedesk	TMS 6.0
8654	MTP status er ikke synlig irom på salen fo...	TMS Servicedesk	
8653	en funksjon som står på logg når noen send...	TMS Servicedesk	TMS 6.0
8652	Tilbakemelding fra kunde	TMS Servicedesk	
8651	Snapsengager: Kommer det nye a-punkt in...	TMS Servicedesk	
8606	Snapsengager: Nei, får ikke muligheten til ...	TMS Endringer	
8573	Forsøker å legge inn en sak i en mal. F...		TMS 6.0 - Planer release
8570	Bilder i brukerveiledning viser ikke	TMS Servicedesk	
8562	Problemer med e-løsløst...		T12808 - Skredder Samvirkningsforb...

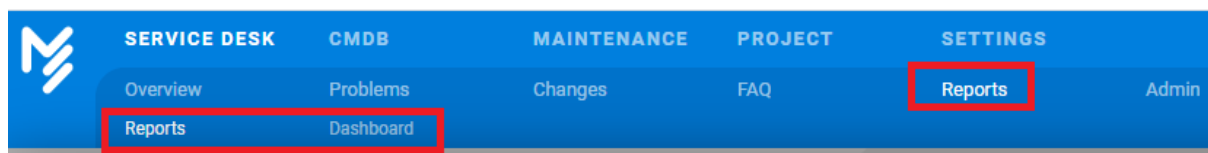
Data dump report

Raw data in Excel format

A	B	C	D	E	F	G	H	I	J	K	L	M
SaksID	Braker	BrakerID	Kunde	KundeID	HurtigSak	HurtigSak	IncidentType	TypeID	Kategori	KategoriID	Paavirker	Paavi
1	Gunn Elisabeth Garvik	1210	Technet System	3			Tjeneste	2	Brakerstøtte	4		
2	Trond Lykken	1207	Technet System	3			Hendelse	1	Bestilling	15		
3	Trond Lykken	1207	Technet System	3			Hendelse	1	Bestilling	15		
4	Steffen Braker	2202	Steffen Braker	111			Hendelse	1			1	
5	Rikke Hest	320	30011 - ifokus	1			Hendelse	1			0	
6	Rikke Hest	320	30011 - ifokus	1			Hendelse	1			0	
7	Marine Bente Halseth	1008	30017 - Fanix	42			Hendelse	1	Brakerstøtte	4		
8	Rikke Hest	320	30015 - ifokus	1	Passord-Løst	2	Tilgang	3	Brakerstøtte	4	Braker	
9	Rikke Hest	320	30011 - ifokus	1	Passord-Løst	2	Tilgang	3	Brakerstøtte	4	Braker	
10	Kristin Fredriksen	1190	Technet Outsourcing	50			Hendelse	1	Feil	14	Avdeling	
11	30018 - ifokus	554	30018 - ifokus	16			Problem	4		-1		
12	Rikke Pedersen	1187	Technet Outsourcing	50			Hendelse	1	Brakerstøtte	4		
13	Rikke Pedersen	1187	Technet Outsourcing	50	Notat-Startet	3	Hendelse	1	Brakerstøtte	4	Braker	
14	Marianne Bakke	1208	IKT Hållingsdal	51			Hendelse	1	Feil	19		
15	Arne Kjelisen	972	30017 - Fanix	42	Passord-Løst	2	Tilgang	3	Brakerstøtte	4	Braker	
16	Arne Kjelisen	972	30017 - Fanix	42	Passord-Løst	2	Tilgang	3	Brakerstøtte	4	Braker	
17	Toril Henriksen	971	30017 - Fanix	42			Tilgang	3	Brakerstøtte	4	Braker	
18	Wenke Rønning	604	30012 - Arhene Begrud	23			Hendelse	1	Brakerstøtte	4		
19	Marianne Bakke	1208	IKT Hållingsdal	51			Hendelse	1	Feil	14	Avdeling	
20	Tore Kriksen	575	30045 - Gjennomsikt	18			Hendelse	1	Brakerstøtte	4		
21	Bjarte Pedersen	1102	30011 - ifokus	10			Hendelse	1	Brakerstøtte	4		
22	Arne K. Endmann	260	30011 - ifokus	1	Brakerstøtte-Løst	4	Hendelse	1	Brakerstøtte	4	Braker	
23	Bjarte Pedersen	1102	30011 - ifokus	10			Hendelse	1	Brakerstøtte	4	Braker	
24	Tore Kriksen	1079	30017 - Fanix	42	Brakerstøtte-Løst	4	Hendelse	1	Brakerstøtte	4	Braker	
25	Arne Kjelisen	502	30019 - Torgny	8	Passord-Løst	2	Tilgang	3	Brakerstøtte	4	Braker	
26	Tore Kriksen	1209	30017 - ifokus	52	Passord-Løst	2	Tilgang	3	Brakerstøtte	4	Braker	
27	Rikke Hest	344	30011 - ifokus	1	Passord-Løst	2	Tilgang	3	Brakerstøtte	4	Braker	
28	Gunn Elisabeth Garvik	1210	Technet System	3			Hendelse	1	Feil	19	Virksomh	
29	Tore Kriksen	1211	30014 - ifokus	53	Passord-Løst	2	Tilgang	3	Brakerstøtte	4	Braker	
30	Rikke Hest	344	30011 - ifokus	1	Passord-Løst	2	Tilgang	3	Brakerstøtte	4	Braker	
31	Bjarte Pedersen	576	30011 - ifokus	19	Passord-Løst	2	Tilgang	3	Brakerstøtte	4	Braker	
32	Arne K. Endmann	1118	30011 - ifokus	10	Passord-Løst	2	Tilgang	3	Brakerstøtte	4	Braker	
33	Bjarte Pedersen	1103	30011 - ifokus	10			Hendelse	1	Bestilling	15	Avdeling	
34	Arne Kjelisen	373	30011 - ifokus	4			Hendelse	1	Bestilling	15	Braker	
35	Arne Kjelisen	1212	30011 - ifokus	54	Passord-Løst	2	Tilgang	3	Brakerstøtte	4	Braker	
36	Marianne Bakke	1208	IKT Hållingsdal	51			Hendelse	1	Feil	14	Avdeling	
37	Arne Kjelisen	1118	30011 - ifokus	10			Hendelse	1	Brakerstøtte	4	Braker	


Dashboard

Under the Servicedesk sub-menu «Reports» you can also set up a Dashboard, which can be displayed on a big screen. Dashboard can show contemporaneous information for individual reports and updates every minute.



To set up a dashboard, select the «Dashboard» feature on the menu, and the following view will appear. This is an example setup of a dashboard.

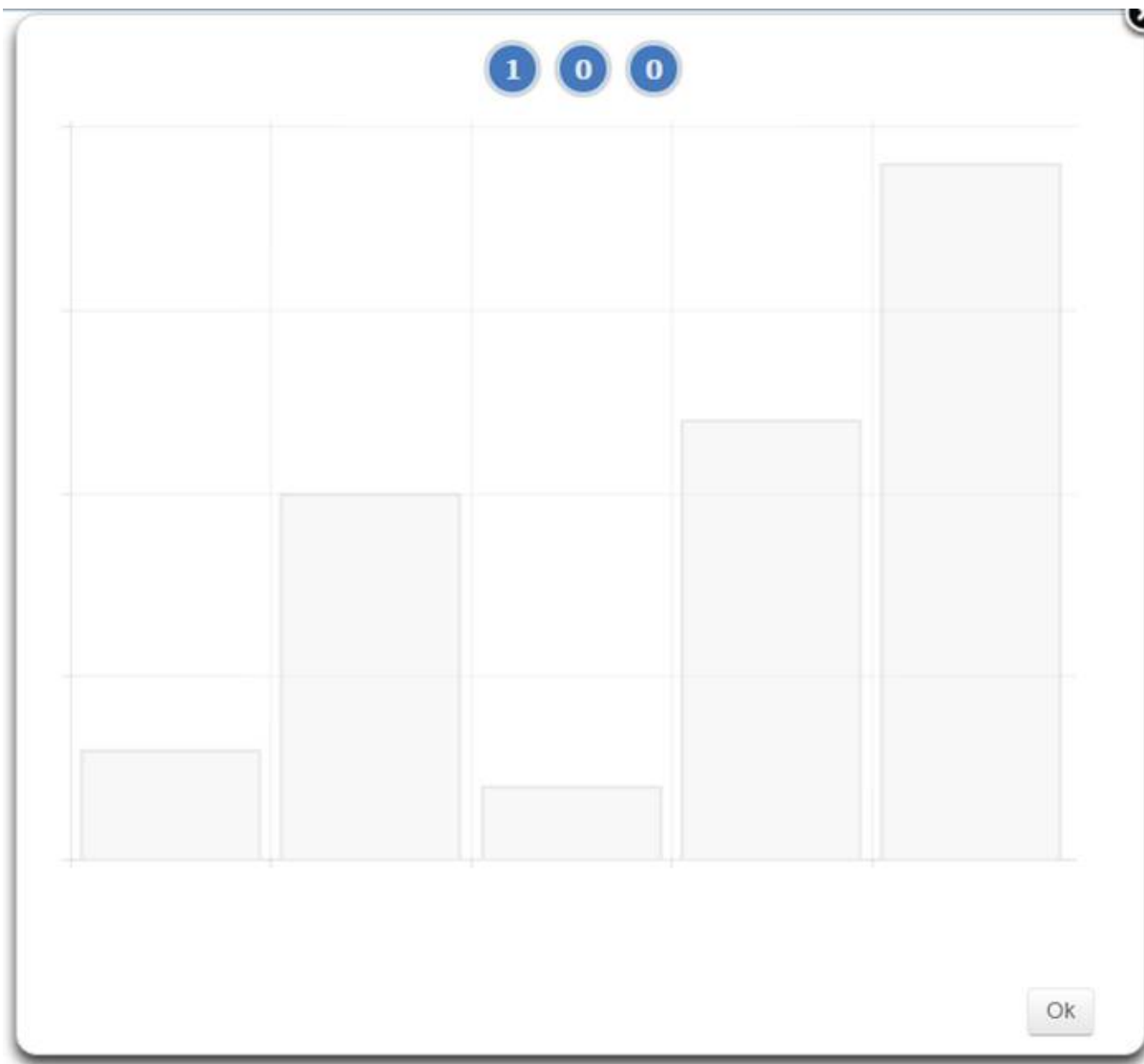


You can set up your own dashboard by selecting the icon  in the top right corner. By clicking the icon you get the following menu:



Select "New Setup" for self-selected reports that will appear in the dashboard. The example setup will always be available.

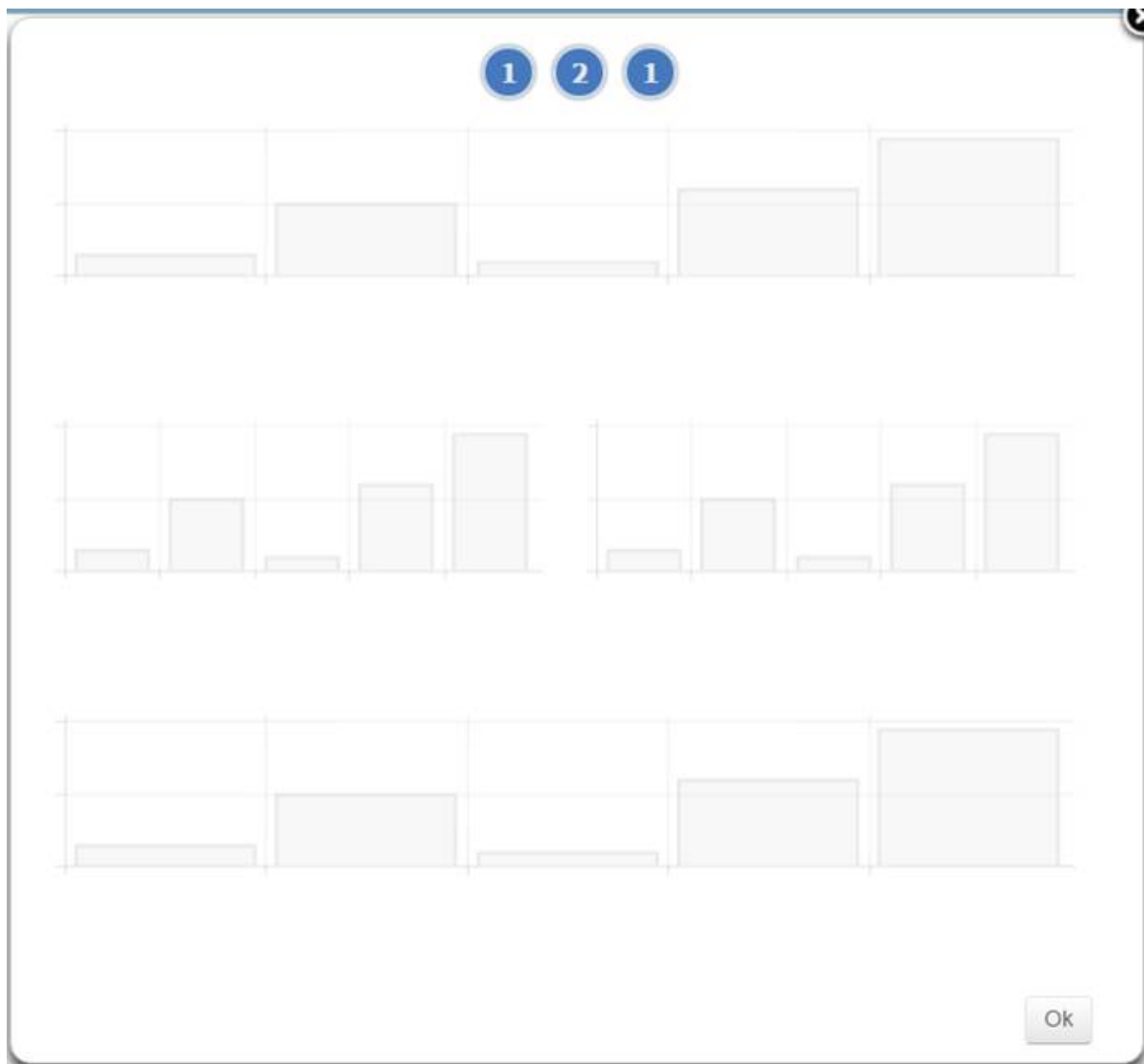
You get the following view:



To select the number of reports shown per row, press the numbers. Maximum number is 3 reports per. row and 3 columns



Once you have chosen the number of reports you want to display in your dashboard, select "OK" at the bottom right.



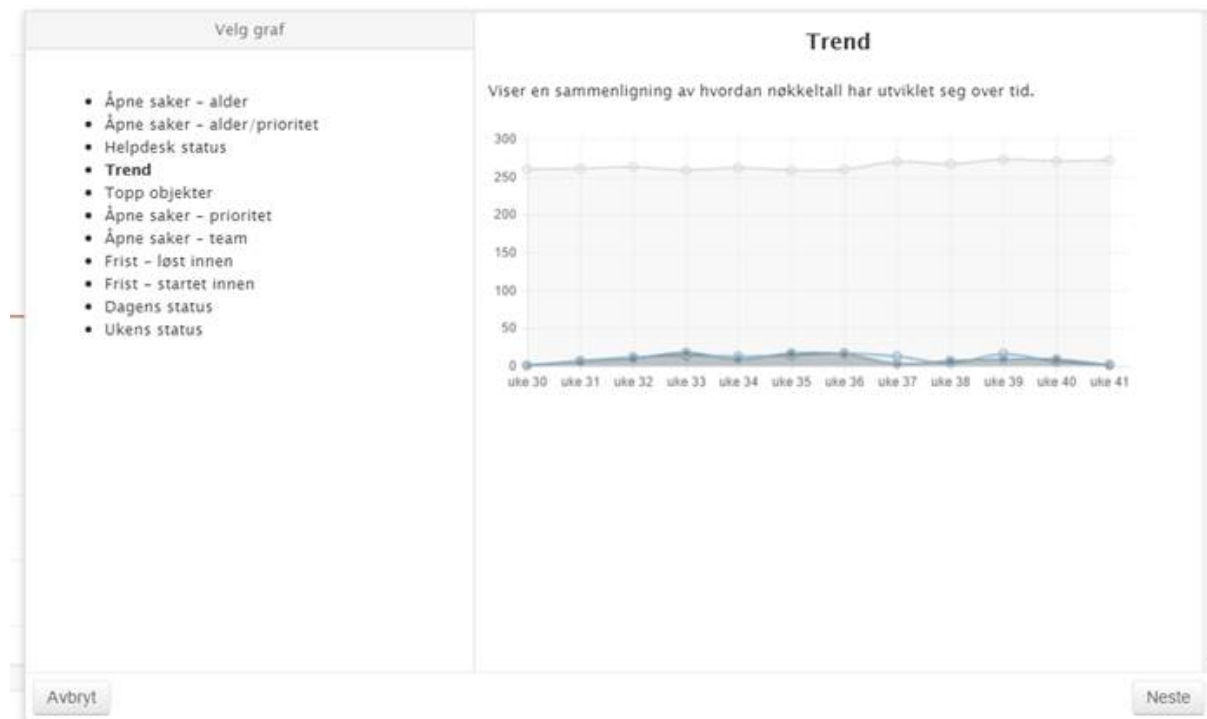
The report will then appear as shadows throughout your screen with the number of reports to be selected per row. Click directly on the first row that shows an indicator for the report.

Here you can choose a report type / graph from list below.

For example, select «The status of the week». The selected report is highlighted. Click the icon «Next».



The report is displayed. Click on the next report you want to insert, for example select "Trend"



Click "Next". The following parameter selection appears, as shown in the view below.

Default choices are «All» types of cases, but you can also choose only I-Incident, -S-Service, etc.

Period: Day, week, month, or year.

Customer: Opportunities to follow up a specific customer group.

Item: Opportunities to follow up for example an application for a certain customer group, or all if you choose no one,

Team: Opportunities to choose a team or all

Values can be selected by marking the desired values in the left field,

Velg parametere

Sakstype

☐ Alle ☒ H ☐ TJ ☐ TI ☐ SE

Periode

☐ Dag ☒ Uke ☐ Måned ☐ År

Kunde

Objekt

Team

Verdier

Løst innenfor trest
Registrert manuelt
Registrert via ITMS
Registrert via E-post
Registrert via skuffbrugerweb
Registrert via Chat
Løsningsstid

> <

Tilbake Fullfør

Use the arrow key > so that they are moved to the right field, as shown below. Then click "complete" at the bottom right of the view.

Velg parametere

Sakstype

☐ Alle
 ☒ H
 ☒ TJ
 ☐ TI
 ☐ SE

Periode

☐ Dag
 ☒ Uke
 ☐ Måned
 ☐ År

Kunde

Objekt

Team

Verdier

Løst innenfor frist

Registrert manuelt

Registrert via ITMS

Løsningstid

Løsningstid fra startet

Responstid fra mottatt til registrert

Responstid fra registrert til startet

➔

➞

Registrert via E-post

Registrert via sluttbrukerweb

Registrert via Chat

Continue to select dashboard reports, and set the up, until the dashboard is filled as you planned. When done, the following dialog box appears. Give the dashboard a name and choose "Save"

✕

Gi oppsettet et navn hvis du ønsker å lagre det

Edit Dashboard

Dashboard can be edited by selecting the saved dashboard you want to edit.

