

Root cause

«Servicedesk» tab-> Reports-> Reports Select the root cause report .

If a user experiences problems with accounting systems, while the root cause is in a network component. How do you get an overview of which 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.

Rapportdata			
Saks. nr	Emne	Tjenesteobjekt	Rotårsak
279	Agresso feil	Regnskapssystem	Visma , APPX01
278	treghet i citrix?!?!?	E-post	MS Outlook, HP Laserjet 31
276	Kommer ikke inn i Agresso	Regnskapssystem	APPX01
275	Oppdatering av server	Skolesystemer	APPX01
271	Skriver virker ikke	Lokal printer	Canon C5051i