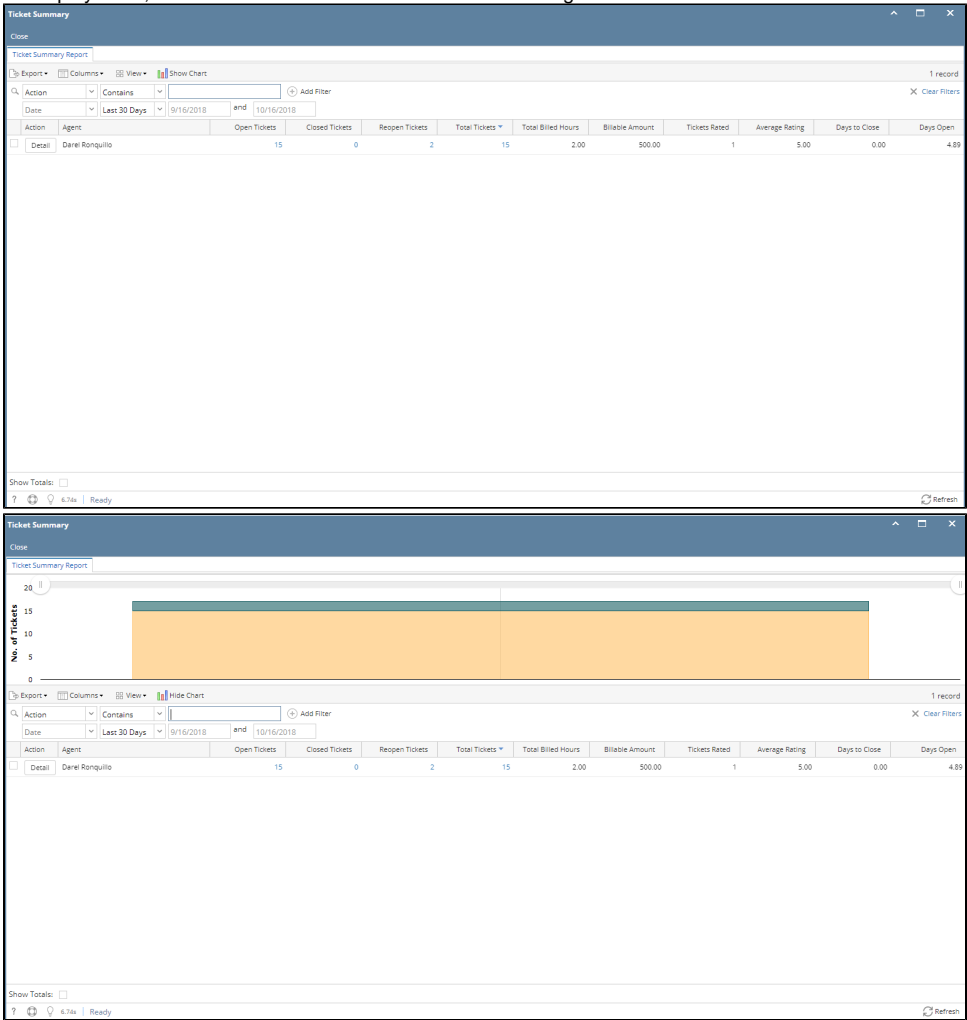


# Ticket Summary

## Ticket Summary

- 1. On the Menu Panel, click on **Help Desk**.
- 2. Click on **Ticket Summary** under Reports menu.
  - a. To display chart, click Show Chart. Show Chart button will change into Hide Chart button.



- 3. Initial filter should be by Date (Last 30 days) and Action
- 4. To adjust filter, input agent and dates.
- 5. Once filtered, graph should reflect the filtered agents.
- 6. Click Detail grid row button to display ticket details assigned to the agent
  - a. Default filters should be the agent and date from Ticket Summary screen
  - b. Tickets should be grouped by Agent, Ticket Type, Priority
  - c. Columns: Agent, Type, Priority. Open Tickets, Closed Tickets, Reopen Tickets, Total Tickets, Total Billed Hours, Billed Amount

- d. Click the hyperlink under Open Tickets, Closed Tickets, Reopen Tickets and Total Tickets will open their corresponding Ticket screen containing the tickets filtered using the Agent, Date, Type, Priority and Status.

Agent	Type	Priority	Open Tickets	Closed Tickets	Reopen Tickets	Total Tickets	Total Billed Hours	Billable Amount
Darrell Ronquillo	HD_Type	HD_Priority	14	0	2	14	0.00	0.00
Darrell Ronquillo	HD_Type	Sev 3 - Standard	1	0	0	1	2.00	500.00

7. From the Ticket Summary grid, user can click the hyperlink under Open Tickets, Closed Tickets, Reopen Tickets and Total Tickets. Ticket screen will appear filtered by the Agent and ticket status.

Field	Description	Version
Agent	This is the name of the entity to which the call is Assigned to	18.3
Department	This is the department from the users employee entity record.	19.1
Open Calls	Number of calls that are assigned to the agent and are in the "Open Status" independent of the date range of the report. this is just a metric of current open calls.	18.3
Open Calls - Blocker	This is the number of open calls that are blockers	19.1
Open Call Major	This is the number of open calls with a status of major	19.1
Open Calls minor	This is the number of open calls with a status of minor.	19.1
Closed Calls	Number of calls that have been closed in the time period noted in the date range	18.3
Closed calls - Blocker	This is the number of closed calls that are blockers	19.1
Closed Calls Major	This is the number of closed calls with a status of major	19.1
Closed Calls Minor	This is the number of closed calls with a status of minor.	19.1
Reopened Calls	This is the number of calls that were reopened during the period.	18.3
Reopened calls - blocker	This is the number of reopened calls that are blockers	19.1
Repoened Calls - Major	This is the number of reopened closed calls with a status of major	19.1
Reopened calls - minor	This is the number of reopened closed calls with a status of minor.	19.1
Total Calls	Open Calls +Closed Cals	18.3
Total billable hours	use the dates in the criteria to review the hours worked during that period, If the report range was June 1 to June 5 and the ticket date was June 5 but the hours were dated June 7 then those hours will not show on this report	18.3

Calls rated	This is the number of calls that have a customer satisfaction rating	18.3
Average rating	This is a 1 to 5 score - Very satisfied being 5 and very dissatisfied being 1. Add all the scores on all calls rated and divide by the number of calls rated.	18.3
Days outstanding  Renamed Days to close	Days to close :is the sum(Create date - current date) / number of closed calls. This reports on the days outstanding for closed calls	18.3  <a href="http://jira.irelyserver.com/browse/HD-2852">http://jira.irelyserver.com/browse/HD-2852</a>
Days open	Days open :is the sum(Create date - current date) / number of open calls. This reports on the days that the current calls are open.	18.3  <a href="http://jira.irelyserver.com/browse/HD-2856">http://jira.irelyserver.com/browse/HD-2856</a>