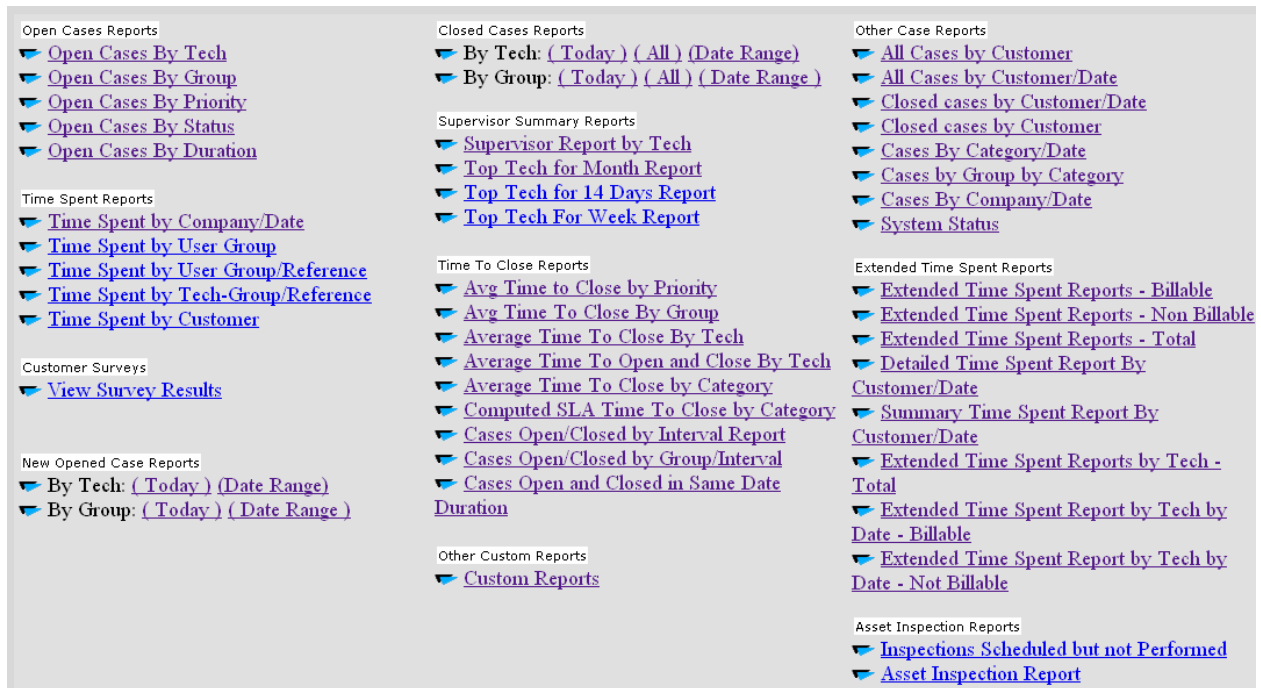


A Guide to Version 7 Reports



The above screen is reports.asp.

Reports noted with an asterisk are UK-date compliant.

OPEN CASES REPORTS

Open Cases By Tech* (OpenCasesByTech.asp) - This report shows all cases that are CURRENTLY open broken down by technician. Percentage is based on ALL cases currently open by any technician.

Open Cases By Group* (OpenCasesByGroup.asp) This report shows all cases that are CURRENTLY open broken down by group. Percentage is based on all cases currently open by any group.

Open Cases By Priority* (OpenCasesByPriority.asp) This report shows all cases that are CURRENTLY open broken down by priority. Percentage is based on all cases currently open with any priority.

Open Cases By Status* (OpenCasesByStatus.asp) This report shows all cases that are CURRENTLY open broken down by status. Percentage is based on all cases which are currently open with any status.

Open Cases By Duration* (OpenCasesByDuration.asp) This report shows all cases are CURRENTLY open broken down by duration (e.g. Today, Yesterday, 2-7 days, etc) based on creation date. Percentages are based on all cases currently open.

TIME SPENT REPORTS

Time Spent by Company/Date (TimeSpentByCompanyByDate.asp) This report returns number of cases closed and time spent for cases OPENED within the specified date range by company.

Time Spent by User Group (TimeSpentByUserGroupByDate.asp) This report returns number of cases closed and time spent for cases OPENED within the specified date range by User Group.

Time Spent by User Group/Reference (TimeSpentByUserGroupByReferenceByDate.asp) This report returns number of cases closed and time spent for cases OPENED within the specified date range by user group and case reference.

Time Spent by Tech-Group/Reference (TimeSpentByTechGroupByReferenceByDate.asp) This report returns number of cases closed and time spent for cases OPENED within the specified date range by tech group and case reference.

Time Spent by Customer (TimeSpentByCustomerByDate.asp) This report returns number of cases closed and time spent For cases OPENED within the specified date range by Customer.

CUSTOMER SURVEYS

View Survey Results ([ViewSurveyResults.asp](#))

NEW OPENED CASE REPORTS

By Tech* (Today) (CasesOpenedByTech.asp) This report shows all cases that have been opened today broken down by Technician

By Tech* (Date Range) (CasesOpenedByTechByDate.asp) – Date Range can be specified.

This report shows all cases that have been opened within the specified date range broken down by technician. Percentage is based on ALL cases opened within the specified range.

By Group* (Today) (CasesOpenedByGroup.asp) This report shows all cases that have been opened today broken down by Group.

By Group* (Date Range) (CasesOpenedByGroupByDate.asp) Date Range can be specified. This report shows all cases that have been opened within the specified date range broken down by group. Percentage is based on ALL cases opened within the specified date range.

CLOSED CASE REPORTS

By Tech* (Today) (CasesClosedByTech.asp) This report shows all cases that have been closed today broken down by Technician.

By Tech* (All) (AllCasesClosedByTech.asp) This report shows all cases that have ever been closed broken down by technician.

By Tech* (Date Range) (AllCasesClosedByTechByDate.asp) Date Range can be specified. This report shows all cases that have been closed within the specified date range broken down by technician. Percentage is based on ALL cases closed within the specified date range.

By Group* (Today) (CasesClosedByGroup.asp) This report shows all cases that have been closed today broken down by Group

By Group* (All) (AllCasesClosedByGroup.asp) This report shows all cases that have ever been closed broken down by group

By Group* (Date Range) (AllCasesClosedByGroupByDate.asp) Date Range can be specified. This report shows all cases that have been closed within the specified date range broken down by group. Percentage is based on ALL cases closed within the date range

SUPERVISOR SUMMARY REPORTS

Supervisor Report by Tech (SupervisorReport.asp) This report gives a summary of time-spent for each technician during the selected date range. The cases that are reported upon are those with last modified date in the selected date range. (The case could have been opened before this period but modified within this period).

Open Closed By Tech (OpenClosedByTech.asp) This report shows all cases that were open at the beginning, opened during, closed during, and still open at the end of the date range, broken down by technician.

Top Tech for Month Report (TopTech.asp) This report retrieves time-spent statistics for the cases closed by the logged-in tech, as well as the technician with the greatest amount of time-spent, during the selected time interval.

Top Tech for 14 Days Report (TopTech.asp) This report retrieves time-spent statistics for the cases closed by the logged-in tech, as well as the technician with the greatest amount of time-spent, during the selected time interval.

Top Tech for Week Report (TopTech.asp) This report retrieves time-spent statistics for the cases closed by the logged-in tech, as well as the technician with the greatest amount of time-spent, during the selected time interval.

TIME TO CLOSE REPORTS

Avg Time to Close by Priority* (AvgTimeToCloseByPriority.asp) Date Range can be specified. This report shows all cases that were closed (last modified) within the specified date range broken down by priority. Percentage is based on ALL cases closed within the date range.

Avg Time to Close by Group* (AvgTimeToCloseByGroup.asp) Date Range can be specified. This report shows all cases that were closed (last modified) within the specified date range broken down by group. Percentage is based on ALL cases closed within the date range.

Average Time to Close by Tech* (AvgTimeToCloseByTech.asp) Date Range can be specified. This report shows all cases that were closed (last modified) within the specified date range, broken down by tech. Percentage is based on ALL cases closed within the date range.

Avg Time to Open and Close by Tech* (AvgTimeToOpenCloseByTech.asp) Date range can be specified. This report shows all cases that are both opened and closed within the start and end date range broken down by technician.

Average Time to Close by Category* (AvgTimeToCloseByCategory.asp) Date Range and Category can be specified. This report shows all cases that were closed within the specified date range, by selected category. Percentage is based on ALL cases closed within the date range for the selected category.

Computed SLA Time to Close by Category (ComputeSLATimeToCloseByCategory.asp)

Cases Open/Closed by Interval Report* (CasesOpenClosedByWeek.asp) – Date range and interval to report on can be specified.

This report retrieves cases that were opened during the date range and cases that were closed during this date range, whether or not they were also opened within the date range.

Cases Open/Closed by Group/Interval* (CasesOpenClosedByWeekByGroup.asp) Date range, support group, and interval to report on can be specified. This report retrieves cases that were opened during the date range and cases that were closed during this date range for the selected group, whether or not they were also opened within the date range.

Cases Open and Closed in Same Date Duration* (AvgTimeToOpenCloseByGroup.asp) Dates can be specified. This report shows all cases that are both opened and closed within the start and end date range broken down by support group.

CUSTOM REPORTS

Time To Close by Category* (TimeToCloseByCategory.asp) Allows entry of date range. This report shows cases in Category 4 (can be easily modified by programmer) opened between start and end date range broken down by item.

OTHER CASE REPORTS

All Cases by Customer * (AllCasesByCustomer.asp) This report shows all cases ever opened broken down by customer. Percentage is based on ALL cases ever opened.

All Cases by Customer/Date* (AllCasesByCustomerByDate.asp) Allows choice of date type (created or last modified) and entry of date range. This report shows all cases within the specified date range broken down by customer. Choice of which date (Last modified would be date closed if the case were closed). Percentage is based on ALL cases opened/last modified within the date range.

Closed Cases by Customer/Date* (ClosedCasesByCustomerByDate.asp) Allows choice of date type (created or last modified) and entry of date range. This report shows all cases broken down by customer that were closed within the specified date range (if last modified date is specified) or cases that are now closed but were opened during the specified date range (if creation date is specified). Percentage is based on cases for all customers meeting above criteria.

Closed cases by Customer* (ClosedCasesByCustomer.asp) This report shows all cases ever closed broken down by customer. Percentage is based on ALL cases ever closed.

Cases by Category/Date* (CasesByCategory.asp) Allows entry of date range and selection of category and status. This report shows all cases that have the selected status and that were last modified within specified date range broken down by Category item. Percentage is based on all cases meeting selected criteria.

Cases by Group by Category* (CasesByGroupByCategory.asp) Allows entry of date range and selection of category and status.

This report shows all cases that were last modified within specified date range for the selected category and selected status, broken down by group. Percentage is based on all cases meeting selected criteria.

Cases by Company/Date* (AllCasesByCompanyByDate.asp) Allows entry of date range and date type. This report shows all cases that were created (if creation date is specified) or last modified (if last modified is

specified), within the specified date range broken down by company. Percentage is based on all cases meeting selected criteria.

System Status (TodayStatistics.asp) This report shows activity for today as well as case/tech statistics. Percentages are based on the number of cases opened today

EXTENDED TIME SPENT REPORTS – CAUTION: for all these reports please make sure the wc Invoice Date field in the /Language/InvoiceLabels.inc file matches the date type selected in the database (admin->system admin->Additional Configuration Options!!!)

Extended Time Spent Reports – Billable (ExtendedTimeSpentByCustomerByDate.asp). This report shows all entries made in the Time and Billing Section of the case ticket that are marked as 'billable' made within the selected date, either sorted by customer or date, or grouped by customer or company.

Extended Time Spent Reports – Non-Billable (ExtendedTimeSpentByCustomerByDateNonBill.asp) This report shows all entries made in the Time and Billing Section of the case ticket that are not marked as 'billable' made within the selected date range, either sorted by customer or date, or grouped by customer or company.

Extended Time Spent Reports – Total (ExtendedTimeSpentByCustomerByDateTotal.asp) This report shows all entries made in the Time and Billing Section of the case ticket (billable and non-billable) made within the selected date range, either sorted by customer or date, or grouped by customer or company.

Detailed Time Spent Report by Customer/Date (ExtendedTimeSpentByCustomerByDateDetail.asp) This report shows all entries made in the Time and Billing Section of the case ticket (billable and non-billable) made within the selected date range for the selected customer separated out by case. Nonbillable hours/amounts are not included in totals.

Summary Time Spent Report by Customer/Date (ExtendedTimeSpentByCustomerByDateSummary.asp) This report shows all entries made in the Time and Billing Section of the case ticket (billable only) made within the selected date range for the selected customer summarized by case.

Extended Time Spent Reports by Tech – Total (ExtendedTimeSpentByTechByDateTotal.asp) This report shows all entries made in the Time and Billing Section of the case ticket ('billable' and 'non-billable') made within the selected date range sorted and totalled by technician.

Extended Time Spent Reports by Tech – Billable (ExtendedTimeSpentByTechByDateBillable.asp) This report shows all entries made in the Time and Billing Section of the case ticket marked as 'billable' made within the selected date range sorted and totalled by technician.

Extended Time Spent Reports by Tech – Not Billable (ExtendedTimeSpentByTechByDateNotBillable.asp) This report shows all entries made in the Time and Billing Section of the case ticket marked as 'non-billable' made within the selected date range sorted and totalled by technician.

ASSET INSPECTION REPORTS

Insections Scheduled but not Performed (InspectionsScheduledButNotDoneRpt.asp) This report retrieves cases that have a due date but have not been closed. For each case, it shows any assets which have been inspected.

Asset Inspection Report (InspectionsReport.asp) This report pulls all assets which have been inspected during the entered date range or start date/interval and have the selected status (if any).