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Reporting expansion Archived

Johnathan Williamson •

• اسم المنتدى: #Feature Request

A few nice bits in the reporting system would be: - Ability to export to Excel/PDF - Automatically Schedule Reports - More granular detail in respect to what Brands/Companies technicians have replied to - In any report, clickthrough to see the actual data behind the numbers, i.e Tech X has replied 27 times, click 27 and it shows you his 27 replies. - Following on from my Group Technician Permissions idea, it would be fantastic if we could run reports on Groups of Technicians - to see what individual teams are doing. Create Statistics seems to be focused around Tickets, not Technician Activity - would be good if we could create statistics aimed at techs. Thats all for now, I think :) Thanks Johnathan