

New Reports

2018-05-21 - Christopher Nadeau - Comments (0) - Product

As part of product release [Deskpro 2018.1](#), we're delighted to announce a brand new update of the reporting interface within Deskpro.

What's new with Reports?

The new Reports update consists of the following improvements:



DPQL v2

We have introduced several improvements to how DPQL works in Reports. You can find out

all about them in [this news post](#).

Dashboards

One of the biggest and most important changes to Reports is to how information is presented in the Overview, with the addition of dashboards.

Dashboards are predefined collections of individual reports.

Each dashboard contains one or more report, which appear as tabs at the top of the dashboard.

Each report contains a set of statistics that can be arranged in a diverse range of formats.

Dashboards can be easily shared amongst admins, teams, or specific agents.

Deskpro dashboards contain 'top-level variables' - variables which apply across all the stats that exist in the dashboard. Common top-level variables are date ranges, teams, or departments.

Dashboards are the perfect tool for viewing lots of critical helpdesk data or information at the same time, allowing you and your team to develop and share a comprehensive understanding of support performance.

Stat Builder

Stats are the individual sets of data which are used to build reports.

When building reports, we have introduced a new stat builder and browser that is both faster and easier to use than before.

Filter stats by name
Labels
+ADD

Number of feedback comments created today ▾ grouped by feedback type ▾
Feedback Built-in report

Tickets split by labels
Tickets Built-in report

Count of tickets currently awaiting agent
Tickets Built-in report

Number of feedback comments created today ▾ grouped by nothing ▾
Feedback Built-in report

Tickets unresolved split by day of week resolved ▾ ordered by total waiting time (ascending) ▾
Tickets Built-in report

Count of agents online right now
Agents Built-in report

Number of feedback entries created today ▾ grouped by type ▾
Feedback Built-in report

Total tickets unresolved after a week ✎
Tickets Built-in report

Count of tickets created today ▾
Tickets Built-in report

Number of feedback votes submitted today ▾ grouped by type ▾
Feedback Built-in report

Unresolved [high priority] tickets
Tickets Built-in report

Count of chats created today ▾
Tickets Built-in report

Number of ticket messages written today ▾ per agent per [day]
Tickets Built-in report

Unresolved tickets with 10 or more agent replies
Tickets Built-in report

Number of feedback votes submitted \${date} grouped by \${feedback}
Cancel
Clone

TITLE
 Number of feedback votes submitted \${date} grouped by \${feedback}

LABELS
Feedback +

QUERY BUILDER RAW DPQL

SELECT
 DPQL_COUNT() AS 'Ratings'

FROM
 feedback

WHERE
 feedback.ratings.date_created = \${date}

SPLIT BY

GROUP BY
 \${feedback}

LIMIT

OFFSET

ID AS \${feedback}

TYPE
 Grouping fields

RECORD TYPE
 feedback

DEFAULT VALUE
 Please select

ID AS \${date}

TYPE
 Date

RECORD TYPE
 Please select

Add Variable

You cannot edit a built-in report. If you want to change it, click the clone button above.

Stats now have labels, so you can find the specific stats you'd like to include in a report with ease and speed.

Variable Builder

We have also introduced a Variable Builder, which makes it easier to add variables when building queries for reports.

The image shows two side-by-side configuration panels for variables. Each panel has a trash icon in the top right corner.

Left Panel:

- ID AS `${feedback}`
- Text input: `feedback`
- TYPE: `Grouping fields` (dropdown)
- RECORD TYPE: `feedback` (dropdown)
- DEFAULT VALUE: `Please select` (dropdown)

Right Panel:

- ID AS `${date}`
- Text input: `date`
- TYPE: `Date` (dropdown)
- DEFAULT VALUE: `Please select` (dropdown)

Below the panels is a button labeled **Add Variable**.

Scheduled Reports

You can now schedule reports to automatically run and distribute results via email.

The email will contain a permalink URL that can be viewed and opened by anyone with access to this URL.

For example, you can schedule a report that outlines helpdesk activity over the previous week to run every Friday at 4pm, and automatically share it with selected colleagues.

New Chart Types

There are three new chart types available in addition to the existing area, line, bar and pie chart types. These are:

- Simple Stat
- Gauge
- Bubble

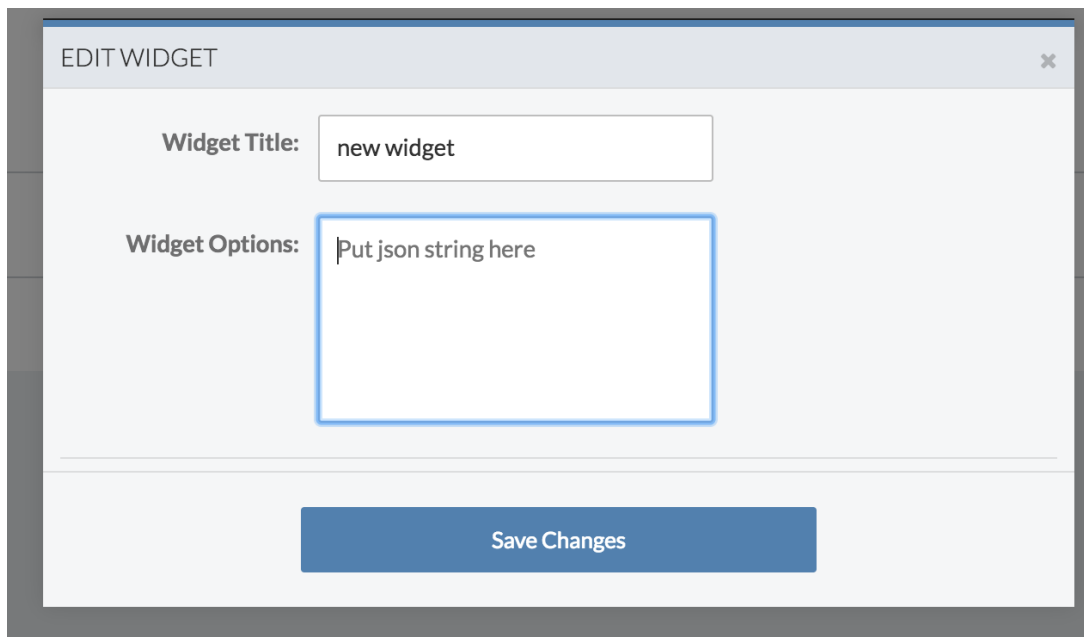
Custom Javascript

When adding widgets to create reports, you're now able to insert any arbitrary JS code.

○ Advanced: Widget from arbitrary Javascript code

Widget Options Override

After you've added a widget to a report, you can edit it to set widget overrides.



The screenshot shows a dialog box titled "EDIT WIDGET" with a close button in the top right corner. Inside the dialog, there are two input fields. The first is labeled "Widget Title:" and contains the text "new widget". The second is labeled "Widget Options:" and contains the placeholder text "Put json string here". At the bottom of the dialog, there is a blue button labeled "Save Changes".

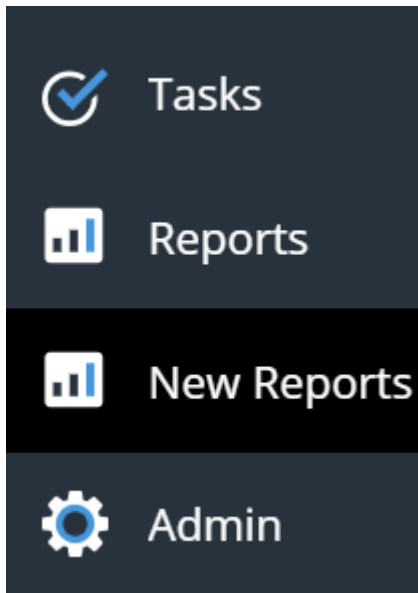
That "JSON string" is JSON that you can use to override any default chart settings. For example, a common thing might be to disable legends on widgets to save space on reports, or to use prefixes (100000 shown as 100k).

What will happen to old Reports?

Old reports will still be available until 31st August. After then, old Reports will become unavailable, and new Reports will become the standard and only reporting interface within Deskpro. This should give you enough time to make any necessary changes to start using new Reports.

Any existing reports and settings you have in your current helpdesk will be migrated to new reports automatically, but any reports you create in the old reporting system hereafter will not be automatically migrated to new reports.

You will be able to access new Reports from your agent interface. You will need to enable it from your Admin Dashboard, after which it will appear directly underneath old Reports in the interface.



Thanks for reading

If you are using Deskpro Cloud, we will roll out this update to your helpdesk soon.

If you are using Deskpro On-Premise, you can update your helpdesk to the latest version from your Admin Interface.

For more information on product updates associated with this one, take a look at other updates and changes included in the release of [Deskpro 2018.1](#).