Deskpro

Kanban metrics for Reports Collecting Feedback

- Michael W.
- **Nom du forum:** #Feature Request

There is only rudimentary support for Kanban metrics in Deskpro (Average time to resolve tickets). The following reports should be build in:

1) Lead Time (From Created until Resolved)
2) Cycle Time (From a certain (sub) status until Resolved

Those should be implemented as scatterplot charts with percentile lines (the average is meaningless) with tendency lines

3) Throughput (Number of Tickets per day/week/month...)
4) CFD diagramm

With those kind of charts it would be much easier to see areas that need to be improved. Simple Bar or Pie Charts won't cut it in such cases.

To get an idea please look at this Jira addon:
https://marketplace.atlassian.com/apps/1216661/actionableagile-for-jira-agile-metrics?hosting=server =overview