Automating Reporting and allow scheduling and reports sent via email Finished

- Kamel Balquis
- **Forum name:** #Feature Request

Is there are ways that we can automatically compile and email the status reports at a given frequency. For example, we want to know how many tickets were created; what are pending; the time response; how many got escalated, etc...

Comments (8)

Nico

acum 7 ani

Is it a way to trigger automatically reports? Our need would be to generate periodically (weekly, monthly and yearly) csv files.

Aren Dowden

acum 8 ani

Would like the ability to be able to schedule reports to be emailed at specific increments. EX: all closed calls emailed to administrators at the end of each day.

Peter Bell

acum 6 ani

Would like this feature too, have several reports that are run each week having to do this manually run is a pain.

Tony Lomanto

acum 6 ani

I'm requesting this as a feature, but if this is possibly currently and i'm just not seeing a way to do it, please let me know. It would be nice to have email integration with the reports module, to be able to automate reports being sent to helpdesk managers.

For example, I would like to be able to, at the end of the week, email everyone their helpdesk totals for the folks who don't often enter the helpdesk. For example: "As a reminder, you have 5 open tickets that are Awaiting agent".

Paul Davies

acum 6 ani

Hi Kamel, Nico, Aren, Peter, Tony and others. We have been working on a new and improved reports interface. It will be released in the next few weeks and it contains dashboards to view

reports easier, ability to schedule reports and receive scheduled reports on PDF via email. Best, Paul

E Lee

acum 6 ani

It would be very useful to have the ability to schedule automatic emailing of reports . Especially for non-DeskPro users.

Kathy Harkins

acum 5 ani

Hello Paul - Any update on the release of the improved reports interface. You comment on March 6th stated next few weeks. It's now May 14th. Any idea when this will be released?

Matthew Wray

acum 5 ani

Hi All, Just wanted to make sure you're all aware you can now schedule emails to send reports to you team. To do this navigate to a specific report in the reports interface. Select Edit Report > Schedule Report > Schedule this report Here you can specify how often to run the report, the time you wish to run it and which emails you wish to send it to. The email sent will contain a link to a read only dashboard where the recipient can view the data. This can be viewed by non-Deskpro users. It's probably worth noting that we have another feedback request open relating to scheduling reports as CSVs so feel free to vote for that as well if it's something you'd be interested in. https://support.deskpro.com/feedback/view/1138