Improve reports: set configurable dates for dashboards Collecting Feedback

- Pamela Kiewitt
- **Forum name:** #Feature Request

The reports interface should have at least the Ticket insights dashboard configurable so that the stats can be taken for specific periods; for example each month (monthly statistics) each quarter and the whole year. The way it is now I have to create custom stats for each month in order to present them in a monthly dashboard.

Comment (1)

Matthew Wray

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Hi Pamela, If you add a date variable to your stat you should then be able to use this on a dashboard. For example the built in stat 'Agents with the number of replies ${date}' contains a date variable. If we go to 'Add Widget' on our dashboard and select this stat we are prompted to 'Choose value for date'. If we select 'Value from report' here and save when the report is refreshed there should be a drop down date selector at the top. Is that the sort of thing you had in mind? Thanks, Matt