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2017-03-13 - Lauren Cumming - Comments (0) - Product

On the reports dashboard, you can now choose to select which team you want to see data for so you can see key metrics and stats per helpdesk team.

✓ Team: All View		
Team: Support Team: Level 1 Team: Level 2 by Status	lesk	20 Tick Showing
Awaiting Agent	220	
Awaiting Agent (On Hold)		
Awaiting User	163	Regulatio
Resolved	181	Regula
Hidden 1		
Total: 566		
		Averag
There are 220 Tickets 'Awaiting Agent'		Showing
Showing Grouped by Department *		
Support	34	
Sales	33	
Widgets	63	
Regulation and Control of Magical Creatures > Regulation	29	
Regulation and Control of Magical Creatures > Control	24	
Hotdogs	37	