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## Ticket analysis report in excel

Click 'Staff Panel' &gt; 'Dashboard' &gt; 'Dashboard' to open this interface. The staff dashboard is a highly informative review of all current and recent tickets. Staff can specify the period for which statistics are shown. The dashboard contains statistics and cards about tickets assigned to the staff member. Ticket activity activity contains the following sections: Open tickets - Show all unresolved tickets. The chart breaks it down into new tickets, overdue tickets and those awaiting customer response. Tickets come due - Tickets are approaching the deadline by which they should be resolved according to the SLA which applies to the ticket. History – A historic timeline that shows the number of tickets per day/week/month in different categories. Statistics – Pie cards that show tickets per department, ticket category, assigned staff member, priority and more. Open tickets The total number of unresolved tickets. The pie chart breaks it down into tickets that have yet to be attended (new), overdue and awaiting customers' response. Place your mouse on a sector to see the number of tickets in each category. Ticketing comes as a result of a heads up tickets due in the near future: Place your mouse on a sector to see the number of tickets in each category. Ticket history chart line chart showing a breakdown of ticket statuses in your assigned organization overtime. For example, the chart shows how many tickets timed a status of 'locked', 're-set' or 'assigned' at various points. You can choose which statuses are shown by clicking the legend above the chart. By default, the chart shows details for the previous 30 days. Use the 'Report Timeframe' options to change the period. Click 'Refresh' to implement your changes. The data is automatically refreshed and updated according to the settings done in 'My Profile'. Statistics The statistics area shows details for the entire period since you started using Service Counter. You can see statistics based on 'Department', 'Ticket Category', 'Staff', 'Ticket Generation Source' and 'Priority'. The 'At the Moment' chart at the bottom shows the number of tickets being unpleasant and paused depending on the parameter selected. For example, if 'Source' is selected, the chart will display the number of tickets that are unpleasant and paused for each ticket source type. Sources include 'Email', 'Phone' and 'Others'. 'Overdue' - tickets that passed the completion deadline for a particular service level agreement (SLA) plan. 'Alerts' - tickets configured to trigger alerts for a particular SLA plan. The 'My Hours' tab shows statistics spent on time on tickets by the currently signed up Export statistics to a CSV file Click the 'Export' button at the bottom of the interface to download the metrics in CSV format. This file can be opened with applications such as Excel or Open Office Calc. Please note that this option is not available for 'My Hours' stats. Examples of how to make templates, charts, diagrams, graphs, and beautiful reports for visual analysis in Excel. Dashboard for Diversification Analysis and Testing of Business Nists in Excel Medical Dashboard for analysis of patient history in Excel Comparative analysis of sales by day in Excel 5 stunning ideas for creating interactive infographics Excel Business Intelligence Dashboard for manager and sales in Excel Dashboard for analyzing sales ranking factors in Excel Beautiful chart for presentation of reports in Excel Download Cafe Products Sales Analysis in Excel Excel Petal Pie Chart and benchmark in Excel Forms in maps and graphs for report presentation in Excel Planning and analysis of annual sales plans in Excel Sales plan performance report free download in Excel Advanced sales comparative analysis products downloaded in Excel Metro style dashboard designed for maps in Excel Benchmark sales per year on a dashboard report in Excel Dashboard for visual analysis of test results in Excel Interactive calendar with visualization data periods in Excel Benchmarking with data visualization in Excel Chart report on financial results. Simple DASHBOARD template in Excel without VBA macros Streamline your IT ticket analysis reports and monitors staff performance with an engaging and dynamic dashboard that works to your data in real time. This significantly reduces workload for IT managers and brings data to life with colorful and customizable graphics. This interactive IT ticket dashboard example follows analysts and ticket information. You can click on any analyst's photo to see their performance, or switch to another chart view by selecting one of the boxes on the left side of each chart. At a glance, dashboard users can view an individual analyst's support ticket count, as well as their satisfaction, escalation, and ontime rates. Scroll down to communicate with this live ticket dashboard example! There's no denying the importance of analytics and performance management now that businesses have become more data-driven than ever. This is true in the case of IT service desk teams too. Large datasets are generated in IT service desk and stored in silos. You can improve the efficiency and performance of your service desk by gaining better visibility in service desk data. IT Service Desk Reporting is an essential IT Service Management Practice (ITSM). It helps organizations collect, analyze and provide insights into service desk data that have otherwise overlooked. Reports can show how effective the service desk is on achieving goals and help you to to achieve targets better. They also enable you to determine the status of a processed at any given time. These features make the alternatives, such as bulky reports, countless spreadsheets and unobtrusive pages of numbers, as well as the struggle to get real-time data, obsolete data. While a report provides a detailed collection of data, dashboards are used by IT managers as a type of progress report to get a single, holistic view of service desk functions, operations, and performance. Reports and dashboards offer several benefits to end-users and IT technicians alike: In addition to strategic key performance indicators (KPIs), insights and recommendations based on data analytics, you should also demonstrate the business impact of the recommended actions. While this may be beyond the range of data analytics for some dashboards, including the impact, your recommended actions will hold more weight. Of course, the content of a dashboard report will depend on the audience – keep that in mind when customizing your dashboard to make it more effective. Also focus on a clean, unfettered design for your dashboard so that viewers can easily identify and drill down in keywords. You have a few options for getting started with your own dashboard. Browse the Excel dashboard examples listed below and select a template to download for free. Read our tutorial on how to create a dashboard in Excel. Or build your own dashboard in Smartsheet to access improved collaboration and customization features. An executive dashboard provides a big-picture view of an organization by consolidating KPPs into an easy-to-read, graphics report. Choose your KPIs based on organizational goals and quantifiable measures of success. This template is just one example of executive dashboard – to learn more, read our post on executive dashboard types and best practices. Download the Executive Dashboard Template Track the main performance metrics of your company in a dashboard that shows data in both table and chart formats. This KPI dashboard example provides a simple, eye-catching layout for easy sharing and debuning. Use the template as it is, or customize it to suit your specific needs. Download the KPI Business Dashboard Template A financial dashboard can have multiple uses, whether you're tracking sales revenue, analyzing business growth, or making strategic decisions based on fiscal performance. Compare financial data with information from previous years, and make future estimates based on performance. Getting a quick, visual picture of financial data is one of the advantages of using a dashboard. Download the Financial Dashboard Template Use this sales management dashboard template to track performance by salesman, product, region, and more. Having this data at your fingertips can provide insight into any issues that might need to be resolved, and drive progress. Download the Sales Management dashboard Assess your lead generation and conversion performance with this dashboard template. Whether you're working independently or with a sales team, using a dashboard can give you a clear picture of your most successful lead sources, conversion rates, and how close you are to your goals. Download the Lead Generation Dashboard Template This simple template provides marketing performance metrics at a quick glance to help you measure the success of your campaigns. Follow keys to managing marketing decisions and goals. Download the Marketing Dashboard template a Social media dashboard, you can monitor your performance on multiple channels in one report. Use this dashboard template to track audience engagement and make strategic decisions about where to focus your social media marketing efforts. Download the Social Media Dashboard Template This dashboard template is designed for reviewing a digital marketing campaign across different channels, including paid ads. Track your return on investment, traffic sources, costs, income and more. Download the Digital Marketing Dashboard Templates Monitor your email marketing efforts by tracking leads, subscribers, and other performance indicators. Use the dashboard to get a clearer idea of what works, and customize your email campaigns as needed. Download the email marketing dashboard template streamlining your project management process by using a dashboard to track your timeline, task status, financial data, risk analysis, revisions, and more. Having all this data visually in one place facilitates communication with team members and helps keep projects on schedule and within budget. Download the Project Management Dashboard Template a DevOps dashboard can help keep developers on track for any project, and support an Agile approach by highlighting features, releases, and unresolved issues. Use the communication dashboard under a DevOps team, to monitor performance, and to keep the development process running smoothly. Download the Development Operations (DevOps) Dashboard Template Track product revenue and time to market with a product metric dashboard. This template provides a simple layout for viewing metrics on multiple products. Use them for documenting KPCs and creating consistent reports for stakeholders. Download the Product Statistics Dashboard Template A supply chain dashboard can be used for reviewing inventory, orders, and process efficiency. Monitor your supply chain performance with KPCs, and then identify opportunities for larger outcomes once your organization emanates its measurements for success. Download the Supply Chain Dashboard Template Analyze your weekly call center metrics — including agent performance, customer satisfaction, calls per minute, and more with a customer service dashboard. A dashboard allows you to create data on different different from overall call center performance to departments and individual agents. Use these key metrics to improve customer support and inform weekly goals. Download the Customer Service Call Center dashboard Track website analytics over time, including new visitors, bounce rate, and average on-premises time with a simple dashboard template. Adjust the dashboard metrics to suit your business goals and website performance. Download the Web Analytics Dashboard Template Gain insight on your SEO efforts by following metrics on how your top keywords rank. In addition, look for traffic and conversions, backlinks, and more. An SEO dashboard can give you a snapshot of current performance and target your goals for future improvement. Download the SEO Dashboard Template Use this support dashboard template to track tickets and response time, and evaluate daily, weekly, and monthly performance. A comprehensive dashboard report can show trends over time for a greater understanding of support performance. Download the Support Dashboard Template A Retail Analysis dashboard can provide insight on product, customer, and sales performance. Track monthly, quarterly, and annual metrics to analyze your retail business, obtain a more accurate forecast of future performance, and make strategic decisions. 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