



Advanced Portal Reports for Service Desk

Cloud

Server

Give your customers transparency
of your great service!

Easily add significant details to the portal

Enable your customers to export the data they need

SLA details shared via Request View Page

Extended Search

IT Service Desk Any Status Created by anyone Any request type Select a date crit... Select for requests

Reference	Summary	Assignee	Customer Request Type	Status	Time to response	Time to resolutions	Due date
ISD-17	New MS Office version	Ivan Petrov (Nemetschek BG)	Request new software	ESCALATED	3h 58m ✓	7h 56m ⚙	
ISD-16	New HDD	Ivan Petrov (Nemetschek BG)	Request new account	RESOLVER	-52h 2m ✗	-38h 2m ✗	
ISD-15	New Mail account	Unassigned	Set up VPN to the office	RESOLVER	-57h 47m ✗	-53h 19m ✗	2020-01-05
ISD-14	Can't access the HR space on Confluence	Unassigned	Report a system problem	PENDING	-56h 47m ⚙	-57h 47m ⚙	
ISD-13	Problem with printing on level 5	Unassigned	Report a system problem	CLOSED	7h 59m ✓	-31h 59m ✗	
ISD-12	New account for Petrakiev	Ivan Petrov (Nemetschek BG)	Request new account	RESOLVER	5h 17m ✓	-57h 46m ✗	
ISD-5	VPN access for Beshev	Unassigned	Set up VPN to the office	IN PROGRESS	-76h 56m ⚙	-92h 56m ⚙	2020-01-10
ISD-4	Account problem	Unassigned	Report a system problem	OPEN	-88h 58m ⚙	-88h 58m ⚙	
ISD-3	Upgrade me a system	Ivan Petrov (Nemetschek BG)	Upgrade or change a system problem	PLANNING	4h 56m ✓	7h 52m ⚙	2020-02-14

View 10 25 50
Showing 1 - 9 of 9 issues

Show SLA times for tickets

My help Center / IT Service Desk / ISD-17
New MS Office version

Status
ESCALATED

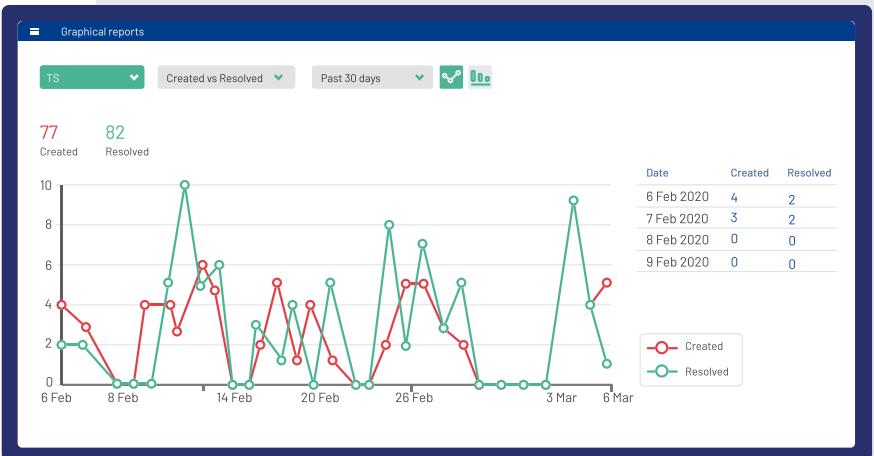
Activity

SLAs

- 7h 56m 🕒 Time to resolution within 8h
- 3h 58m ✅ Time to first response within 4h

Save

Show graphical statistics to customers



INCREASE YOUR CUSTOMERS' SATISFACTION



Gold Solution Partner