

Getting Started

A report is a set of useful statistics, charts and tables that can be used to monitor performance of your help desk. Different reports exist to track different measures, for example:

- First response time and time to resolution on tickets.
- If SLA targets are being met or breached.
- Feedback ratings and responses.

All reports belong within the /addons/Reports directory, each with its own directory that is named the same as the report name. Each report usually has the following basic file structure:

File/Folder	Description
config.php	The configuration file for the report, where you set the name of the report that shows in the operator panel when activating the report.
Controllers/	Your report must have a controller class with the same name as the report to initialise the report. This class will also contain the logic for the report.
Lang/	If you wish to support multiple languages, you can store the language files in this folder.
Reports/	Your dashboards and cards should be stored in this folder.
Views/	Any templates used by HTML cards are stored in this folder.

Each report must have its own unique name for it to function alongside the other reports active in the system. The name you use must have a capitalised letter for each word with no spaces, such as TicketBacklog and ThisIsMyReport.

We recommend to use the included `make:report` command to generate the initial codebase for your own report. The command can

be run on the CLI (in the base SupportPro directory) by entering `php artisan make:report`. It will then show a number of options that must be configured, which are explained in more detail below.

Setting	Description
Author Name	Include your or your company's name here.
Author URI	Include a link to your website here.
Vendor Name	The name of your company, can be the same as the author name.
Add-on Name	Set the name of the report, it must be unique and contain a title section.
Add-on Description	A quick description of what the report will achieve, is shown in the CLI to activate/manage reports.

Once you finish running through the options, it will automatically create the report in the filesystem. You will now be able to see it on the Manage Reports page (Reports -> Manage Reports) in the operator panel.

The values you enter for the options above will be automatically inserted to the generated config.php file under your report folder. There are a few more configuration options available that you may wish to edit:

Setting	Description
Name	Set the user-friendly name for the report. For example, "Backlog".
Report URI	If you are developing this report to be distributed to other users from your website. This is particularly useful if you will host the report on your website.
Version	Set the version of the report, such as '1.0'.
Icon	Set an icon to be displayed in the reports list. It must be hard coded in the report directory name. If no icon is set, the default icon name is used.

To help with debugging while developing your report, we recommend the following settings. In the operator panel, please go to **Settings** and click the **Debug** tab:

- Enable the **Debug Mode** option. This will display errors in the browser in a user-friendly format.

You can also check the application log for errors, which can be found at /storage/logs/supportpro-[date].log on the file system or at Utilities -> Logs -> Log File Manager in the operator panel.

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