Reports

[redacted]

View insightful numbers, charts and tables based on the data in your database.

Reports Home

The reports dashboard contains a list of active reports in the system. Each report will have one or more dashboards which you can view.

Manage Reports

To manage reports, go to **Reports** and click **Manage Reports** in the sidebar. This is needed if you wish to activate, deactivate or uninstall reports. You can follow our [redacted] guide to create your own useful reports.

Viewing a Report Dashboard

To view a report dashboard, go to **Reports** and pick the dashboard from the main area list or sidebar.

When you load a report dashboard, the cards will automatically load in a grid format. Should you need to refresh a card while viewing the dashboard, click the vertical dots to the right of the card's name and choose the **Refresh** option.

Timeframe Options

Some reports will come with timeframe options, allowing you to view the results over different points in time. You can pick a fixed timeframe such as '1w' or '30d' or choose a custom timeframe using the date picker. The reports will automatically update once a new timeframe is picked.

Filtering Data

Ticket and user reports will usually have the option to filter the results further. The filtering works on a flexible conditions system that lets you define a set of conditions together, giving a lot of filtering power.

To begin filtering, click on "Filtering" and then "Add Condition", this will add a row above the button. In the row added, the first dropdown is the item to filter, the second is the condition operator (the type of search) and the third is the value that is being checked. This lets you define conditions such as, "Ticket Status" "Is" "Closed", and it will then only pick up data on tickets that are closed. Multiple conditions can be added by further clicking "Add Condition", and each condition must be true for that data item to be included in the report data.

Print / Export

If you want to print (also allows saving as PDF) or export (as CSV) the card data, click the vertical dots to the right of the card's name and choose the relevant option. In the case of exporting, it will generate in the background and emails you when it is ready to download.

Underlying Data

Some cards will allow you to view the underlying data for that card, this may be the tickets that give that number or chart. If this available for the card, you can click the vertical dots to the right of the card's name and click the**View Underlying Data** option. This will open a popup which loads a table, there will also be an option to export the table as a CSV file.

Drill In Underlying Data

On charts and some tables, you can drill into a specific data point and show the related underlying data. On charts where underlying data is available, you can click on the data point. On tables where this is possible, there will a magnifying glass button on the right of the row.