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Unterschiedliche Levels von Reporting und live Cockpits und Data Export im Service Champion

Check the Ticketing Extended Summary Cockpit

1. Ticket Extended Summary mit Informationen wie
 1. Ticket open date
 2. Ticket close / last change date
 3. Ticket Category
 4. Ticket Owner
 5. Activity Points etc.

2.

ServiceChampion

enter search term...

Select the right project

Project: Service Champion | Cerulean

My View View Tickets Change Log Roadmap Extended Summary My Roadmap stanzige My Account Time Tracking

Search ticket number... Jump

[Print Reports | Summary]

From: 21 / 02 / 2021 00:00 Until: 23 / 02 / 2022 23:59 Submit

Check the duration

By Status	open	resolved	closed	total
Pending	9	-	-	9
Open	20	-	-	20
Resolved	-	8	-	8
Closed	-	-	101	101

By Date (days)	Opened	Resolved	Balance
1	3	1	+2
2	3	1	+2
3	3	1	+2
7	4	1	+3
30	5	2	+3
60	7	3	+4
90	21	11	+10
180	43	25	+18
365	138	107	+31

By Severity	open	resolved	closed	total
minor	29	6	101	136

By Category	open	resolved	closed	total
Configuration	19	3	24	46
Dashboard	1	0	0	1
Feature	4	1	6	11
General	1	0	2	3
Problem	2	0	1	3
Question	2	1	5	8
Service	0	1	8	9
Service Champion Bug	0	0	12	12
Service Champion Feature	0	0	23	23
Support request	0	0	20	20

Time Stats For Resolved Tickets (days)

Longest open issue

Longest open

Resolutions time average

Total time

Developer Stats	open	resolved	closed	total
...	...	...	...	...

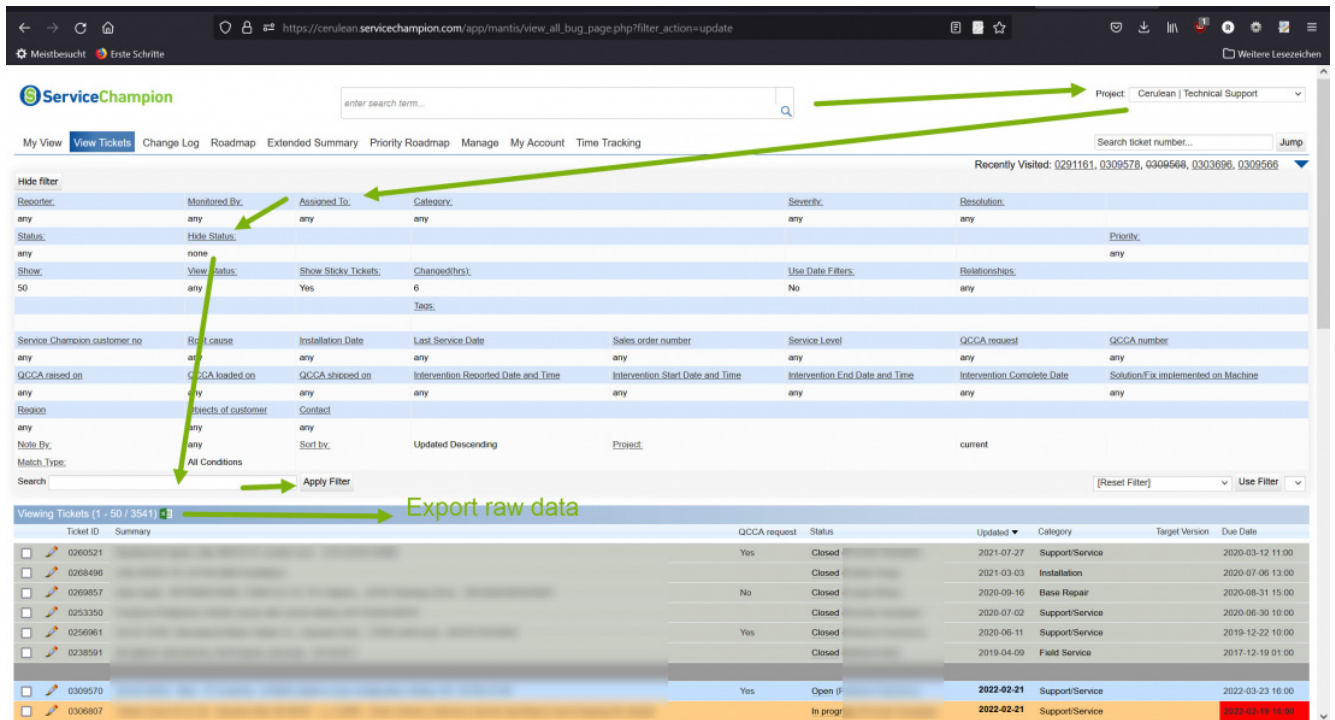
Most Active

Issue	Count
0306455 -	81
0281153 -	72
0303832 -	71
0288551 -	69
0291331 -	59
0291161 -	56
0292241 -	55
0289948 -	53
0292896 -	50
0302442 -	47

Longest open

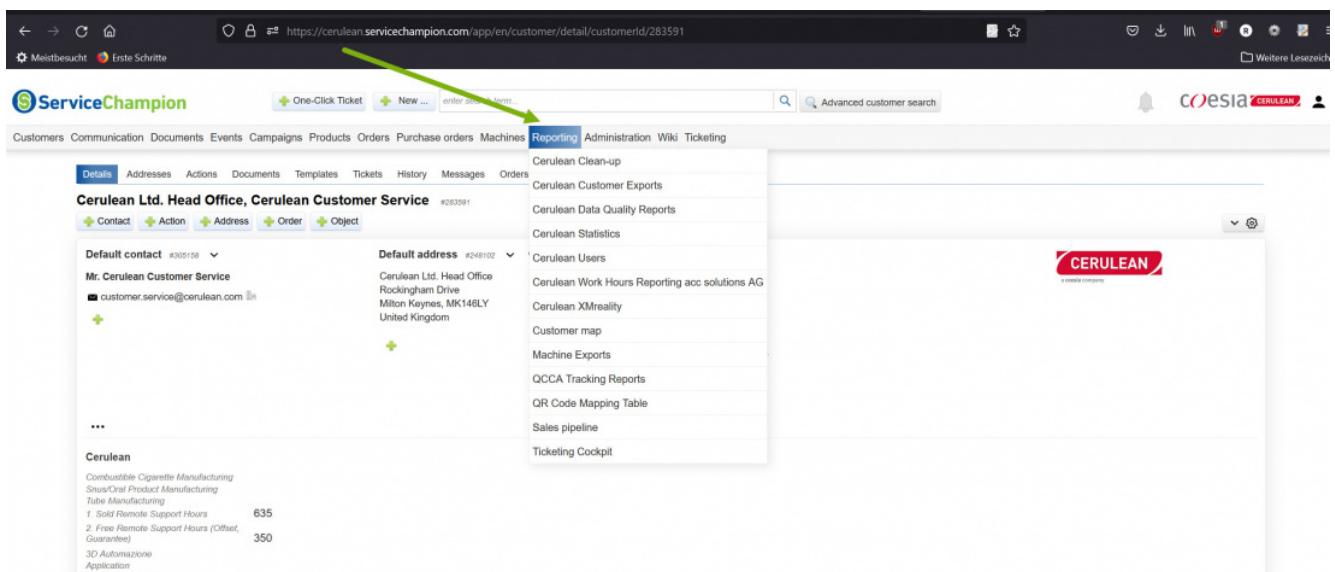
Issue	Days
0289551 -	306
0289948 -	299
0291161 -	279
...	...

Direct Export von Ticketing Ticket Rohdaten, Open, Close, Category, etc.

1. 

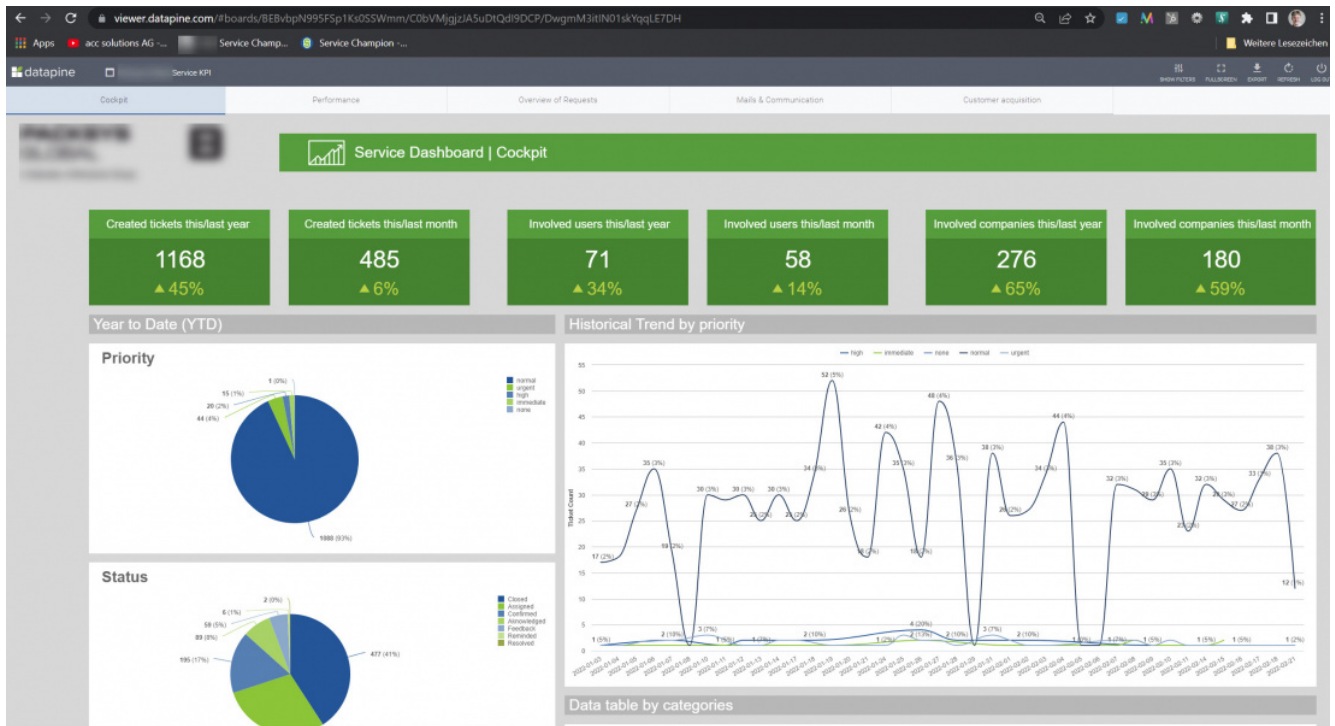
Ticket ID	Summary	QCCA request	Status	Updated	Category	Target Version	Due Date
0260521		Yes	Closed	2021-07-27	Support/Service	2020-03-12 11:00	
0268496			Closed	2021-03-03	Installation	2020-07-06 13:00	
0269857		No	Closed	2020-09-16	Base Repair	2020-08-31 15:00	
0253350			Closed	2020-07-02	Support/Service	2020-06-30 10:00	
0256961		Yes	Closed	2020-06-11	Support/Service	2019-12-22 10:00	
0238591			Closed	2019-04-09	Field Service	2017-12-19 01:00	
0309570		Yes	Open	2022-02-21	Support/Service	2022-03-23 16:00	
0306807			In progr	2022-02-21	Support/Service	2023-03-19 14:30	

Live SQL Datenbank Anfragen, Database Lookup Queries

1. 

- Für weitere, custom SQL reports mit Daten aus Ticketing, E-Mail, Kunden, Maschinen, Verträgen, usw. bitte acc solutions kontaktieren
1. [Kontakt mit acc solutions aufnehmen, Hotline, Ticket absetzen, Support acc solutions, Helpdesk, Customer Care, Service, Unterstützung](#)

Datawarehouse live Cockpit solutions OLAP DWH online analytical processing, dynamic dive in, drill down



Weitere Custom Cockpits für Ihren Bedarf, Auswertungen, live Reports, Data Exports

- Jede Art von Cockpit und Export ab den SQL Datenbanken ist möglich. Bei Fragen und Anforderungen, für weitere, custom SQL reports mit Daten aus Ticketing, E-Mail, Kunden, Maschinen, Verträgen, usw. bitte acc solutions kontaktieren:
 - [Kontakt mit acc solutions aufnehmen, Hotline, Ticket absetzen, Support acc solutions, Helpdesk, Customer Care, Service, Unterstützung](#)

Keywords

Datawarehouse, Reporting, Lookups, SQL, Datenbank Analyse, Statistical Processing, DWH, live Cockpit, Report Reporting