

Queries, Charts and Reports

Administrators and managers have customizable queries, charts and reports available in their consoles to help them evaluate service trends: CIs with more reported issues, incidents, problems, requests, how many cases are closed or in progress, etc.

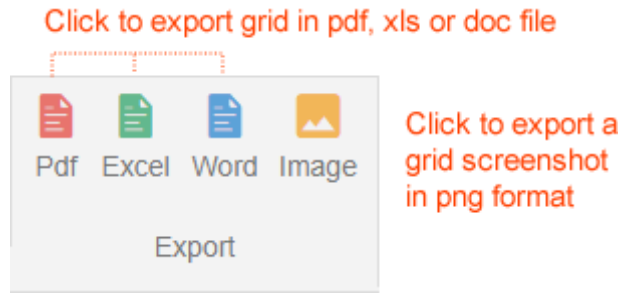
IT Help Center gives you the possibility to create and design as many custom reports as needed.

1. Login to the ITHelpCenter1) portal with the user assigned by the ITHC2) administrator.
2. In the menu on the left select the option to display a query, a query may have configured charts or reports.

Queries

IDSDCASE	ATTACH	STATUS	CREATION DA...	ASSIGNATION...	ATTE...	SUBJECT	DESCRIPTION	MAJOR
47	NO	IN PROGRESS	18/07/2021 0...	18/07/2021 0...	1	47 IT ServiceN...	Prevention of ...	NO
46	YES	RESOLVED	15/07/2021 0...	18/07/2021 0...	1	Print queue bl...	Queue for pri...	NO
45	YES	IN PROGRESS	14/07/2021 1...	15/07/2021 1...	1	I can't print	Printer is not ...	NO
44	NO	IN PROGRESS	13/07/2021 0...	15/07/2021 1...	1	11 IT ServiceN...	Keyboard, of I...	NO
43	NO	IN PROGRESS	13/07/2021 0...	15/07/2021 1...	1	Web printing ...	Web printing ...	NO
41	NO	IN PROGRESS	13/07/2021 0...	15/07/2021 1...	1	Web printing ...	Web printing ...	NO
37	NO	IN PROGRESS	12/07/2021 0...	12/07/2021 0...	2	Rollback inco...	Latest driver ...	NO
36	NO	IN PROGRESS	12/07/2021 0...	13/07/2021 0...	1	Printer maint...	Change adapt...	NO
35	NO	IN PROGRESS	12/07/2021 0...	13/07/2021 0...	1	35 IT ServiceN...	Printer or of I...	NO
34	NO	IN PROGRESS	12/07/2021 0...	15/07/2021 1...	1	34 IT ServiceN...	Printer er of I...	NO
33	NO	IN PROGRESS	12/07/2021 0...	12/07/2021 0...	2	No mech mod...	No mech mod...	NO
32	NO	IN PROGRESS	12/07/2021 0...	15/07/2021 1...	1	'No Mech Mo...	'No Mech Mo...	NO
31	NO	IN PROGRESS	09/07/2021 0...	09/07/2021 0...	1	31 Security S\...	I have a r of S...	NO
30	NO	IN PROGRESS	09/07/2021 0...	12/07/2021 0...	2	30 Payroll Se\...	There is a of P...	NO

To export grid, use Export tools:



With **Pdf** and **Word** tools, the window to select columns and format will open, click on **Download** to export:

Export ✕

Arial A 10 LEVERIT Download Self-adjustment

Font type and size File title

- CHECKED ALL (COLUMNS OF TABLE)
- IDSDCASE Columns to export
- ATTACH
- STATUS
- CREATION DATE
- ASSIGNATION DATE
- ATTENTION LEVEL
- SUBJECT
- DESCRIPTION
- MAJOR
- HANDLER/ADVISOR
- OWNER
- MANAGER INFORMED
- SLA
- MAXTIME SLA
- MIN ELAPSED
- REMAINING TIME
- PAUSE TIME

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Page view | Read aloud | Draw | Highlight | Erase

LEVERIT

IDSD CASE	STATUS	CREATION DATE	DESCRIPTION	HANDLER/ ADVISOR	OWN ER	SLA
47	IN PROGRESS	18/07/2021 09:06 PM	Prevention of IT Service\Incident	UsrSrvDsk4	UsrSrvDsk4	General Incidents
46	RESOLVED	15/07/2021 03:52 PM	Queue for printing gets frozen and when the print job is canceled, the cancelation doesn't work and shows an error message. I have to restart Windows to solve the issue.	UsrSrvDsk4	UsrSrvDsk4	General Incidents
45	IN PROGRESS	14/07/2021 10:07 AM	Printer is not detected and displays an error message	UsrIcdSr2	UsrSrvDsk4	General Incidents
44	IN PROGRESS	13/07/2021 04:36 PM	Keyboard, of IT Service\Incident	UsrIcdSr2	UsrSrvDsk3	General Incidents
43	IN PROGRESS	13/07/2021 04:00 PM	Web printing service not working, I cannot use the service	UsrIcdSr2	UsrSrvDsk3	General Incidents
41	IN PROGRESS	13/07/2021 03:43 PM	Web printing service not working, I cannot use the service	UsrIcdSr2	UsrSrvDsk3	General Incidents
37	IN PROGRESS	12/07/2021 08:34 PM	Latest driver update is not compatible with older s.o versions	UsrChgJr1	UsrSrvDsk3	General Requests for Change
36	IN PROGRESS	12/07/2021 06:31 PM	Change adapter of the printer	UsrSrvDsk3	UsrSrvDsk3	General Requests Fulfillment
35	IN PROGRESS	12/07/2021 06:13 PM	Printer or of IT Service\Request	UsrSrvDsk3	UsrSrvDsk3	General Requests Fulfillment
34	IN PROGRESS	12/07/2021 04:36 PM	Printer er of IT Service\Incident	UsrIcdSr2	UsrSrvDsk3	General Incidents
33	IN PROGRESS	12/07/2021 03:08 PM	No mech mode error related to printers model PR890 Please document and create new Known error and Workaround records	UsrPbm1	UsrSrvDsk3	General Problems
32	IN PROGRESS	12/07/2021 01:59 PM	'No Mech Mode' Error Message displays on the Control Panel	UsrIcdSr1	UsrSrvDsk3	General Incidents

Charts

To display a chart click on **Charts** button, it'll show the query configured charts.

Information Manager | Reports | Total Cases by Service Type

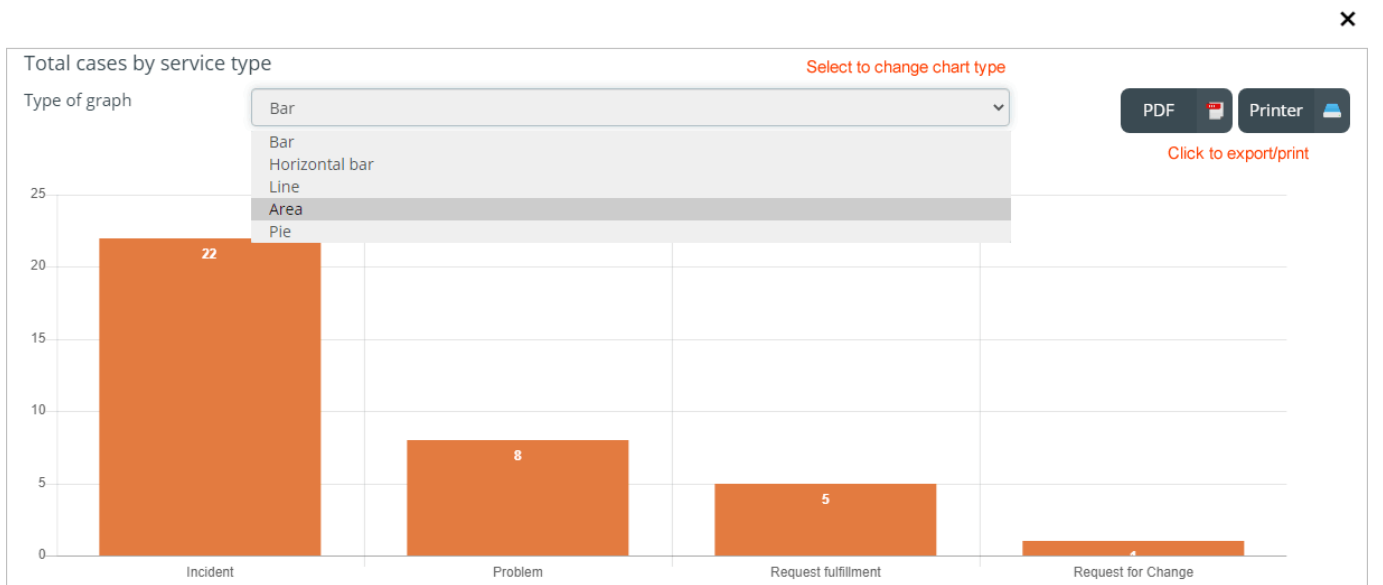
Home | Data | Design | View | Font

Print | Update | Filter | Colors | Pdf | Excel | Word | Image | First | Back | Next | Last | Activate | Alert | Charts

Export | Grid | Auto update

Showing 1 - 4 of 4

SERVICETYPENAME	TOTAL
Incident	22
Problem	8
Request fulfillment	5
Request for Change	1



Reports

To display a report click on **Reports** button, it'll show the query configured templates.

Information Manager | Reports | Case Summary

Case summary

Home | Data | Design | View | Font

Print | Update | Filter | Colors | Pdf | Excel | Word | Image | First | Back | Next | Last | Activate | Alert | Reports | Word

Export | Grid | Auto update | **Service Desk Report** | Click to generate Report in a Word file

Showing 1 - 20 of 34

IDSDCASE	ATTACH	STATUS	CREATION DA...	ASSIGNATION...	ATTENTION L...	SUBJECT	DESCRIPTION
47	NO	IN PROGRESS	18/07/2021 0...	18/07/2021 0...	1	47 IT Service\I...	Prevention of ...
46	YES	RESOLVED	15/07/2021 0...	18/07/2021 0...	1	Print queue bl...	Queue for pri...
45	YES	IN PROGRESS	14/07/2021 1...	15/07/2021 1...	1	I can't print	Printer is not ...
44	NO	IN PROGRESS	13/07/2021 0...	15/07/2021 1...	1	11 IT Service\I...	Keyboard, of l...
43	NO	IN PROGRESS	13/07/2021 0...	15/07/2021 1...	1	Web printing ...	Web printing ...

Select rows to generate report

Exported Report (Word format)

Lever IT
A lever to move the world

Service Desk Report. Case # 46 Summary

STATUS	RESOLVED
CREATION DATE	7/15/2021 3:52:39 PM
CASE TYPE	Incident
ASSIGNATION DATE	7/18/2021 9:07:42 PM
LEVEL	1
SUBJECT	Print queue blocked
DESCRIPTION	Queue for printing gets frozen and when the print job is canceled, the cancelation doesn't work and shows and error message. I have to restart Windows to solve the issue.

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Permanent link: <http://www.leverit.com/ithelpcenter/en:advisor:queries>

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