

# 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.

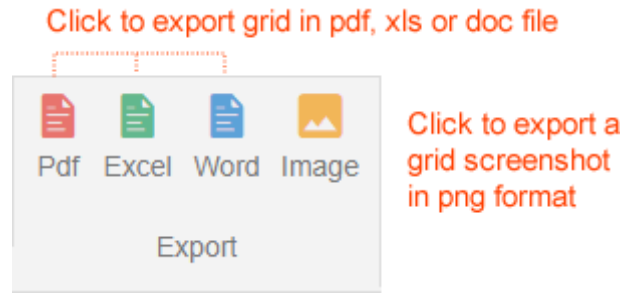
1. Login to the ITHelpCenter1) portal with the user assigned by the ITHC2) administrator.
2. In the menu on the left select the option to display a query, a query may have configured charts or reports.

## Queries

The screenshot shows the 'Lever IT' Information Manager interface. The top navigation bar includes the logo, user 'UsrSrvDsk1', and system icons. The breadcrumb trail is 'Information Manager | Reports | Case Summary'. The main content area is titled 'Case summary' and features a ribbon with tabs for 'Home', 'Data', 'Design', 'View', and 'Font'. The ribbon contains various tool icons for printing, updating, filtering, and exporting data to PDF, Excel, Word, or Image. Below the ribbon, a table displays a list of cases. The table has columns for ID, status, creation date, assignment date, and description. The first row is highlighted in yellow.

| ID | 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 ✕

Font type and size: Arial 10 File title: LEVERIT Download  Self-adjustment

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

1 of 3

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

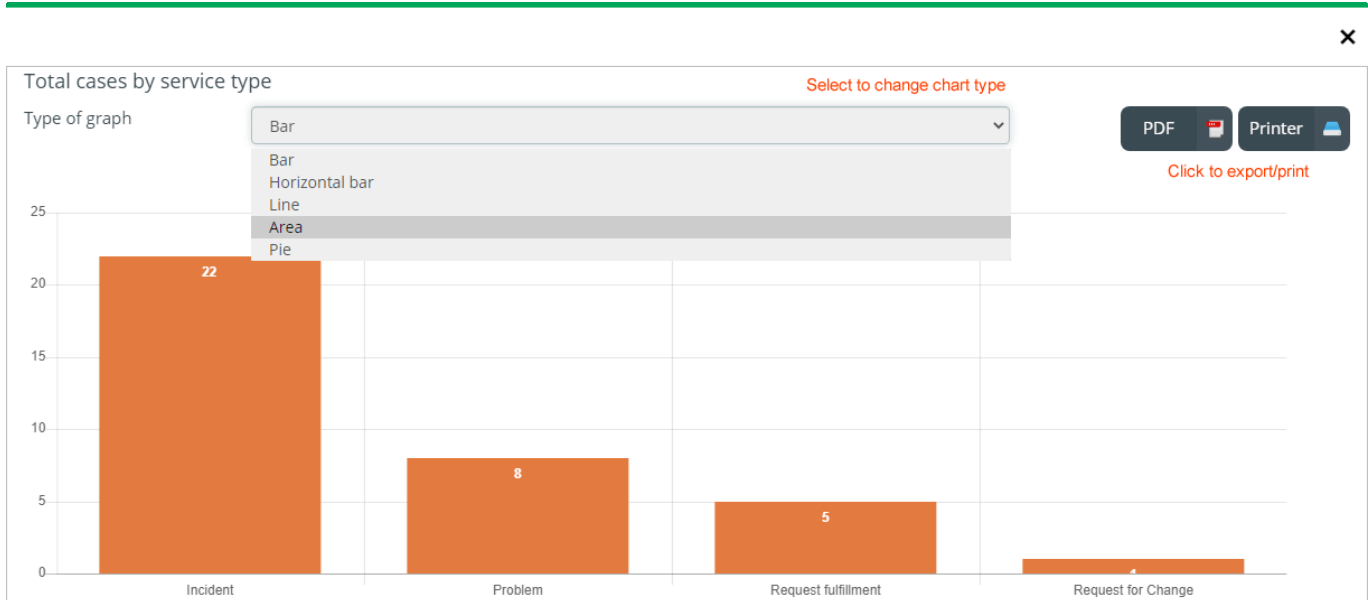
Home | Data | Design | View | Font

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)

The screenshot shows a Microsoft Word document titled "Document1 - Word". The ribbon includes File, Home, Insert, Draw, Design, Layout, References, Mailings, Review, View, Help, and Tell me what you want to do. The document content includes the Lever IT logo with the tagline "A lever to move the world", a 3D bar chart, and a table with the following data:

| 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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