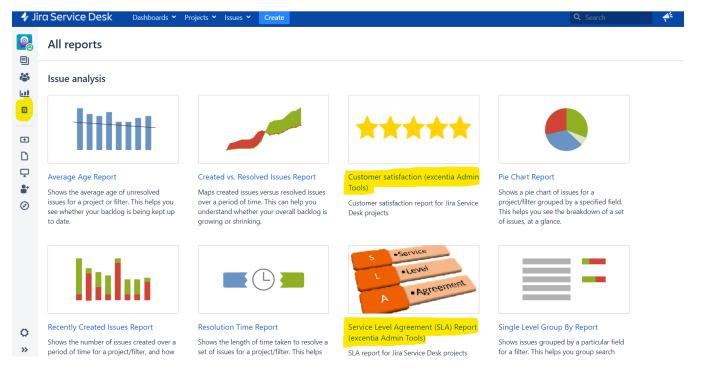
## **Business Reports**

Jira Service Desk has many reports that allow us to exploit all the information that we deal with within the system, such as the typical Created vs Solved Issues Report, or Pie chart report. However, there are times when it is not enough, and that is why we add two reports that can be very useful.

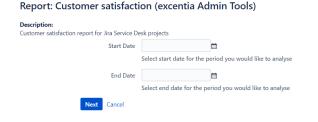


## Customer satisfaction (excentia Admin Tools)



Customer satisfaction (excentia Admin Tools)

Customer satisfaction report for Jira Service Desk projects



Description     Customer satisfaction report for Jira Service Desk projects				Excel View
Customer satisfaction 4.9 102 Start date: 19/Dct/20 11:36 AM Start date: 10/Feb/20 End date: 20/Apr/20				
Comment	Rating	Key	Agent	Received
	*****	SD1-2708		03/Mar/20 11:26 AM
Thanks!	*****	SD1-2634	System Administrator	26/Feb/20 12:33 PM
	*****	SD1-2806		17/Mar/20 11:35 AM
perfect like always with IT	*****	SD1-2848		18/Mar/20 2:28 PM
Everything perfect, as usual	*****	SD1-2579		24/Feb/20 1:06 PM
	*****	SD1-2441		03/Feb/20 10:26 AM
	*****	SD1-2830		17/Mar/20 8:28 AM
	*****	SD1-2771		09/Mar/20 2:20 PM
	*****	SD1-2596		24/Feb/20 5:34 PM
Thanks Montsel Excellent job :)	*****	SD1-2604		25/Feb/20 10:53 AM
	****	SD1-2461		05/Feb/20 10:10 AM
Great it works now!	*****	SD1-2551		19/Feb/20 3:53 PM

You can set a start and end date to filter your customer satisfaction data.

You will see the data and can it be ordered by rating, agents or key. Even to download it to an excel file.

## Service Level Agreement (SLA) Report (excentia Admin Tools)



Service Level Agreement (SLA) Report (excentia Admin Tools)

SLA report for Jira Service Desk projects

Report: Service Level Agreement (SLA) Report (excentia Admin Tools)

Description: SLA report for Jira Service Desk projects		Service Level Agreement (SLA) Report (excen	tia Admin Tools)			O Configure		
Start Date	Select start date for the period you would like to analyse	Execution date: 21/Oct/20 5/43 PM Start date: 6/Oct/19 End date: 21/Oct/21						
End Date	Select start date for the period you would like to analyse	SLA Report Stats						
	Select end date for the period you would like to analyse	SLA	Breached	Unbreached	Unbreached per SLA			
		Praeba	17	0		<ul> <li>Frueta</li> <li>Tiempo hasta metalucito</li> </ul>		
Include breached		Tiempo hasta resolución	32	0	3076 20.95	measución     Tempo hasia     primera responda		
SLA issues		Tiempo hasta primera respuesta	31	1	er.	prinera sespueira		
	Check this to include breached SLA issues							
Next Cancel								

You can set a start and end date to filter your SLA data, also you can filter out the breached issues.

Here you will see, all the SLAs configured, the number of issues breached or not, and a pie chart with the percentage of unbreached SLAs.