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)

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

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.