

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.

Dashboards

Projects

Issues

Create

Search

All reports

Issue analysis

Average Age Report
Shows the average age of unresolved issues for a project or filter. This helps you see whether your backlog is being kept up to date.

Created vs. Resolved Issues Report
Maps created issues versus resolved issues over a period of time. This can help you understand whether your overall backlog is growing or shrinking.

Customer satisfaction (excentia Admin Tools)
Customer satisfaction report for Jira Service Desk projects

Pie Chart Report
Shows a pie chart of issues for a project/filter grouped by a specified field. This helps you see the breakdown of a set of issues, at a glance.

Recently Created Issues Report
Shows the number of issues created over a period of time for a project/filter, and how

Resolution Time Report
Shows the length of time taken to resolve a set of issues for a project/filter. This helps

Service Level Agreement (SLA) Report (excentia Admin Tools)
SLA report for Jira Service Desk projects

Single Level Group By Report
Shows issues grouped by a particular field for a filter. This helps you group search

Customer satisfaction (excentia Admin Tools)



Customer satisfaction (excentia Admin Tools)

Customer satisfaction report for Jira Service Desk projects

Report: Customer satisfaction (excentia Admin Tools)

Description:

Customer satisfaction report for Jira Service Desk projects

Start Date

Select start date for the period you would like to analyse

End Date

Select end date for the period you would like to analyse

Next

Cancel

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

Description						Excel View
Customer satisfaction report for Jira Service Desk projects						
Customer satisfaction						
4.9		102	Execution date: 10/01/20 11:36 AM			
Average rating		User Reviews	Start date: 1/6/20			End date: 20/Apr/20
Comment	Rating	Key	Agent	Received		
	★★★★★	SD1-2708		03/Mar/20 11:26 AM		
Thank!	★★★★★	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/Mar/20 10:26 AM		
	★★★★★	SD1-2810		17/Mar/20 8:28 AM		
	★★★★★	SD1-2771		09/Mar/20 2:20 PM		
	★★★★★	SD1-2596		24/Feb/20 5:34 PM		
Thanks Montiel! Excellent job :)	★★★★★	SD1-2604		25/Feb/20 10:53 AM		
	★★★★☆	SD1-2461		05/Feb/20 10:10 AM		
Great it works now!	★★★★★	SD1-2551		18/Feb/20 3:53 PM		

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

Start Date 
Select start date for the period you would like to analyse

End Date 
Select end date for the period you would like to analyse

Include breached SLA issues ☐
Check this to include breached SLA issues

[Next](#) [Cancel](#)

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

[Configure](#)

Execution date: 21/01/2020 5:43 PM

Start date: 1/01/2020

End date: 21/01/2020

SLA Report

Stats

SLA	Breached	Unbreached
Problema	17	0
Tempsos febles resolució	32	0
Tempsos febles primera resposta	31	1



Problema
Tempsos febles resolució
Tempsos febles primera resposta

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.