

Rep Overview

This report gives you an overview of how you and your team are performing in terms of number of tickets per status. Within this report, you can see how many tickets a representative has in a particular status within a specific time frame. See how many tickets an individual is closing and determine if they are meeting their goals. Filtering options included:

1. *Ticket Created Time*: See when all tickets were created.
2. *Ticket Modified Time*: See the last time all tickets were modified.
3. *Owner*: Choose one or multiple owners' of tickets.
4. *Status*: Choose whether to see open, closed or in-progress tickets.

