

# Account Ticket Report

This report shows you which customers your support team is most frequently assisting. You can see all accounts that currently have open tickets and which accounts have been serviced the most. Filters Included are:

- 1. Ticket Created Time: See when all tickets were created.
- 2. Ticket Modified Time: See the last time all tickets were modified.
- 3. Related Account: Choose a specific account(s) to see.
- 4. Status: Choose whether to see open, closed or in-progress tickets.
- 5. Product Name: Choose one or multiple products related to the tickets.
- 6. Owner: Choose one or multiple owners' of tickets.

Account Ticket Report

Reset Filters

Ticket Created Time

Ticket Modified Time

Related Account Name

Status

Product Name

Owner

last 2 years

Unfiltered

Select

Select

Select

Select

Accounts with Open Tickets

Top Accounts Serviced (Closed Tickets)

| Related Account Name            | Total Tickets |
|---------------------------------|---------------|
| 1 Apple Inc.                    | 9             |
| 2 Laguna Medical Systems        | 7             |
| 3 Warehouse Office & Paper Prod | 7             |
| 4 Writing Support               | 3             |
| 5 [Account Name]                | 1             |

| Related Account Name         | Closed Tickets |
|------------------------------|----------------|
| 1 Ceramic Tile Sales Inc     | 7              |
| 2 Kentucky Tennessee Clay Co | 3              |
| 3 Kwikprint                  | 1              |
| 4 Walton Hoops Camp          | 1              |
| 5 [Account Name]             | 1              |

Ticket Details

| Owner      | Title                       | Description   | Status | Email Thr... | Priority | Severity | Product ... | Ticket Tags | Ticket Cr... | First Res... | Ticket Mo... | Ticket |
|------------|-----------------------------|---------------|--------|--------------|----------|----------|-------------|-------------|--------------|--------------|--------------|--------|
| Admin, ... | <a href="#">Help us pro</a> | [a.gif] [g... | Open   | Received     | Normal   | Minor    |             |             | 2019-11...   |              | 2019-11...   |        |
| Admin, ... | <a href="#">new hire en</a> | hello. pl...  | Open   | Received     | Normal   | Minor    |             |             | 2019-11...   |              | 2019-11...   |        |