

Tickets Overview

This report gives you an overview of all of your support team's tickets. See how many closed, open and in-progress tickets each support rep has in an any given amount of time. The Tickets Details table at the bottom highlights key ticket information and is exportable via .CSV Excel file. 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.

