

# HelpMaster Pro - Reports

## HelpMaster Pro means Powerful, Flexible Reports

Statistical and managerial reporting is a key requirement of any service and support centre. **Without reports, it is impossible to quantify your workload, your achievements and your service level agreement results.**



**Report selector**

Standard Reports | Custom Reports

**Report category**

- All reports
  - Jobs
    - Detailed reports
    - Summary reports
    - Assigned to...
    - Statistics
    - Service Level Agreement (SLA)
    - Category Comparison
    - Time distribution
  - Clients
  - Assets
  - Knowledge base

**Available reports**

Report name	Description
Job full detail	A full job ticket report showing...
Job detail A5 with Asset	An A5 report displaying...
Job detail - last action only	A full job ticket report, but...
<b>Job - Client job history - Monthly Action Log</b>	<b>Displays the job history for...</b>
Job - Client job history - SLA dates	Displays the job history for...
Job - Site job history (with Client subgroup) - Monthly Action Log	Displays the job history for...
Job - Site job history - Monthly Action Log	Displays the job history for...

**Filter criteria**

Filter (set) **Date Logged** was in the Last 30 Days  
 Reset filter **Job Type** = "Incident" or "Problem"  
**Job Status** = (All non-closed statuses)

Display filter details on report

**HelpMaster Pro report - Jobs logged per week vs Logged by**

Total Jobs Logged for week ending vs Logged By

Total Jobs

Week logged

Logged by

HelpMaster Pro ships with over **130 different reports** that cover all of the major reporting areas. Styles include statistical, detail, managerial, cross-tab, graphical, service level agreement, trend analysis and more.

Every report has been written in the award-winning **Crystal Reports** which utilizes the latest database technology for fast, accurate reports.

The **open reporting architecture** allows Crystal Reports developers to fully customize every report with graphics, words, additional fields, formulas and custom filters. Furthermore, the HelpMaster Pro **Microsoft SQL Server database** has been designed to assist report developers construct reporting queries quickly, containing many pre-defined queries that are useful for a wide-range of reporting scenarios.

Once a report has been run, it can be filtered, saved and exported to over 20 different formats. To make running reports even easier, **report filter criteria can be saved and re-used** for different styles of reports.

**Job # 18796** Assigned to: Dennis Odi Job status: Support : Client

**Client name** Business phone Site

David Odi +61 2 8542 7333 Techware Corporation (David Odi) Pty Ltd

David Odi 60 9542 7332 Techware Corporation (David Odi) Pty Ltd

**Job Details**

Date logged 27/04/2005 12:58:30PM Logged by Dennis Odi

Job type Support issue Contact type Support via call Priority In progress

Status Problem in Enterprise 2 calls in Enterprise 2 Reports in Enterprise

Details David called and said that their reports on helpdesk Pro v4.0.0 were locking up, the second one to call. Any other I can't see with a solution.

**Key Dates**

Date logged 27/04/2005 12:58:30PM

Date job acknowledged 27/04/2005

Date closed 27/04/2005

**Custom Details**

Field Name	Value	Field Name	Value
Technical request	0	Currently using mail?	0
Urg. Service Request	0	Self resolved	0
Other Product Purchased	0	Information related request	0
Workaround OK	0	Self Service Request	0
Brand Name	0	SQL VMS implemented Version #	0
Service and Marketing job Type	0	Fixed on 4/2/05	0
Product ID Code	0	Fixed on 4/2/05	0
Partner ID Code	0	Fixed on 4/2/05	0

**Action Log**

Action time	Action by	Action description
27/04/2005 12:58:30PM	Automatically Service Call	Action: Automatic Status and assign job
27/04/2005 12:58:30PM	David Odi	Call code to call
27/04/2005 12:58:30PM	David Odi	Job done Report: Job - Assigned to PDI
27/04/2005 12:58:30PM	Automatically Service Call	Action: Automatic Status
27/04/2005 12:58:30PM	David Odi	Job done Report: Client: Reading badge information
27/04/2005 12:58:30PM	David Odi	Call code to call
27/04/2005 12:58:30PM	David Odi	Job done Report: Client: Reading badge information
27/04/2005 12:58:30PM	David Odi	Call code to call

**Hours when job was logged**

Hour when job was logged

**HelpMaster Pro is the most flexible, template driven helpdesk software on the market.**

[www.helpmasterpro.com](http://www.helpmasterpro.com)

# HelpMaster Pro - Reporting

## What you cannot measure, you cannot manage

In order to deliver superior service and support to clients, an organization needs to have an acute understanding of their performance metrics. After all, what you cannot measure, you cannot manage. By being able to analyze data over time, you can understand how your organization responds to the needs of your clients. By regularly running statistical reports, you can identify performance bottlenecks, and respond to "hot-spots" within your organization. Conversely you can identify areas where you are meeting, or even exceeding your service level agreements.

Throughout the HelpMaster Pro suite of applications, you'll find a reporting sub-system that will assist you to keep your finger on the pulse of your workgroup activity.

## Reports for all occasions

Out of the box, HelpMaster Pro ships with over 130 different reports that cover a wide range of reporting categories. Many of the reports include charts, graphs or cross-tab objects that will present your reporting information to you in different and appealing ways. New reports are constantly being released to work with HelpMaster Pro so there should always be a report for every occasion. Each report that is run within HelpMaster Pro can be exported into over 20 different formats which makes it easy to share reports with work colleagues, post them to web sites, or include them in other documents.

## Easy to use, easy to filter

The Report Selector screen within HelpMaster Pro allows the user to quickly find the report that best suits their needs, and the powerful "Job Finder" can be used to create complex filters specify the information that you want. Once a filter has been set, you also have the option to save the filter so that it can be used on subsequent reports.

## Update existing reports or write your own

All of the HelpMaster Pro reports have been written using the award-winning Crystal Reports. The open architecture of the reporting system also allows Crystal Reports developers to update any of the existing HelpMaster Pro reports. You can customize the words, the title, the graphics, the logo, or even the formulas used. Of course, if you would like to write your own reports from scratch, HelpMaster Pro will even run these using the "Custom Reports" screen.

To assist with the creation of custom reporting, the HelpMaster Pro database has been designed with the reports developer in mind. Over 60 reporting queries exist to provide the framework for new and updated reports.

## Get more information

For further information on how HelpMaster Pro can help your business increase productivity and save money, please contact us at PRD Software.

## Some of the standard reports

### Statistical Reports

- New Jobs logged or Closed
- Per hour
- Per day
- Per week
- Per month
- Per quarter
- Per year
- Per Staff member
- Per Skill group
- Category Grouping + Count

### Detailed Reports

- Full job report
- Full job report + Asset details
- Client history reports
- Site history reports
- Monthly Action log reports + financials

### Service Level Agreement Reports

- Hours to close job vs Closed by
- Hours to close job vs Job Type
- Hours to close job vs Priority
- Days to close job vs Priority
- Days to close job vs Job Type
- Days to close job vs Closed by
- Client Job History with SLA Dates
- Site Job History with SLA Dates

### Time Distribution (trend analysis) Reports

- 12 week overview. Job type + Skill group
- 6 month overview. Job type + Skill group
- Time distribution grouped by Closed by
- Time distribution grouped by Contact type
- Time distribution grouped by Job Type
- Time distribution grouped by Priority
- Time distribution grouped by Logged by

### Client Reports

- Detail reports
- Single line reports
- Address reports

### Job Summary Reports

- Single line reports
- Age of job reports
- Client + Job description reports
- Time and cost + charts reports
- Jobs grouped by Site

### Category Comparison Reports

- Job category overview
- Job status vs Assigned to Cross-tab
- Job Status vs Job Type Cross-tab
- Job Type vs Assigned to Cross-tab
- Priority vs Job Status Cross-tab
- Priority vs Job Type Cross-tab

### "Top 10" Reports

- Top job issues
- Top clients for logging jobs
- Top sites for logging jobs
- Top job types

### Asset Reports

- Detail reports
- Single line reports
- Helpdesk History reports
- Client ownership reports

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