

## Ticket Status Summary

**Description:** The Ticket Status Report displays all ticket status types, by date range and provides the ability to drill down into each status type and see the individual detail. The detailed items are ticket#, company, date entered, date changed to status type category and current status.

**Purpose:** The intended purpose of this report is to provide the user the ability to view all individual ticket status types, group together by company for a specified date range. The user now has a consolidated snapshot of all ticket activity for a given period. This reduces the need to view this activity in multiple ConnectWise screens.

### Criteria

Parameter	Description
Begin Date	This parameter defines the begin date for the time entry period displayed.
End Date	This parameter defines the end date for the time entry period displayed.

### Report Fields

Report Field	Description	ConnectWise Screen	ConnectWise Field
Company	The company associated with the service ticket.	Service Board	Company
Current Status	The latest status type of the ticket.	Service Board	Status
Date Change To	The column is used to capture that date/time that the ticket was changed to its respective status type.		
Date Entered	The date that the ticket was created.	Service Board	Time Entered
Ticket Number	The unique number assigned to a ticket.	Service Board	Ticket#

### Report Calculations

Calculation	Description
Average Time to Status (Hours)	The average time it takes, once a ticket has been entered into the system, to attain the status type.
Number of Tickets in Status	The number of tickets under a ticket status type that still remain in the status type and have not been closed.