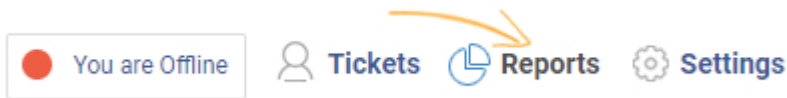


How to Access Reports

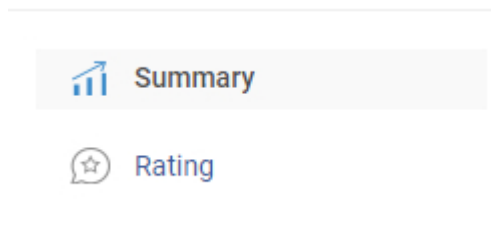
Reports display a series of graphs and bundles of numerical data, giving you an overview of your online Help Desk. This data is intended to help you optimize customer support strategy and improve its efficiency. Reports can be accessed by clicking the Reports button.



There are two types of reports in ProProfs Help Desk. They have been shown below:

(i) Summary:

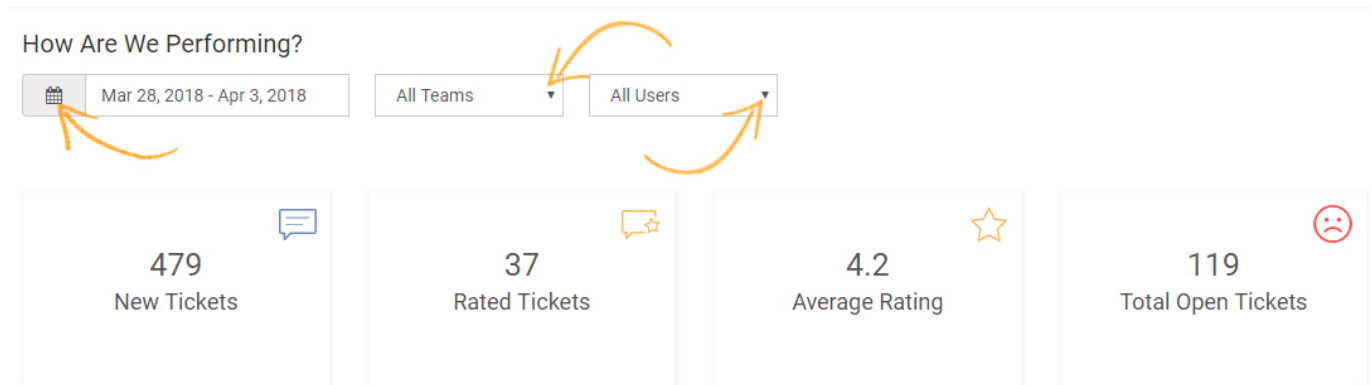
To access summary reports, click **Summary** in the Vertical menu.



Summary Reports allows access to data that enables you to assess basic questions like "Are we getting busier with more tickets?" "How many tickets are we replying to?" "Are customers rating their experience?"

The screenshot below depicts data titled "How are we performing?"

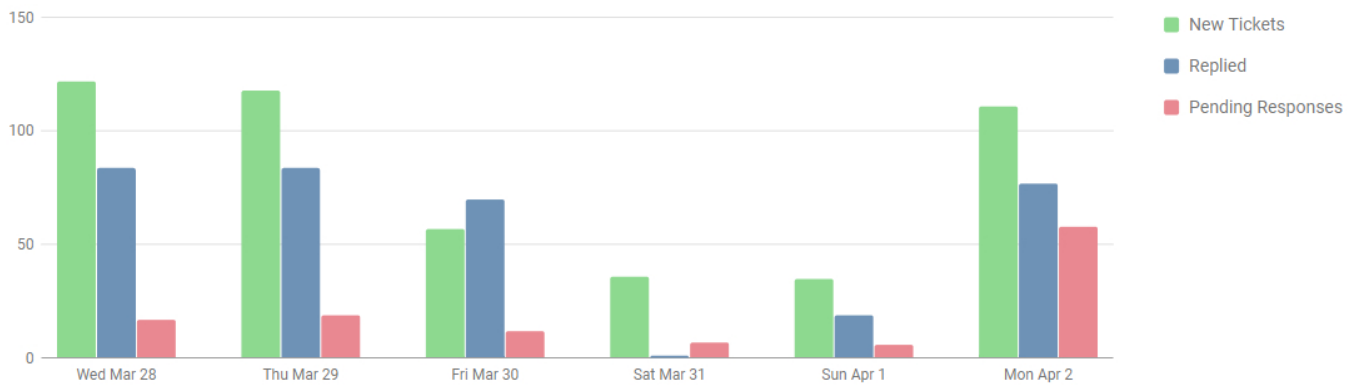
You can view data for a specific time period, a particular team, and a user.



The "Summary Report" is graphical data aimed to provide valuable insights to help you devise customer support strategy. You can view the graphical representation of data in 'Daily,' 'Weekly,' or 'Monthly' format.

Summary Report

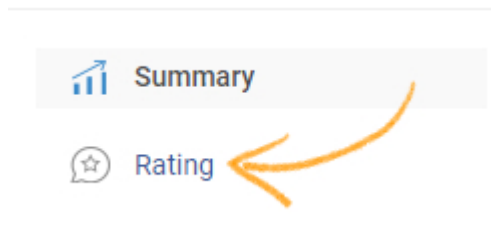
Daily Weekly Monthly



Summary reports are simple reports that show the essential data of your helpdesk.

(ii) Rating:

To access rating reports, click **Rating** in the vertical menu.

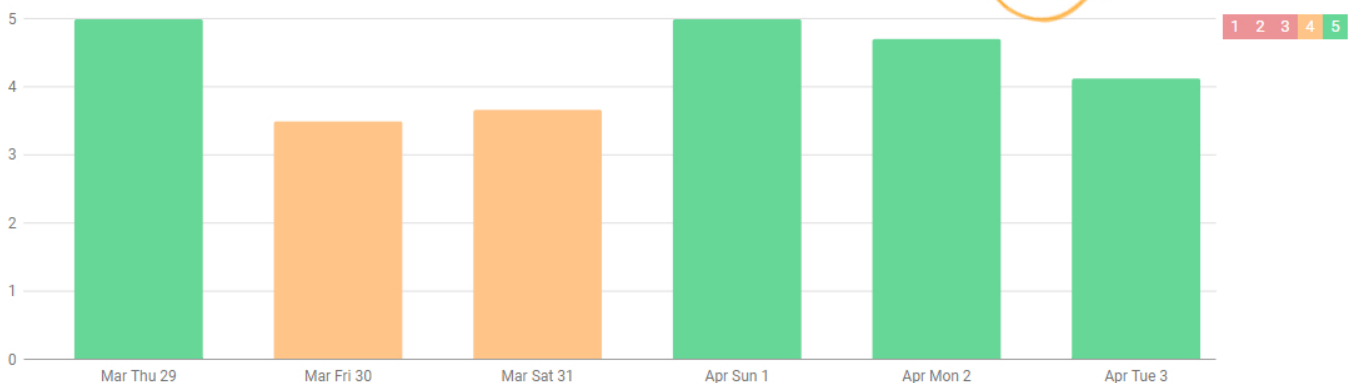


The rating provides data for specific questions like "Is our support rating improving over time?" "Are visitors happy with our support team?" "What were my recently rated tickets?"

The image below depicts the graphical representation of data for 'Support rating over time,' you can view data in different time formats.

Is our support rating improving over time?

Daily Weekly Monthly

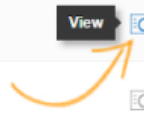


Rating reports allow access to all the rated tickets, so you can analyze your customer support. Click the 'View' button to access a particular ticket.

What were my recently rated tickets?



Visitor ↕	Operator ↕	Date ↕	Rating ↕	Feedback ↕	Ticket
Giselle Bryant	Mike	Apr 03	★★★★★	N/A	View
P Joy	Alex	Apr 03	★★★★★	N/A	
Will	Shashankh	Apr 03	★★★★★	N/A	
Attiya	Alex	Apr 03	★★★★★	N/A	
Matthew Cox	Abhishek	Apr 03	★★★☆☆	N/A	



Related Articles:

- [How to Access Help Desk Summary Report?](#)
- [How to Analyze Agent Performance?](#)
- [How to Access Help Desk Rating Report?](#)