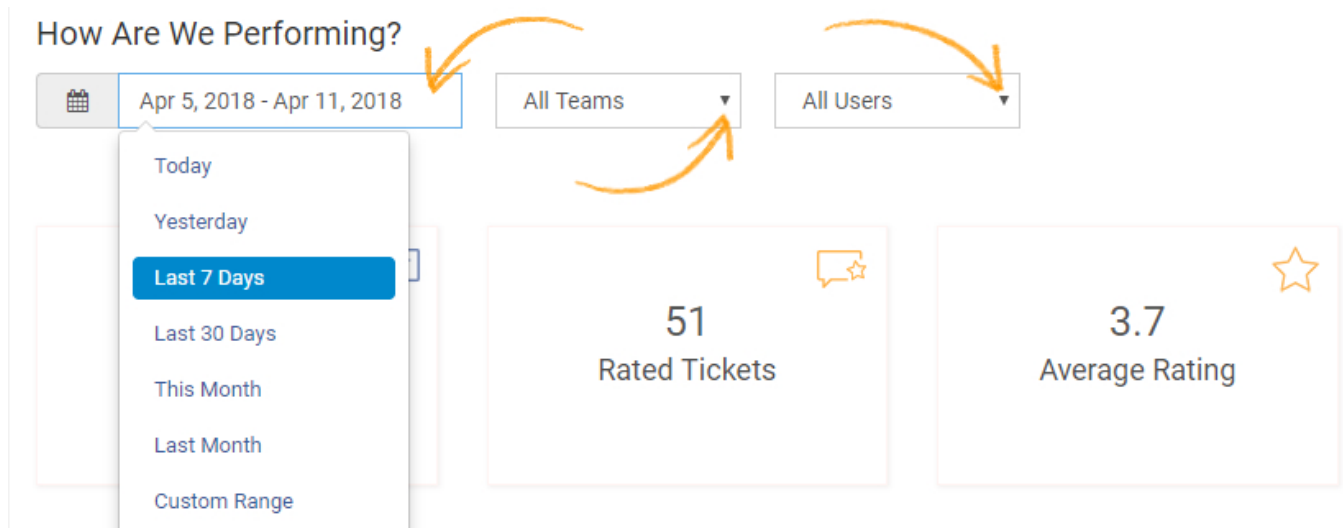


How to Access Summary Report

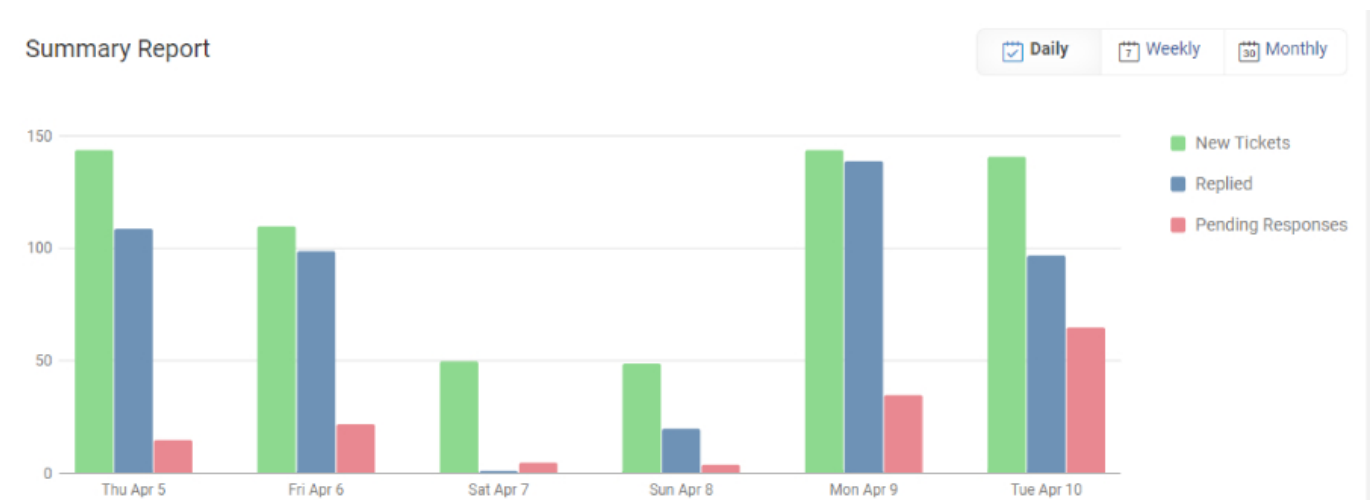
Here's how you can access Summary Report in ProProfs Help Desk:

Step 1: Navigate to "Reports," the "Summary" reports open up on default.

Step 2: Customize your report preference, select time-period, team, and user.



Step 3: The below image depicts the graphical representation of data, you select to view the bar graph in 'Daily,' 'Weekly,' and 'Monthly' mode.

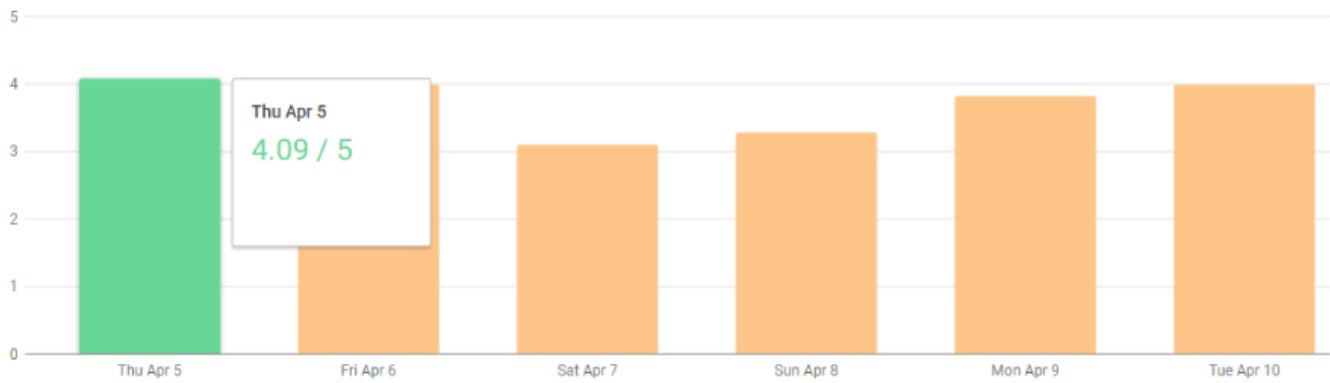


Along with the summary report, the section allows access to a bunch of other reports including 'ticket frequency,' 'customer rating,' etc.

The below image depicts bar graph data for customer ratings:

How do customers rate their experience with our team members?

Daily Weekly Monthly



How to Improve Your Customer Support

Video About: [How to Improve Your Customer Support](#)

Related Articles:

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