

# BOSSDesk – Dashboards & Reporting

## Service Management on the Cloud and On-Premise



**BOSSDesk Dashboard and Reporting** BOSSDesk has a comprehensive Reporting capability that allows for you to analyze patterns and trends that affect the performance of your IT service environment and enables you to make more informed decisions for improving efficiency. Reporting capabilities include a comprehensive array of standard reports and charts, and the customizable widgets allow Dashboards to be modified to meet the needs of all individual technicians using the system.

### Dashboard & Reporting Benefits

- **Make More Informed Decisions for Improving Efficiency**

The comprehensive reporting capability allows you to analyze the performance and enables you to make more informed decisions for improving efficiency.

- **Tracking of Key Performance Indicators Can Facilitate Informed Decision Making**

Monitoring Key Performance Indicators can be shown to track efficiency and assists in service improvement initiatives and facilitate informed decision making.

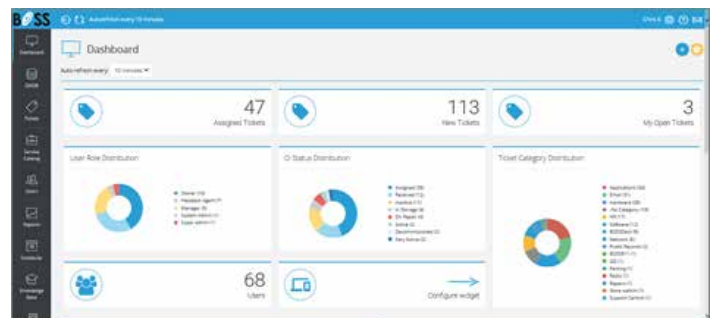
- **Dashboard and Reports Configurable For Individual Needs**

Flexibility in configuration of reporting capabilities provide management with the necessary tools and metrics to meet objectives and business needs

### BOSSDesk Dashboard & Reporting

#### ▶ CUSTOMIZABLE DASHBOARD & WIDGETS

The Dashboard is customizable for each technician are displayed on log in. Widgets can be selected and arranged as required on the screen. A large number of pre-defined widgets are available including those to display single valued counts, pie charts and simple grid reports, and many of widgets are interactive. Key Performance Indicators (KPI's) can be shown to track efficiency and assists in service improvement initiatives and informed decision making.



#### ▶ DASHBOARD DRILLDOWN & AUTO REFRESH

All dashboard widgets have a drill down capability to display all the supporting data at a click of a button. All widgets and reports have an auto refresh capability and the refresh rate can be selected from a wide range of options.

[For more information visit:](#)

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## BOSSDesk Features

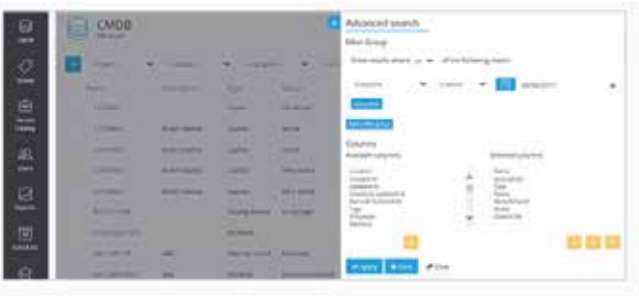
### ► COMPREHENSIVE REPORTS & CHARTS

BOSSDesk allows technicians to create charts and reports to display any variable in the system. There are various types of reports available for CMDB, Tickets, Problems, Changes, Timesheets and Users and all reports can be customized by selecting a wide range of filters to display the required information. Access to the various reports can be restricted by technician roles and reports can be printed and saved for later viewing.



### ► ADVANCED SEARCH & DATA EXPORT

Technicians and administrators can create exportable custom reports using the advanced search capability. Advanced search provides the ability for report columns to be customized and filter groups can be assigned to define scope of required report. The reports are exportable to Excel.



**INCIDENT MANAGEMENT**  
Comprehensive ticket management solution for managing incidents

**ASSET MANAGEMENT**  
Manage all types of assets across the service lifecycle

**CHANGE MANAGEMENT**  
Understand and minimize risks of changes to the IT environment

**PROBLEM MANAGEMENT**  
Find the root causes and prevent problems from impacting business

**SERVICE CATALOG**  
Easy for users to enter requests and for admins to customize

**MOBILE APPS**  
Technicians can update their work orders and track assets remotely



**SELF SERVICE PORTAL**  
Provides easy access for users to report incidents and request services.

**DASHBOARD & REPORTS**  
Reporting capability that enables effective service management.

### ► TIMESHEET & NUMEROUS OTHER REPORTS

Timesheet reports is just one of the numerous reports that can be selected and displayed with BOSSDesk. Charts and reports can be created to display any variable in the system. All reports can be customized by selecting a wide range of filters to display the required information. Access to the various reports can be restricted by technician roles and reports can be printed and saved for later viewing



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