One Point Lesson

IMSISO – USE THE SCORECARD

Version	Date	Description	Author	Sign
1.0.0	04/11/2020	Initial version	Federico Germani	

Scope of the Document

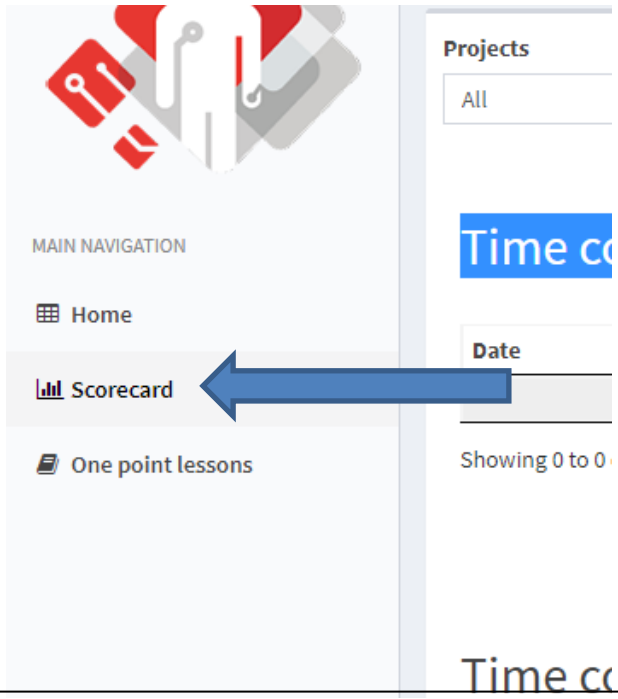
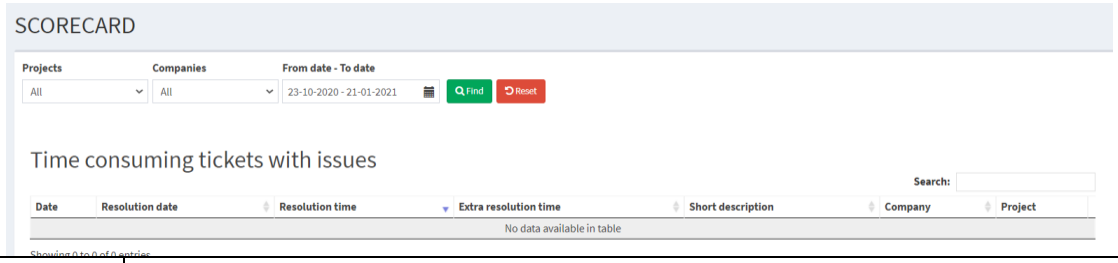
This OPL shows you the exact path to filter the tickets

The OPL is composed of 2 steps

SUMMARY

Step 1.1 – Locate the page 2
Step 1.2 – Graphs list 3

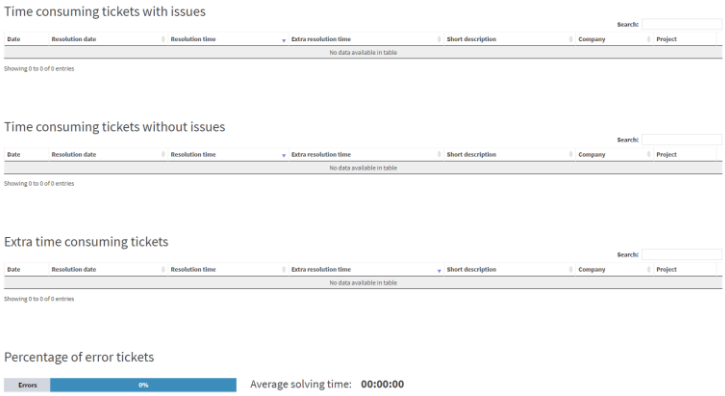
STEP 1.1 – LOCATE THE PAGE

1.1	On the right side menu, click 'Scorecard' 	
	That's the page where you should have landed. 	
Result	You opened the scorecard.	
Warning		
Exception		

STEP 1.2 – GRAPHS LIST

1.2

This is the interface of the scorecard.



The scorecard provides those tables and graphs, useful for browsing our work!

Graph/Table	Description
Time consuming tickets with issues	The table that shows the 3 most time consuming tickets with issues (the time is calculated based on the SLA).
Time consuming tickets without issues	The table that shows the 3 most time consuming tickets without issues (the time is calculated based on the SLA).
Extra-time consuming tickets	The table that shows the 3 most extra-time consuming tickets issues (the time is calculated based on the SLA).
Percentage of error tickets	The percentage of the tickets with errors.
Average solving time	The average solving time based on the SLA.
Tickets solved and tickets solved with error (UTC+1)	A graph that shows how many tickets are solved with errors and how many are not.
Average time for tickets solved and tickets solved with error (UTC+1)	A graph that shows the average time of the tickets solved and the tickets solved with error.
Sum of extra time (UTC+1)	A graph that shows the sum of extra time.

Result	You can inspect the scorecard