

## One Point Lesson IMSISO Assistance Tool Use the Scorecard

Ver 1.0.0 04/11/2020 Author Federico Germani

#### One Point Lesson

### IMSISO - USE THE SCORECARD

Version	Date	Description	Author	Sign
1.0.0	04/11/2020	Initial version	Federico	0 5
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### **Scope of the Document**

This OPL shows you the exact path to filter the tickets

The OPL is composed of 2 steps

#### SUMMARY

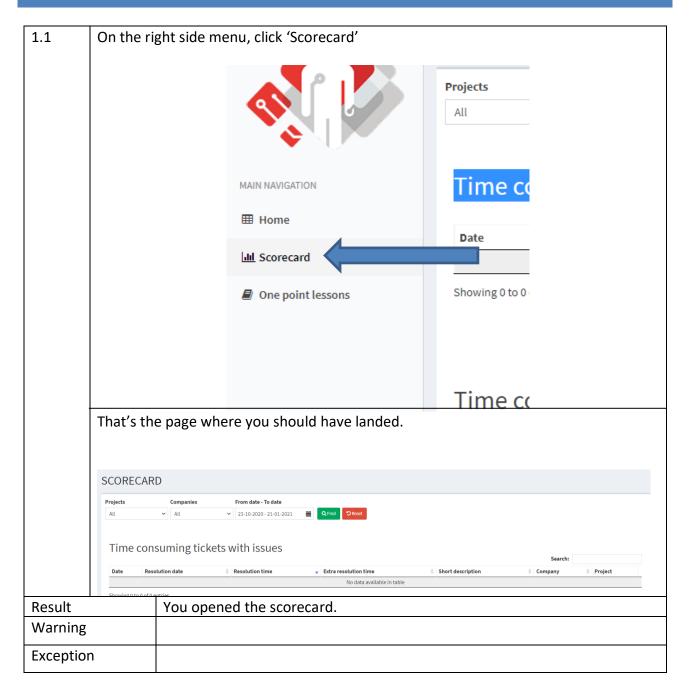
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#### STEP 1.1 – LOCATE THE PAGE





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#### STEP 1.2 - GRAPHS LIST

		e scoreca				
Time consuming tickets with issues						
Date	Resolution date	Resolution time	Extra resolution time	Short description	() Company	0 Project
			No data available in table			
Showing 0 to	o 0 of 0 entries					
Time	consuming ticke	ts without issues				
	0				Search	M .
Date	Resolution date	Resolution time	▼ Extra resolution time	Short description	Company	Project
	o 0 of 0 entries		No data available in table			
Extra t	time consuming	tickets				
Boto	Resolution date	Resolution time	Extra resolution time	<ul> <li>Short description</li> </ul>	Search Company	Project
-	NEJOULONI GINE	TO NOT THE REAL PROPERTY.	No data available in table	* Sint statisfies	Company	y Project
Showing 0 to	o 0 of 0 entries					
Percei	ntage of error tic	ckets				
Errors		0%	Average solving time: 00:00:00			

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 time is calculated based on the issues				
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