

## List of Trending Ad Hoc reports by Tickets

The reports are categorized based on the data collection frequency of tickets. They are as follows:

1. Daily
2. Weekly
3. Monthly

The list of reports available under the hierarchy is as follows:

1. Daily
  - Daily Open Ticket Trend By Owner: Daily trend of the total number of open tickets by ticket owner for the last 60 days.
  - Daily Ticket Creation Trend By Owner: Daily trend of the total number of tickets created for ticket owners for the last 60 days
  - Daily Open Ticket Trend By Type: Daily trend of the total number of open tickets by ticket type for the last 60 days
  - Daily Ticket Creation Trend By Type: Daily trend of the total number of created tickets by ticket type for the last 60 days
  - Daily Open Ticket Trend By Priority: Daily trend of the total number of open tickets by ticket priority for the last 60 days
  - Daily Ticket Creation Trend By Priority: Daily trend of the total number of created tickets by ticket priority for the last 60 days
  - Daily Open Ticket Trend By Risk: Daily trend of the total number of open tickets by ticket risk for the last 60 days
  - Daily Ticket creation Trend By Risk: Daily trend of the total number of created tickets by ticket risk for the last 60 days
  - Daily Open Ticket Trend By Owner by Average Age: Daily trend of the average age of the total number of open tickets by ticket owner for the last 60 days
  - Daily Open Ticket Trend By Owner by Standard Deviation of Age: Daily trend of the standard deviation of total number of open tickets by ticket owner for the last 60 days
  - Daily Open Ticket Trend by Stage: Daily trend of the total number of open tickets by workflow stage for the last 60 days
  - Daily Ticket creation Trend by Stage: Daily trend of the total number of tickets created by workflow stage for the last 2 months
  - Daily Top Owners of Entities Linked to Open Tickets: Daily trend of open tickets linked to entities by entity owner for the last 60 days
  - Daily Top Owners of Entities Linked to Created Tickets: Daily trend of created tickets linked to entities by entity owner for the last 60 days
  - Daily Average Length in Workflow Stages for Closed Tickets: Daily trend of average length in workflow stages for closed tickets for the last 60 days
  - Daily Standard Deviation of Length in Workflow Stages for closed tickets: Daily trend of standard deviation of length in workflow stages for closed tickets for the last 60 days
  - Daily Open Tickets Trend: Daily trend of the total number of open tickets by ticket priority for the last 60 days

- Daily Tickets Closed by Owner: Daily trend of the total number of tickets closed by ticket owner for the last 60 days
- Daily Tickets Closed by Type: Daily trend of the total number of tickets closed by ticket type for the last 60 days
- Average Age by Stage for Closed Tickets by Ticket Type: Daily trend of average age of each workflow stage for closed tickets by ticket type for the last 60 days
- Average Age for Closed Tickets by Ticket Type: Daily trend of average age for closed tickets by ticket type for the last 60 days
- Standard Deviation Age by Stage for Closed Tickets by Ticket Type: Daily trend of standard deviation of age of each workflow stage for closed tickets for the last 60 days
- Standard Deviation Age for Closed Tickets by Ticket Type: Daily trend of standard deviation of age for closed tickets for the last 60 days
- Weekly
- Weekly Average Length in Workflow Stages for Closed Tickets: Weekly trend of average length in workflow stages for closed tickets for the last 52 week
- Weekly Open Ticket Trend By Owner by Average Age: Weekly trend of the average age of the total number of open tickets by ticket owner for the last 52 week
- Weekly Open Ticket Trend By Priority: Weekly trend of the total number of open tickets by ticket priority for the last 52 week
- Weekly Open Ticket Trend By Type: Weekly trend of the total number of open tickets by ticket type for the last 52 week
- Weekly Ticket Creation Trend By Priority: Weekly trend of the total number of created tickets by ticket priority for the last 52 week
- Weekly Ticket Creation Trend By Type: Weekly trend of the total number of created tickets by ticket type for the last 52 week
- Monthly
- Monthly Average Length in Workflow Stages for Closed Tickets: Monthly trend of average length in workflow stages for closed tickets for the last 24 months