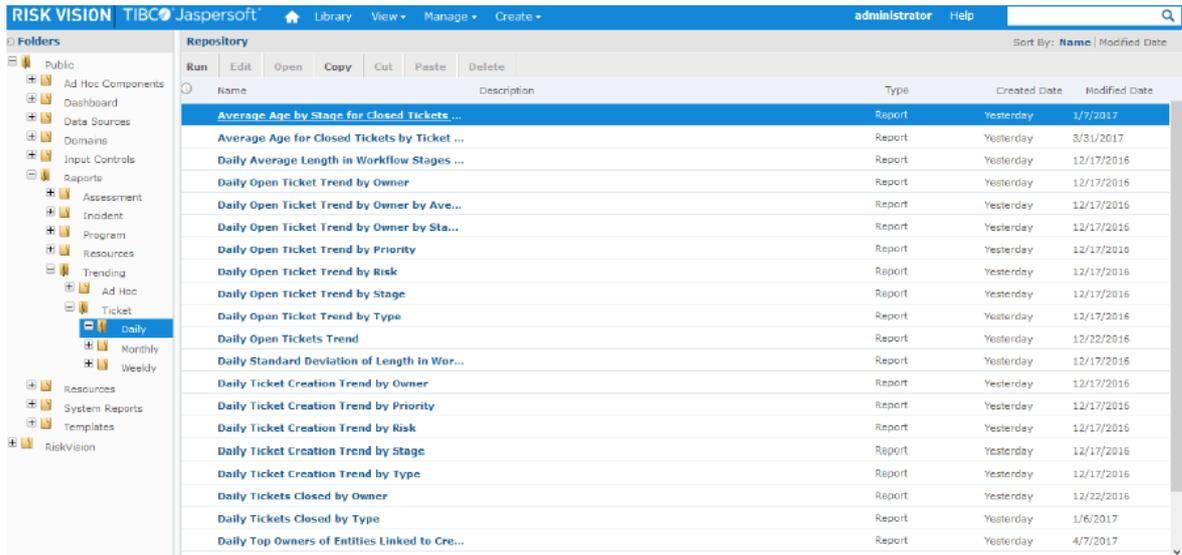


# Running A Trending Report

To run a report such as the Daily Open Ticket Trend by Owner predefined report, follow the steps below.

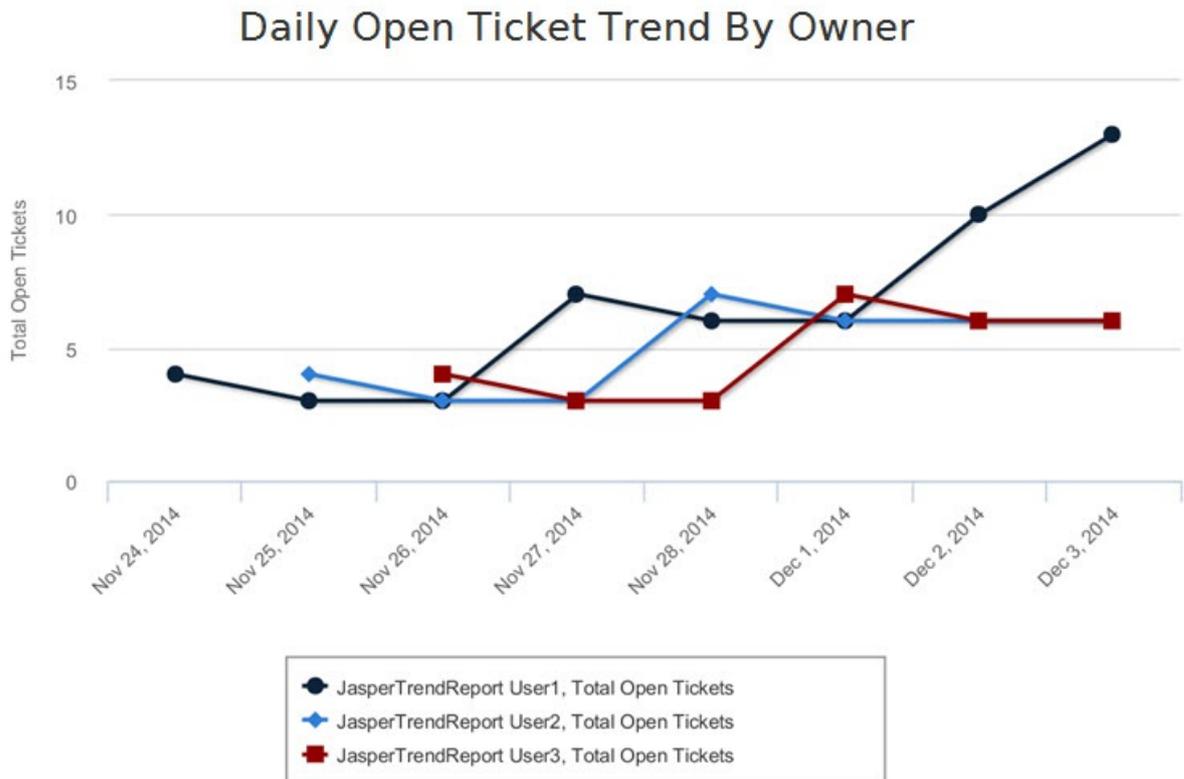
To view or run a predefined trending report:

1. Go to **Analytics > Analytics and Reporting** to launch the JasperReports Server.
2. Go to **View > Repository**, and expand the **Trending** folder under the **Reports** folder that is present in the **Public** folder.
3. Select the **Daily** folder to display the list of reports.



Name	Description	Type	Created Date	Modified Date
Average Age by Stage for Closed Tickets ...		Report	Yesterday	1/7/2017
Average Age for Closed Tickets by Ticket ...		Report	Yesterday	3/31/2017
Daily Average Length in Workflow Stages ...		Report	Yesterday	12/17/2016
Daily Open Ticket Trend by Owner		Report	Yesterday	12/17/2016
Daily Open Ticket Trend by Owner by Ave...		Report	Yesterday	12/17/2016
Daily Open Ticket Trend by Owner by Sta...		Report	Yesterday	12/17/2016
Daily Open Ticket Trend by Priority		Report	Yesterday	12/17/2016
Daily Open Ticket Trend by Risk		Report	Yesterday	12/17/2016
Daily Open Ticket Trend by Stage		Report	Yesterday	12/17/2016
Daily Open Ticket Trend by Type		Report	Yesterday	12/17/2016
Daily Open Tickets Trend		Report	Yesterday	12/22/2016
Daily Standard Deviation of Length in Wor...		Report	Yesterday	12/17/2016
Daily Ticket Creation Trend by Owner		Report	Yesterday	12/17/2016
Daily Ticket Creation Trend by Priority		Report	Yesterday	12/17/2016
Daily Ticket Creation Trend by Risk		Report	Yesterday	12/17/2016
Daily Ticket Creation Trend by Stage		Report	Yesterday	12/17/2016
Daily Ticket Creation Trend by Type		Report	Yesterday	12/17/2016
Daily Tickets Closed by Owner		Report	Yesterday	12/22/2016
Daily Tickets Closed by Type		Report	Yesterday	1/6/2017
Daily Top Owners of Entities Linked to Cre...		Report	Yesterday	4/7/2017

4. Right-click in the **Daily Open Tickets by Owner** report row, and select **Run** in the context menu.
5. After you run the report, click the  icon and choose **As PDF** to open the report in a tabbed browser. In the browser (Mozilla), go to **File > Save Page As...** to save the report. If you want to export the report as a Word document, click the  icon again and choose **As DOCX** to open the report using Microsoft Word. In the Microsoft Word application, go to **File > Save** to save the report.



6. After you run the report, click the  icon and choose **As PDF** to open the report in a tabbed browser. In the browser (Mozilla), go to **File > Save Page As...** to save the report. If you want to export the report as a

Word document, click the  icon again and choose **As DOCX** to open the report using Microsoft Word. In the Microsoft Word application, go to **File > Save** to save the report.

## Daily Open Ticket Trend By Owner

