



Reporting on Your Group's Unresolved Cases in *HelpSU*

To Show Open Cases for a Group

1. Click on Reports link on the Remedy Support Console.
2. In the Report Name* field, navigate as follows:
 - > Help Desk
 - > Case Information
 - > Open Cases
 - > Case Volume By Assignee Chart
3. Add additional search criteria to limit it to a particular Group:
 - Field 1: use pull-down menu to select "Assigned To Group+"
 - Operand: use pull-down menu to select "="
 - Value: type in name of Group, e.g. ITSS * H&S
4. To save this qualification for future use: Click "Save Qualification." Name the report format; e.g., H&S Open Cases.
5. Click "OK."
6. Click "Run Report."
7. Change "My Open Help Desk Cases" in the "Discrete Value" field to "[name] Open Help Desk Cases"
8. Click "OK."
9. Print resulting report.

To re-use the report in the future:

1. Click on Reports link on the Remedy Support Console.
2. In the Report Name* field, navigate as follows:
 - > Help Desk
 - > Case Information
 - > Open Cases
 - > Case Volume By Assignee Chart
3. Click on "Select Saved Qualification" and select from the list.
4. Click "Return Selected."
5. Click Run Report.