

Report Subscriptions

Report subscriptions is a feature that makes it possible to send different reports automatically to different email recipients at fixed intervals, e.g. daily, weekly or monthly.

We recommend that only admin users that can see all reports and all user groups and queues in statistics have access to the Statistics – Reports subscriptions page. The reason is that users can see and edit each other's Report subscriptions, and resource filters do not apply to report subscriptions.





You can create multiple report subscriptions. Each subscription contains one standard or one customised report to be sent to one or more email recipients. The report will be attached to the email as a mhtml file or excel file.

In the Report Subscriptions tab, you can create these report subscriptions for you and your colleagues, and you can see a list of report subscriptions that have previously been created and by whom.

[Home](#) » [Statistics](#) » Report Subscriptions

Report Subscriptions ?

Filter:

Subscription name	Report	Enabled	Last edited by	Delete
▶ Queue report weekly	Paals karapport	No	Paal Admin (paal)	
▶ Test månedsrapport	Details per queue	No	Paal Admin (paal)	
▶ Tores test	Simplified Queue report	No	Paal Admin (paal)	
▶ Paal's test	Details for agents (ID) incl. time logged on	No	Paal Admin (paal)	

[+ Add Subscription](#)

A report subscription must be *Enabled* to result in emails being sent.