

Customer Requests Workload Report

FREE, FAST and EASY way to inform customers for the time spent on their requests via the JIRA Service Desk user portal.



[Help Center](#)

Requests

Open requests | Created by me | Any request type | Search for requests

Type	Reference	Summary	Service desk	Status	Requester
	ISD-1	What am I looking at?	Internal Service Desk	WAITING FOR SUPPORT	admin
	ECS-1	What am I looking at?	External Customers Service	WAITING FOR SUPPORT	admin
	ISD-1	What am I looking at?	IT Service Desk	WAITING FOR SUPPORT	admin

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Requests Workload Report

Any status | Created by anyone | Any request type | Start of month | Export

Type	Reference	Summary	Status	Requester	Time Spent
Service Request	ISD-1	What am I looking at?	WAITING FOR SUPPORT	admin	6h
Support	ECS-1	What am I looking at?	WAITING FOR SUPPORT	admin	1h
					Total: 8h

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