OOTB Reports in Cora OpsManager

Following are the main/Out-of-the-box reports available in Cora OpsManager:

Report Name	Parameters for Search	Description	Presented Columns
Aging of open cases	• Team • From date • To date	Based on team, start date, and end date, will show all these cases if the status is **not** Rejected, Closed, Pending Closure, or Closed as Spam.	Case ID, Case Subject, Request By, Open Date, Age, Requestor Email, Case Status, Target Date, Priority, Case Type, Country
Awaiting Response Cases	• Team • From date • To date	Based on team, start date, and end date, will show all open cases that are awaiting any response.	Case ID, Team Name, Creation Date, Current Target Date, Target Date Passed, Target Date will Extend, Last Email Sent Date, Last Email Sent By, Mail Recipients, Sending Reason, Time Open in Awaiting Response (Hours)
Case Statuses History	• Case ID	Based on the Case ID, will show the case status history.	Status Name, Status Changed Date, Status End Date, Changed By
Cases Closed Today	• Team	Based on team, will show all the cases that have been closed in the current date (Includes Statuses Rejected, Closed, Pending Closure and Closed as Spam).	Case ID, Case Subject, Case Status, Open Date, Closed Date, Target Date, Priority, Closed By, Reason Text
Cases Origin	• Team • From date • To date	Will show the number of cases opened per channel.	Input Channel, Case Count
Cases Owner	• Team • Case ID	Will show the current owner of the selected case (Excluding Statuses Rejected, Closed, Pending Closure & Closed as Spam).	Current Owner
Case Resolved by Operator Against SLA	• Team • Operator	Based on team and operator/all operators, will show for each case if it met the SLA or not (includes Statuses Closed & Pending Closure.	Operator, Team Name, Case ID, Case Subject, Requestor Email, Open Date, Closed Date, Target Date, Priority, Case Type, Country, In SLA
Cases Response Time Compliance	• Team • From date • To date	Will show the cases response time compliance within a date range.	Case ID, Team Name, Case Assignee, Case Status, Last Respond By, Last Met Not Met
Open Cases by Operator	• Team • Operator	Will show all the cases that are not in statuses Closed, Rejected, Pending Closure or Closed as Spam per operator.	Case ID, Operator, Case Subject, Case Status, Open Date, Target Date, Priority, Case Type, Country
Operator Measurements	• Team • Operator • From date • To date	Will show the cases closed by an operator of a team, within a date range.	Team Member, No. of Cases Closed, Average Closure Rate, %Meeting SLA, %Accuracy
Rejected Cases with Reasons	• Team • From date • To date	Based on the selected team and date range, the report will show all the rejected cases.	Case ID, Case Subject, Rejected Date, Reason, Country
ReOpened Cases Pending Closure	• Team • From date • To date	Will show all the cases that were re-opened after the status was "pending closure".	Case ID, Case Subject, Current Case Status, Requestor Name, Creation Date, Closed Date, Re Open Date

Report Name	Parameters for Search	Description	Presented Columns
On Hold Cases	• Team • From date • To date	Based on the selected team and date range, the report will show all the cases that are on hold.	Case ID, Case Subject, Reason, On Hold Date, On Hold Duration (Hours), Change To, On Hold By, Current Target Date, Target Date Will Extend
Response Time Compliance History by Case ID	• Case ID	Based on Case ID, will show the case response time compliance history.	Case ID, Time, User Name, Respond By, Comment, Met
Search Cases by ID	• Case ID	According to the entered Case ID, the report will show the Case details.	Case ID, Case Subject, Requestor Email, Team, Assignee, Case Status, Open Date, Target Date, Priority, Category, Case Type, Case Sub-Type, Country
Team Measurements	• Team • From date • To date	Will show the team performance.	Team Name, Total Cases, No. of Cases Closed, Average Closure Rate, %Meeting SLA, %Accuracy
Cases Per Case SubType	• Team • From date • To date	Will show number of cases per sub type for all cases that have been opened within the selected date range.	Case Sub-Type, Case Count
Time From Case Creation To Case Resolution	• Team • From date • To date	For all cases that have been closed within the selected date range, the report will calculate and present the time taken to close the case. Includes statuses Closed & Pending Closure.	Case ID, Case Subject, Case Status, Open Date, Closed Date, Priority, Time Difference
Total Cases Received In Date Range	• Team • From date • To date • Country	Will show all the cases present in the system for the specified team within the selected date range.	Case ID, Case Subject, Requestor Email, Team Name, Category, Case Status, Open Date, Closed Date, Target Date, Input Channel, Priority, Case Type, Case SubType, Reason, Country
Touch Time Report	• Case ID	Will show the time details for a case.	Case ID, Creation Date, Current Case Status, First Fetch, Time to Fetch, SME Response Time, Count Times Sent To SME, Time With QC, Count Times Sent To QC, Close Date, Status Name, Longest Duration At A Status, Total Time On Case