<https://money3.atlassian.net/issues/?filter=12602>

get ticket number of start of the date set in the query

<https://money3.atlassian.net/issues/?filter=12507>

update Weekly Report and Previous week report (menu bar🡪issues🡪Filters ) by changing date range and save

<https://money3.atlassian.net/secure/Dashboard.jspa>

refresh above page (dashboard🡪weekly report dashboard) to get updated data from Weekly Report and Previous week report

<https://money3.atlassian.net/projects/HELPDESK/reports/sla>

get SLA data

produce report

# Weekly Report for Management

## Helpdesk

1. ~~Copy this week to last week (summary, priority, pie chart)~~
2. Get start ticket

project = "MONEY3 Help Desk" AND status was not in (CLOSED, Resolved, "Ready for Rollout", Done, Disposed) on ("2016/07/31 00:00") AND createdDate < "2016/07/31 00:00" ORDER BY createdDate ASC

1. Update ‘Helpdesk weekly – created’ and ‘helpdesk previous week- Created’ filter with new date range
2. Go to weekly report for management dashboard, get new ticket number, priority number and pie chart
3. Update helpdesk weekly-resolved filter with new date range, get resolved ticket number

## Laps Project

1. ~~Copy this week to last week (summary, priority)~~
2. Get new ticket by running

project = "LAPS Project" AND created >= 2016-07-31 AND created <= 2016-08-06 ORDER BY createdDate ASC

1. Get resolved ticket by running

project = "LAPS Project" AND resolved >= 2016-07-31 AND resolved <= 2016-08-06 ORDER BY createdDate ASC

1. Get Priority

project = "LAPS Project" AND created >= 2016-07-31 AND created <= 2016-08-06 and priority=1 ORDER BY createdDate ASC

## IT Project

1. ~~Copy this week to last week (summary, priority)~~
2. Get new ticket by running

project = "IT Project List" AND created >= 2016-07-31 AND created <= 2016-08-06 ORDER BY createdDate ASC

1. Get resolved ticket by running

project = "IT Project List" AND resolved >= 2016-07-31 AND resolved <= 2016-08-06 ORDER BY createdDate ASC

1. Get Priority

project = "IT Project List" AND created >= 2016-07-31 AND created <= 2016-08-06 and priority=1 ORDER BY createdDate ASC

## APL

1. Dashboard-weekly report for management to get total issue of each projects
2. project = "APL Bug Fixes" and status not in (Resolved,Closed,Done)
3. project = "APL Development" and status not in (Resolved,Closed,Done)
4. project = "Broker API" and status not in (Resolved,Closed,Done)
5. project = "EziDebit Integration" and status not in (Resolved,Closed,Done)
6. get new tickets

project in ("APL Bug Fixes","APL Development","Broker API","EziDebit Integration") AND created >= 2016-07-31 AND created <= 2016-08-06 ORDER BY createdDate ASC

1. get resolved tickets

project in ("APL Bug Fixes","APL Development","Broker API","EziDebit Integration") AND resolved >= 2016-07-31 AND resolved <= 2016-08-06 ORDER BY createdDate ASC

## Web

1. Dashboard-weekly report for management to get total issue of each projects
2. project = "Member Area" and status not in (Resolved,Closed,Done)
3. project = "Full Online Application Form" and status not in (Resolved,Closed,Done,"Ready for Rollout")
4. project = "Stage Manager - Agile" and status not in (Resolved,Closed,Done,"Ready for Rollout")
5. get new tickets

project in ("Member Area","Full Online Application Form","Stage Manager - Agile") AND created >= 2016-07-24 AND created <= 2016-07-30 ORDER BY createdDate ASC

1. get resolved tickets

project in ("Member Area","Full Online Application Form","Stage Manager - Agile") AND resolved >= 2016-07-24 AND resolved <= 2016-07-30 ORDER BY createdDate ASC