

Process for Reporting PBHD Tickets

1. Exporting the Report from Jira

- Use the **PBHD Filter** to export the report as a CSV file.
- Ensure the appropriate filter field is applied before exporting.

2. Importing the CSV into Google Sheets

- Open Google Sheets and use the existing spreadsheet [PBHD Report 2025](#).
- Import the exported CSV file into a **new sheet**.

3. Handling Large Reports

- If the report does not contain all PBHD tickets after exporting (Jira typically displays a maximum of 1044 records):
 - Use a **JQL filter** to retrieve additional tickets:

Unset

```
issueKey > PBHD-1044 ORDER BY key ASC, created DESC
```

- Adjust the JQL filter as needed to capture all relevant tickets.

4. Preparing the Report

- Locate the **Template** tab in Google Sheets.
- **Duplicate** the Template tab and rename it using the current date (e.g., **MMDDYYYY**).
- Copy the imported ticket data into the new tab.

5. Ensuring Accuracy

- Once the report is structured correctly, ensure that:
 - **Formulas** and **conditional formatting** are functioning as expected.
 - The duplicate ticket count and other key metrics are properly calculated.

6. Final Review and Distribution

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- Review the report for completeness and accuracy.
 - Share the report with relevant stakeholders as required.
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References:

- [PBHD Report Jan 2025](#)
- [All PBHD Tickets Filter \(For Reporting\)](#)