

## **PHASE 9: REPORTS, DASHBOARDS & SECURITY REVIEW**

This will come later but in documentation we mention:

### **Current Security**

- System Administrator has full access
- Tab access controlled by profile

### **Planned Reports**

- Tickets by Status
- Tickets by Priority
- Tickets by Department

### **Planned Dashboards**

- Open Tickets Summary
- Priority Heatmap
- Daily Ticket Volume