Import-Module smlets

$startdate = $(Get-Date).AddDays(-7)

#buillding folder path

$dir = $env:userprofile

$date = ((Get-Date).toString('yyyMMdd'))

$filepath = $dir.tostring() + "\" +$date + "\"

New-Item -path $filepath -ItemType Directory -ErrorAction "SilentlyContinue"

#building html style

$htmlstyle = "<style>"

$htmlstyle = $htmlstyle + "BODY{background-color:Green;}"

$htmlstyle = $htmlstyle + "TABLE{border-width: 1px;border-style: solid;border-color: black;border-collapse: collapse;}"

$htmlstyle = $htmlstyle + "TH{border-width: 1px;padding: 0px;border-style: solid;border-color: black;background-color:GreenYellow}"

$htmlstyle = $htmlstyle + "TD{border-width: 1px;padding: 0px;border-style: solid;border-color: black;background-color:palegoldenrod}"

$htmlstyle = $htmlstyle + "</style>"

#specifying file to attach to e-mail later

$filename = $filepath + "allinc.html"

#building the file and contents of all calls and piping this out a html which will be later added to the e-mail

$createdincidentsfull = Get-SCSMIncident -CreatedAfter $startdate -ComputerName <nameoripofservicemanagerserver> |

Select-Object -Property AffectedUser, ID, Status, AssignedTo |

Sort-Object -Property Status |

ConvertTo-Html -Head $htmlstyle | Out-File $filename

#getting the information from Service Manager to supply a count of respective calls.

$createdincidents = Get-SCSMIncident -CreatedAfter $startdate -ComputerName <nameoripofservicemanagerserver>

$resolvedincidents = Get-SCSMIncident -CreatedAfter $startdate -ComputerName <nameoripofservicemanagerserver> -Status "Resolved"

$closedincidents = Get-SCSMIncident -CreatedAfter $startdate -ComputerName <nameoripofservicemanagerserver> -Status "Closed"

$countresolved = $resolvedincidents.count

$countclosed = $closedincidents.count

$countpending = $countcreated - $countresolved - $countclosed

#building message content

$line1 = "Number of calls created after" + " " + $startdate + " " + "is: " + $createdincidents.count

$line2 = "Number of calls resolved created after" + " " + $startdate + " " + "is:" + $resolvedincidents.count

$line3 = "Number of calls closed after" + " " + $startdate + " " + "is:" + $closedincidents.count

$line4 = "Number of calls remaining open after" + " " + $startdate + " " + "is:" + $countpending

$messagecontent = @"

$line1 `r`n

$line2 `r`n

$line3 `r`n

$line4 `r`n

"@

$smtpserver = "enter IP address here"

$to = "enter recipient here"

$from = "enter sending e-mail here"

Send-MailMessage -To $to -From $from -Body $messagecontent -SmtpServer $smtpserver -Attachments $filename -Subject "Call breakdown"