Smart Reporting Overview

For questions or help, contact the ITSM Team.
Accessing Smart Reporting

To access Smart Reporting, after logging into ITSM, click the applications tab. At the bottom is the link for the Smart Reporting Console.
Initial Navigation

Once you access Smart Reporting (it will open in a new tab), here are some tips for navigation.

All of the reports can be accessed within the folder option. Once you click the folder any reports in that folder will be shown on the right.

(Not all reports will be visible, based on permissions)
Clicking the ellipsis will open the user box
Let’s look at the profile settings
The main features here are you can add a picture, job title, etc. You can also adjust a few other items, but the main one would be display preferences.
The main setting is the Entry Page. By default, it is set to whatever the last dashboard you accessed. But if you prefer to go straight into the reports, setting this to Browse Page will accomplish that.

The Timeline setting shows an interactive view of reports you have viewed, as well as any reports you are following.

Here are some links to documentation from the vendor:

**Accessing Smart Reporting:**


**Navigating the interface:**