# Reporting Dashboard Examples

## What It Is

Annotated examples of curated and custom dashboards in Freshservice, with guidance on what each metric means.

## Why It Matters

Enables ongoing performance monitoring, stakeholder reporting, and alignment with ITIL’s Service Level Management and Continual Improvement practices.

## Dashboards Covered

* + Incident Volume & SLA Compliance
  + Service Request Fulfillment Times
  + Change Request Outcomes
  + Knowledge Base Usage
  + Asset and License Expiry Trends

## Metric Annotations & Insights

### Incident Volume & SLA Compliance

* + Total incidents logged this month
  + % of incidents meeting first response SLA
  + % of incidents resolved within SLA target
  + High-priority incidents trend line

### Service Request Fulfillment Times

* + Average time to fulfill service requests
  + Top 5 longest open service requests
  + Request type breakdown (hardware/software/access)

### Change Request Outcomes

* + % of changes implemented successfully
  + Emergency vs Normal changes ratio
  + Change the backlog count by CAB approval status

### Knowledge Base Usage

* + Top 10 most viewed articles
  + Deflection rate: tickets vs solution views
  + Article feedback score trends

### Asset and License Expiry Trends

* + Number of assets with warranty expiring in 30/60/90 days
  + Software license renewal forecast
  + Inactive assets by last check-in date