

# iSupport<sup>®</sup> Training Course

## SQL REPORTING IN iSUPPORT

### **DESCRIPTION:**

Service desk personnel using iSupport will find tremendous value using Microsoft SQL Server Reporting Services (SSRS) to perform ad hoc reporting. SSRS works in conjunction with iSupport's data models to enable users to create very powerful, highly-filterable reports with little effort. These accurate, timely reports can be created, dispersed, and automated quickly and efficiently. SSRS reports can be set to refresh at the user's discretion, and provide instant visibility when accessed via the iSupport Desktop Dashboard. This course typically runs up to one and a half hours.

### **TOPICS COVERED:**

- Creating Ad-Hoc SQL Reports
- Using iSupport Data Models
- Report Security
- Powerful Reports for Managing Your Help Desk
- Q&A as Needed

COST: \$300 per seat  
LOCATION: Online  
SCHEDULE: 2-5 days in advance

## SQL REPORTING IN iSUPPORT

### AGENDA:

#### **SQL Reporting Requirements**

- Server and enabled components

#### **Enabling Permissions**

- Setting Report Viewer permissions

#### **Creating SQL Reports**

- Creating ad-hoc reports
  - o Using table, matrix, and chart layouts
  - o Report Design
  - o Running a report
  - o Filters
  - o Sorting and grouping
  - o Saving

#### **Using Reporting Services**

- Scheduling a report
- Report distribution

#### **Q & A as Needed**