

# Support Usage Report

(Dashboard>> Support>> Support Usage Report)

## Overview

The *Support Usage Report* interface provides a detailed overview for support incident tickets usage.

## Executive Summary table

The *Executive Summary* table provides a general overview of incident support usage by month, for the *Company* selected from the menu above the table. This is the default layout style.

Heading	Description
<i>Month</i>	The calendar month.
<i>Tickets</i>	The total number of tickets for a calendar month.
<i>Licenses</i>	The number of licenses for a calendar month.
<i>Tickets/Licenses Ratio</i>	The tickets-to-licenses ratio.
<i>Licenses (Adjusted)</i>	The number of licenses adjusted.
<i>Tickets/Licenses Ratio (Adjusted)</i>	The tickets-to-licenses adjusted ratio.

## Detail Report table

The *Detail Report* table view provides a detailed overview of incident support usage for all companies. You can narrow the report details per *Month*, *Group* details by the Company or IP Address, and select *Output* for the *Detail Report* in HTML or CSV format.

Heading	Description
<i>Who</i>	The company that issued support incident tickets.
<i>Tickets</i>	The total number of tickets issued by a company.
<i>Tickets/Month</i>	The average number of total tickets issued by a company per month.
<i>Last Ticket</i>	The date the most recent ticket was issued on.

### In This Document

### Related Documentation

- [Phone Support](#)
- [Phone Support Incidents](#)
- [Submit a New Priority Support Request](#)
- [Support Usage Report](#)
- [View Open and Closed Requests](#)

### For Developers

## Content by label

There is no content with the specified labels