# Recipe One

## 1D Table Chart - Customer Satisfaction (CSAT) Ratings

**CSAT Ratings for JSM Project**

| Satisfaction | Issues | % |
|---|---|---|
| ⭐ 1 Star | 2 | 18% |
| ⭐⭐ 2 Stars | 2 | 18% |
| ⭐⭐⭐ 3 Stars | 3 | 27% |
| ⭐⭐⭐⭐ 4 Stars | 3 | 27% |
| ⭐⭐⭐⭐⭐ 5 Stars | 1 | 9% |
| **Total** | **11** | **100%** |

1.  Click **Add Gadget.**

2.  Type **Custom Charts** in the gadget search box. Click **Add** once you've found it. The gadget will automatically be in Edit mode.

old street solutions

3. Briefly review the Splash Screen for a quick overview of Custom Charts by using the arrows to move through each slide. Once you reach the last slide, click the **rocket ship** in the top right corner to close out the Splash Screen.

4. Set the **Source** dropdown to be **Projects** and select your Jira Service Management (JSM) project.

5. In the **Chart By** dropdown, type **Satisfaction** into the search box and select the field.

6. For the **Chart Type** in the top left of the gadget, choose the **1D Table Chart** option.

7. Give your chart a Title in the **CHART TITLE** box. Name it "CSAT Ratings for JSM Project".

old street
solutions

8. OPTIONAL: On the right side in the chart configuration settings, in the **Chart By** section, rename the Satisfaction segments.
   a. Click the **pencil icon** next to the segment titled "1"
      i. In the text box, type " ⭐ 1 Star", then hit **Enter**
   b. Click the **pencil icon** next to the additional segments and rename them in a similar manner as "1".

9. Reorder the segments by clicking the 2 columns of dots next to the color picker for the segment and dragging/dropping the segments. They should be arranged in this order: ⭐ 1 Star, ⭐⭐ 2 Stars, ⭐⭐⭐ 3 Stars, ⭐⭐⭐⭐ 4 Stars, ⭐⭐⭐⭐⭐ 5 Stars.

10. Click Save in the bottom right of the gadget to lock in the configuration.

# Recipe Two

## 2D Stacked Bar Chart Showing Issues By Assignee in Each Status



**Custom Charts**

### Average Time to Resolution by Assignee

TIME TO RESOLUTION TIME ELAPSED (AVERAGE - DAYS)

- Lara: 9
- Douglas: 9
- Maria: 8
- Frederike: 8
- Miguel: 6

ASSIGNEE

Total: **8**

1. Add the Custom Charts gadget to your Dashboard.

2. Set the Source of your chart to be **Projects** and choose your **Jira Service Management (JSM) project**.

3. For the **Chart Type** in the top left of the gadget, choose the **2D Stacked Bar Chart** option.
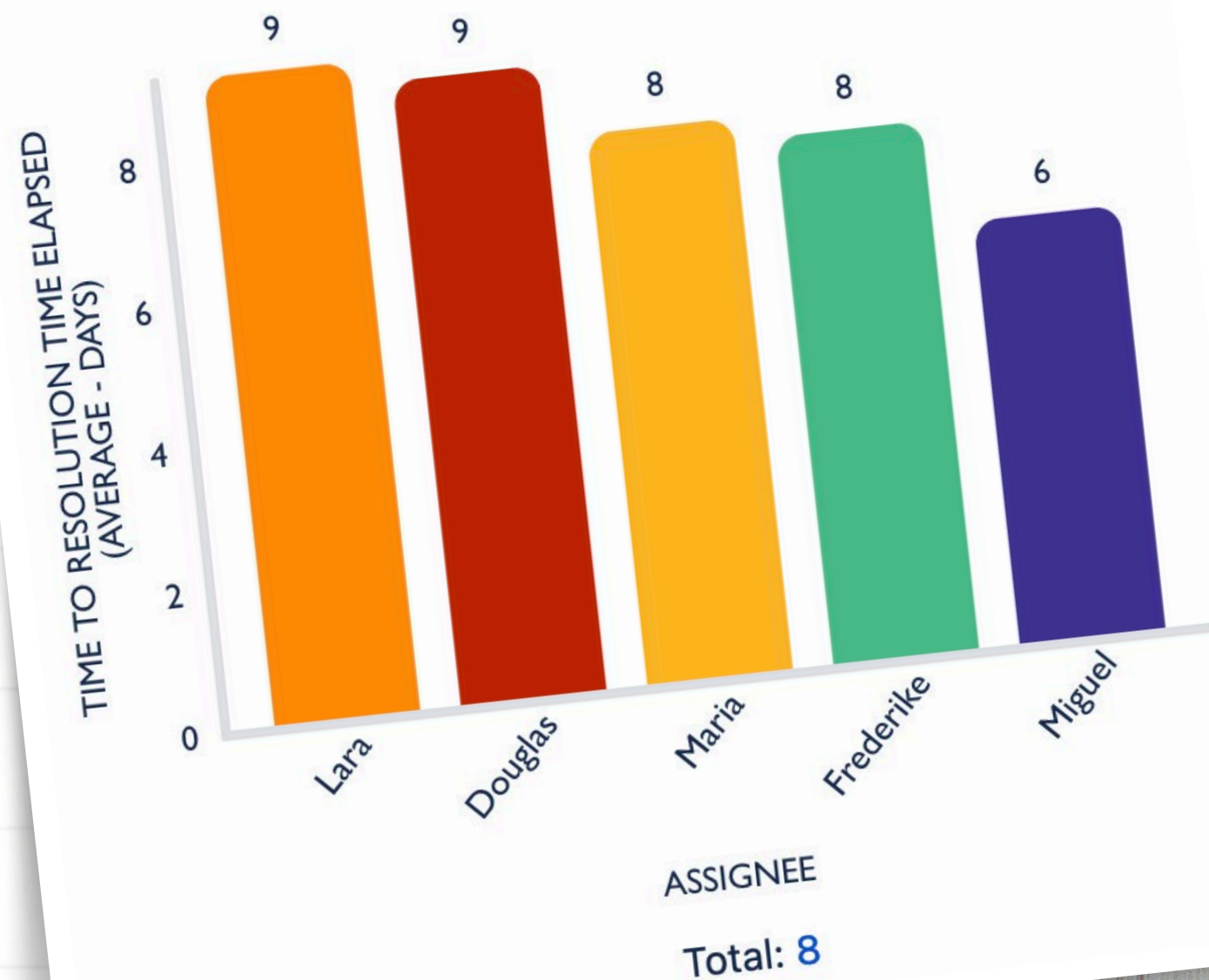
old street solutions

4. For the **Chart By** dropdown, choose **Assignee.**

5. For the **Group By** dropdown, choose **Status.**

6. Give your chart a Title in the **CHART TITLE** box. Give the chart a descriptive title!

7. 💥 Optional Challenge 💥 - in the **Chart By** settings on the right of the gadget, if you have any **Unassigned** issues, use the **trash can** icon next to the segment to hide it!

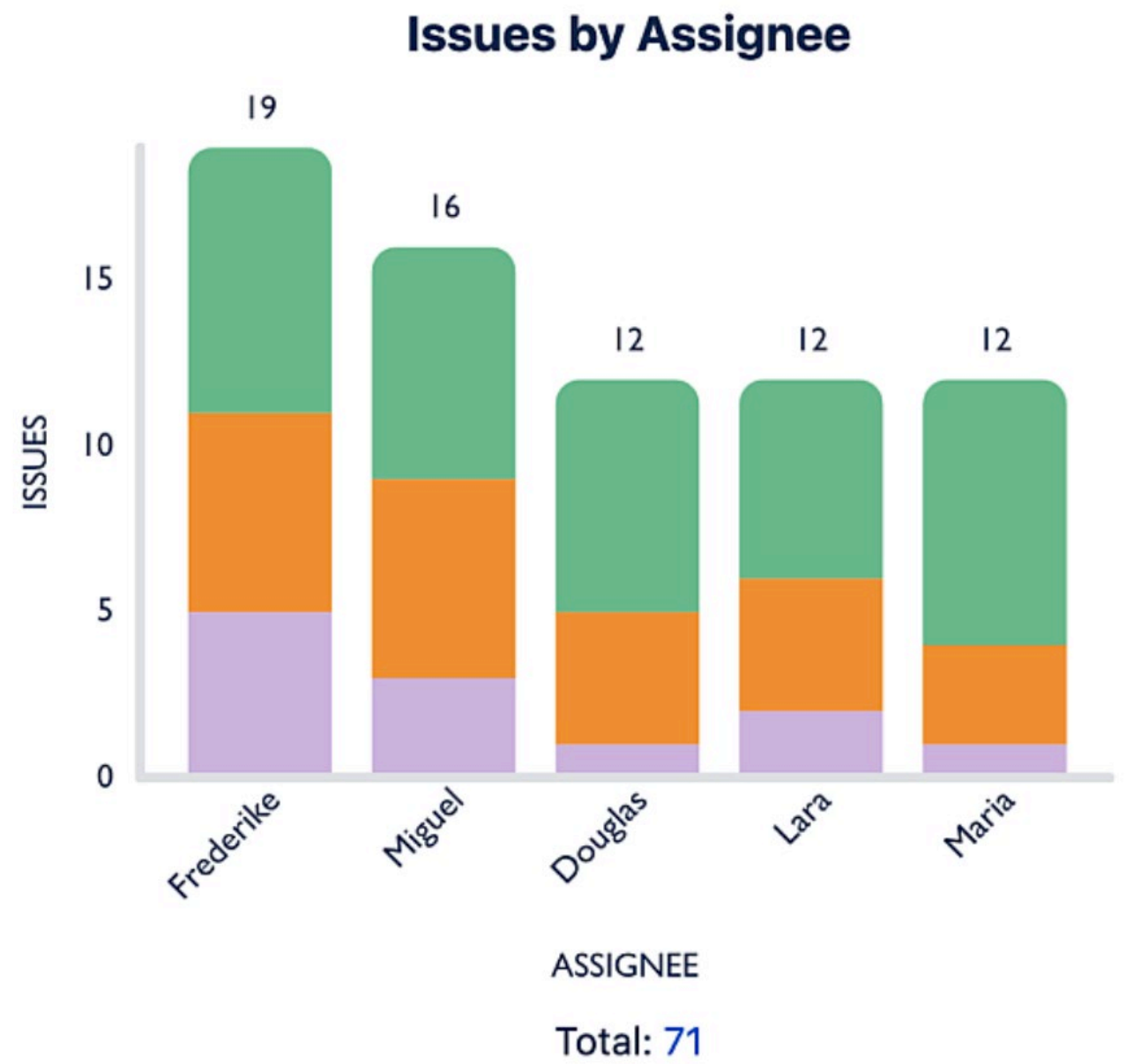8. Click **Save** in the bottom right of the gadget to lock in the chart configuration.
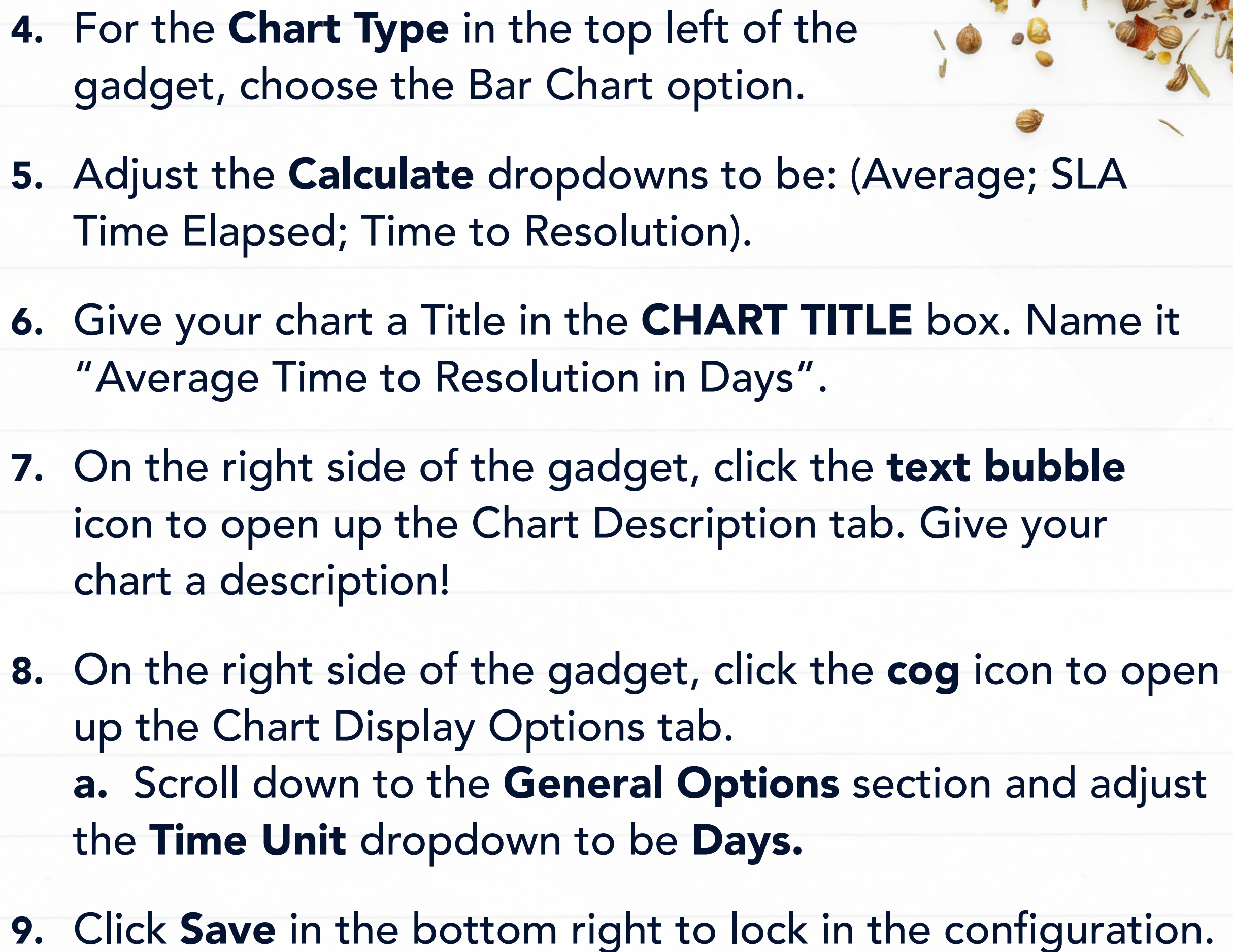
old street
solutions

# Recipe Three

## Average Time to First Response by Assignee

1. Add the Custom Charts gadget to your Dashboard.

2. Set the **Source** of your chart to be **Projects** and choose your **Jira Service Management (JSM) project**.

3. For the **Chart By** dropdown, choose **Assignee**.

## Issues by Assignee

ISSUES

19

16

12    12    12

15

10

5

0

Frederike    Miguel    Douglas    Lara    Maria

ASSIGNEE

Total: 71

old street solutions

4. For the **Chart Type** in the top left of the gadget, choose the Bar Chart option.

5. Adjust the **Calculate** dropdowns to be: (Average; SLA Time Elapsed; Time to Resolution).

6. Give your chart a Title in the **CHART TITLE** box. Name it "Average Time to Resolution in Days".

7. On the right side of the gadget, click the **text bubble** icon to open up the Chart Description tab. Give your chart a description!

8. On the right side of the gadget, click the **cog** icon to open up the Chart Display Options tab.
   a. Scroll down to the **General Options** section and adjust the **Time Unit** dropdown to be **Days.**

9. Click **Save** in the bottom right to lock in the configuration.

old street
solutions