Viewing statistics on the resolvement status

This documentation, including images, videos and text, is accurate as of Version 5.12 of Pascal.

We strive to keep our documentation up to date with each release to ensure it remains a reliable resource for our users. However, given the dynamic nature of our software development, there might be instances where changes introduced in subsequent versions are not immediately reflected in this documentation. We encourage users to refer to [the latest release notes](#) and to use the feedback mechanism for any discrepancies or requests for clarification.

The Resolvement tab in the statistics of Pascal shows the case overview in terms of unresolved hits of cases assigned to users. It includes a title with resolution status, which highlights some general statistics.

This view can be filtered on users, when no users are selected, all users will be shown in this overview.

> *If your account does not have an admin or owner role, you will not have the option to filter on users and will only see your own statistics.*

Progress

In the Progress card, the users selected in the filter are visible with some resolving information. Unresolved hits shows the percentage of hits that the user has resolved against all hits the user is responsible for. Monitored cases presents the number of cases this user is responsible for which are being monitored. The last activity of the users indicates the last time they have done an action in the Pascal organisation.

Unresolved hits

This card shows the total number of unresolved hits for all users selected in the filters at the top of this page. If no users are selected, the unresolved hits in the whole organisation are presented here.

Unresolved hits by source

This card shows per user for every source how many hits are left to resolve. All users selected in the filter will be shown in this table. If no users are selected, all users in the Pascal organisation will be shown here.

Unresolved hits by risk

This table shows the unresolved hits for every selected user, based on the risk associated with the still to resolve hits. The colour dark red indicates hits with a very high risk, red indicates a high risk, orange indicates a moderate risk, dark green indicates a low risk and light green indicates a very low risk.

Revision #4
Created 29 January 2024 15:21:18 by Sanne Janssen
Updated 29 February 2024 14:12:26 by Sanne Janssen