

## QUICK START: Community Development - Service Requests

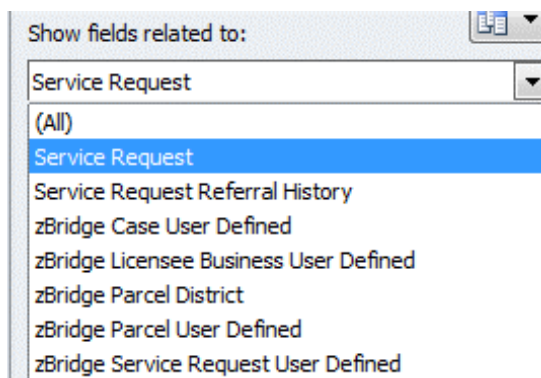
### Description

In this example, we will try to determine if we have a high number of requests from certain individuals that we end up cancelling.

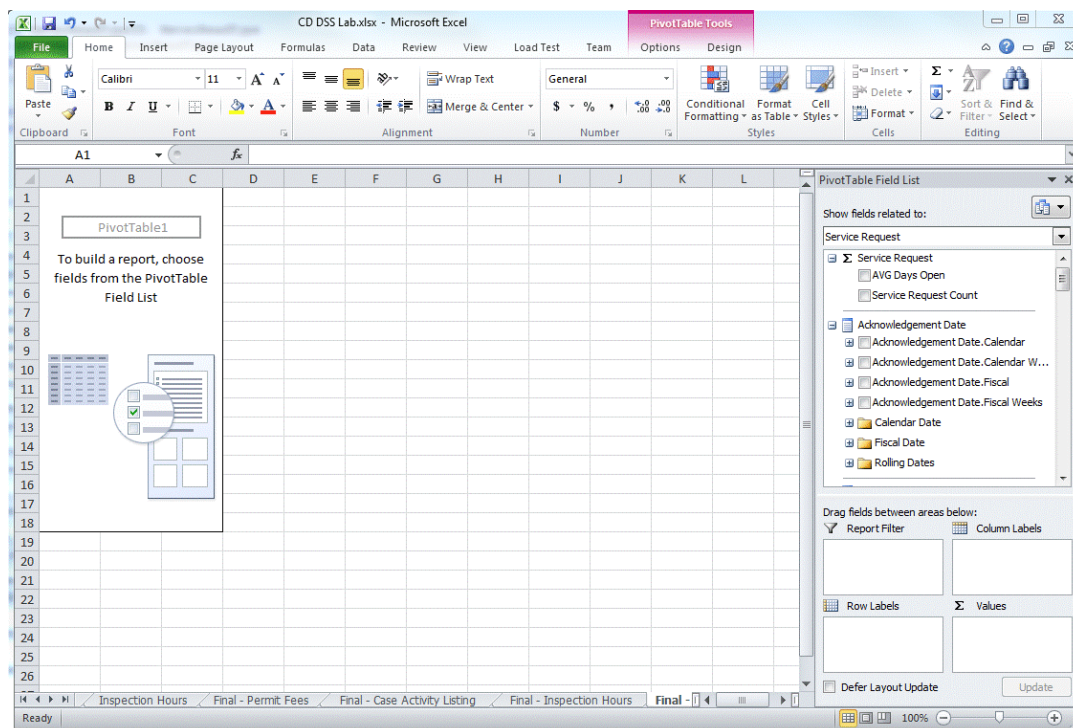
### Walkthrough

Open the **CD ServiceRequests.xlsx** template. Change the data source to the General Ledger cube as outlined in the Changing a Template's Data Source Quick Start.

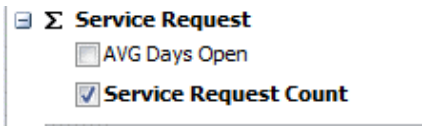
In the Pivot Table Field List, select **Service Request** from the **Show Fields Related To** drop-down list.



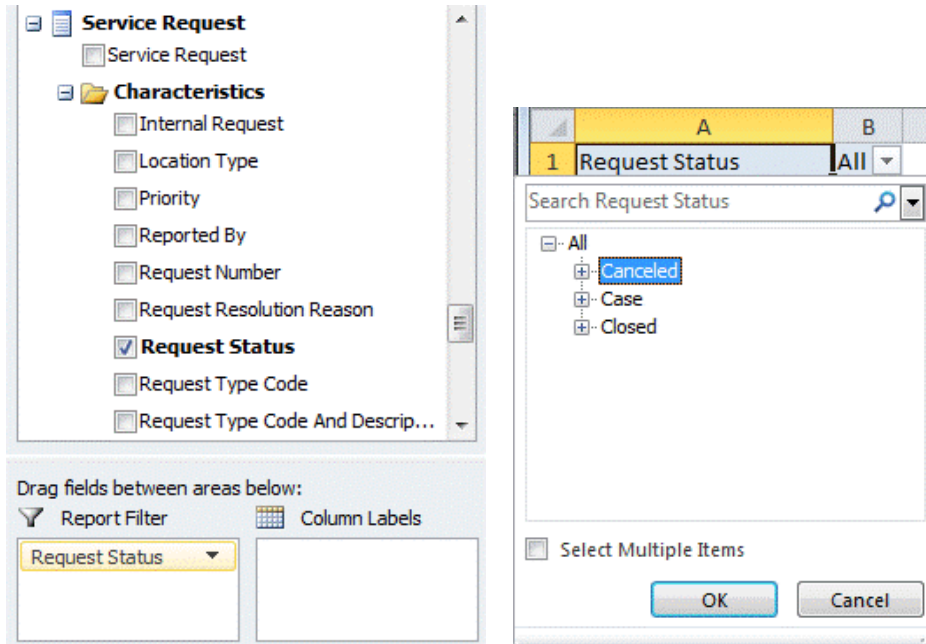
You should see the pivot table below:.



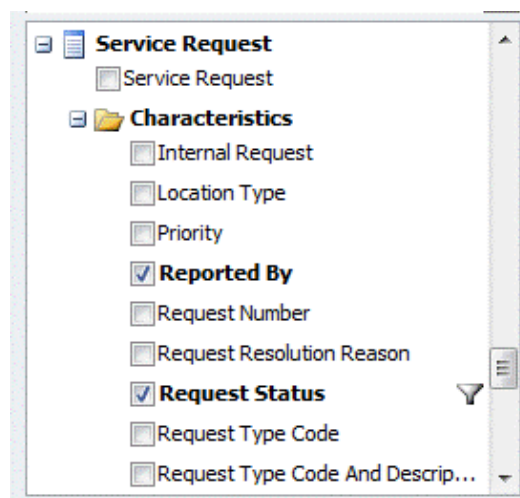
First, add the **Service Request Count** to add the total number of service requests to the pivot table.



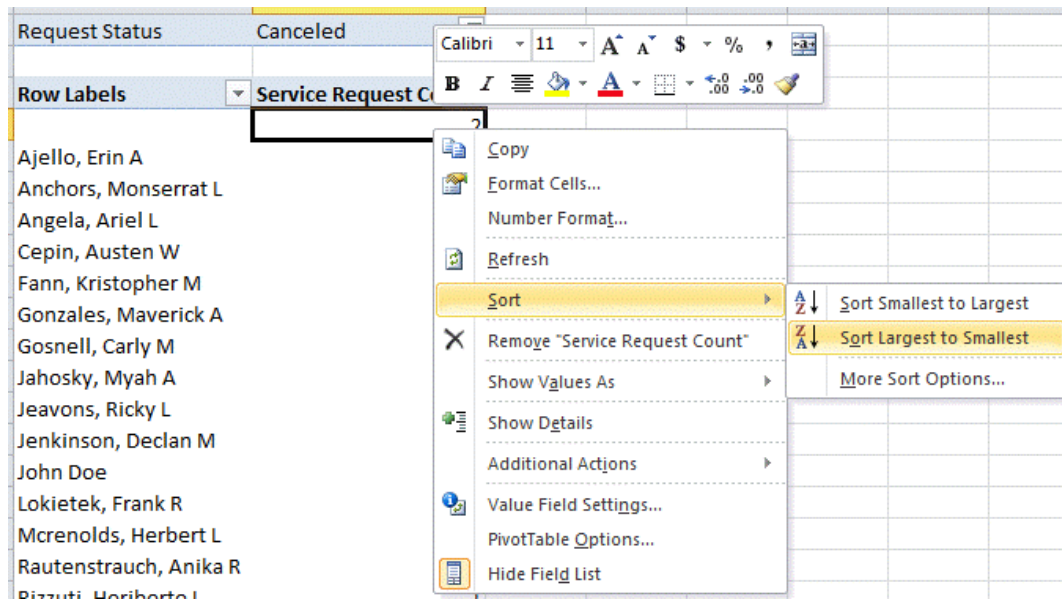
Next, filter by **Request Status** by finding it in the **Characteristics** folder under **Service Request** and dragging it to the Report Filter area. Then, select Canceled from the filter on the pivot table.



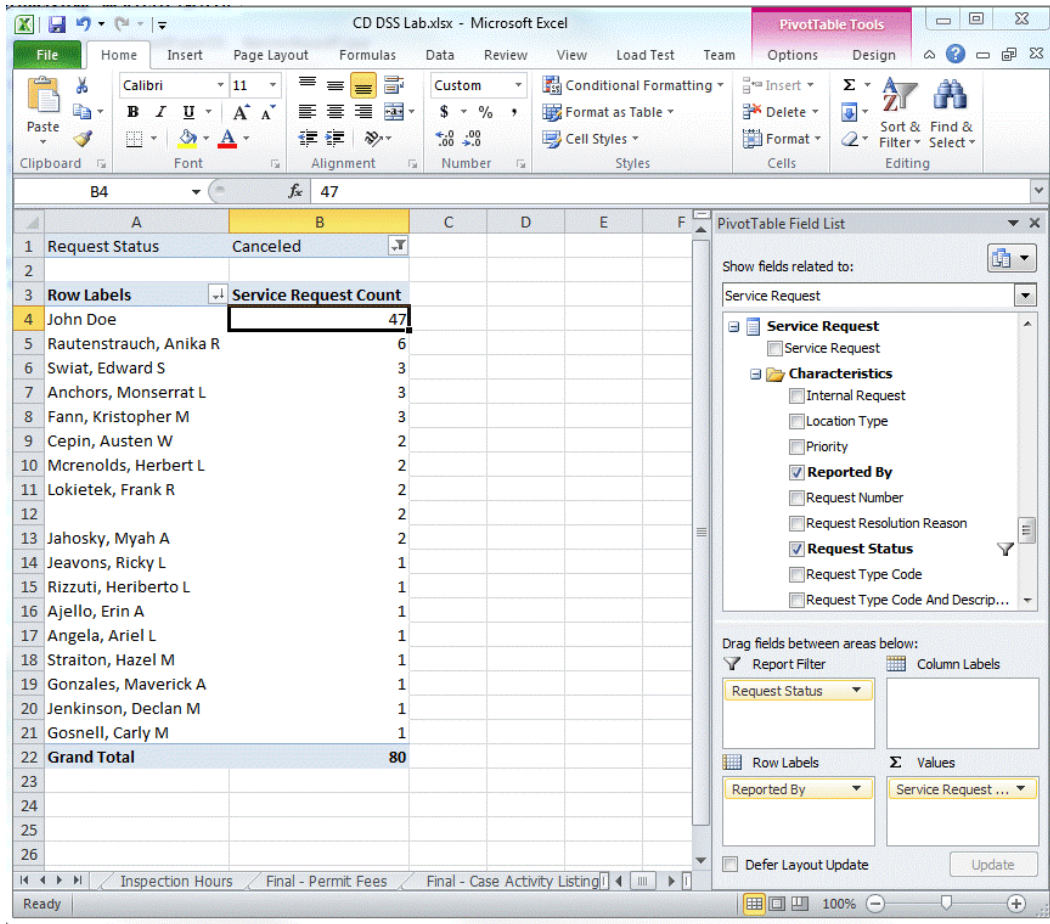
Next, select **Reported By** to break the results down by who reported the case. Reported By is also found under the **Service Request** dimension in the **Characteristics** folder.



To sort our results by the person who reported the most cancelled requests, simply right click on a Service Request Count value and choose the **Sort Largest to Smallest** option for **Sort**.



You should have results similar to this.



Row Labels	Service Request Count
John Doe	47
Rautenstrauch, Anika R	6
Swiat, Edward S	3
Anchors, Monserrat L	3
Fann, Kristopher M	3
Cepin, Austen W	2
Mrenolds, Herbert L	2
Lokietek, Frank R	2
Jahosky, Myah A	2
Jeavons, Ricky L	1
Rizzuti, Heriberto L	1
Ajello, Erin A	1
Angela, Ariel L	1
Straiton, Hazel M	1
Gonzales, Maverick A	1
Jenkinson, Declan M	1
Gosnell, Carly M	1
<b>Grand Total</b>	<b>80</b>

Some other things that may be interesting to answer using the Service Request cube.

- Is anyone consistently referred to and by who are they usually referred by?
- What are our open requests?
- How many requests are we getting each year? What types of requests are they?
- How long does it take us on average to resolve a request?