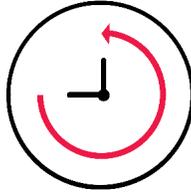


Issue History Collector

 Cprime Apps has been rebranded as Anova Apps. Please note the only effect is the company name - all of our products' names, logos, functionalities, support, etc. is exactly the same. The new location to our documentation space is <https://anovaaapps.atlassian.net>.



Issue History Collector

Issue History Collector is a Service Desk app that provides an ability to show issue duration by assignees and/or statuses.

Monitor issue duration in real time

Two issue tabs with real time statistics by assignees and/or statuses. Easy to track how long the issue was worked on in terms of users or statuses.

View total time in the specified statuses

Calculated custom field shows how long an issue has been in a particular status. There is an option to highlight the time if it exceeds specified threshold.

Reports by issues history statistics

Project reports enable you to keep track on status duration by user or time spent by user to complete a business process.

Features in Issue History Collector

We're working hard to ensure the most similar functionality in Cloud as you're used to seeing in Server. But it may not be totally the same due to different architecture between Server and Cloud Jira versions.

Feature	Server/DC	Cloud
Select certain Projects	✓	✓
Select certain Status	✓	✓
Custom Fields	✓	✓*
		The information is available in the Glance panel in Jira Cloud
Select Time format	✓	— Scheduled
SLA time tracking & highlight	✓*	✓
		The server version allows to set up different SLAs for different TTIS custom fields
Configuring working hours	✓	✓
Configuring non-working days	✓	✓
User/Status & Status/User Statistics Issue tabs	✓	✓
Assignee History & Issue History Statistics Reports	✓	✓
Export Report to Excel	✓	✓

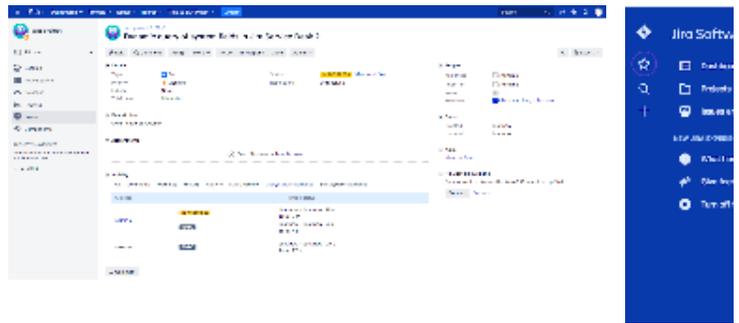
Gallery

Working Days
Non-Working Days

Time Zone:

Working Days

Day of week	Day off	Start time (Hour)	End time (Hour)
Monday	<input type="checkbox"/>	08:00	18:00
Tuesday	<input type="checkbox"/>	08:00	18:00
Wednesday	<input type="checkbox"/>	08:00	18:00
Thursday	<input type="checkbox"/>	08:00	18:00
Friday	<input type="checkbox"/>	08:00	18:00
Saturday	<input type="checkbox"/>	08:00	18:00
Sunday	<input type="checkbox"/>	08:00	18:00



ABOUT CPRIME PRODUCTS

cprime

We have and can build custom solutions to enhance the products you are currently using. Whether it's a Portfolio enhancement, custom modules or interfaces, or custom scripts that execute upon a screen/status transition we have experience and the expertise to deliver a valuable solution for you. Please visit [Cprime.com](https://cprime.com) for more information.

Contact Us

If you have any questions, contact the cPrime Products team at products@cprime.com

Please visit our [Service Desk](#) to request support, report a bug, or suggest a feature

Be sure to visit our [Welcome](#) page to get more information about other contact methods and hours of availability, SLAs, EULA and more.