

# Auto-resolution of reports in Analytics: A detailed guide

This guide explains how automatic resolution works in Freshdesk Analytics, what choices you have, and what to expect after you enable it.

## 1. The automatic resolution option

In Freshdesk Analytics, every report must now have a date range. If a report does not have one, it will be flagged and you will be asked to add it. You can go into each report and add the date range manually, but that can be time-consuming, depending on the number of reports flagged. The automatic resolution option helps by doing this for you. With your consent, Freshdesk will add a date range across all affected reports in one go.

## 2. How can you trigger automatic resolution?

You can start this process either from the Analytics home page or from an individual report.

From the **home page**, you can fix all affected reports together in bulk. Once you confirm, the updates will run in the background and can take up to 24 hours to complete.



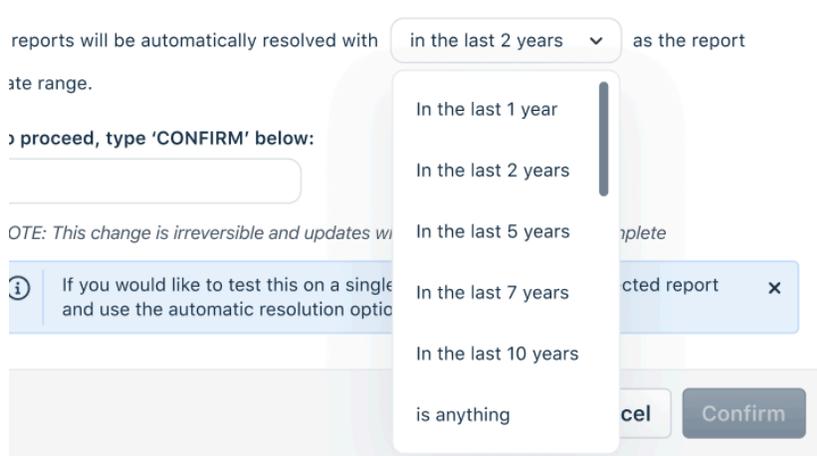
From an **individual report**, you can choose to fix just that one report. Here, the update happens instantly.



This can be a good way to verify how the automatic resolution affects the report before applying it to all reports.

### 3. Resolution options

When you start automatic resolution, you will be asked to pick a default date range. You can choose anywhere from the last 1 year up to the last 10 years. For customers who need access to complete data, there is also an “is anything” option that includes everything.



The exact set of options may differ depending on the [usage limits applicable to your plan](#).

**Note:** Larger ranges can slow down your reports, so where possible, it is recommended to select a report date range of 2 years or less for best performance.

### 4. What happens during resolution?

An explicit confirmation will be requested from you before automatic resolution is applied, as the changes made through this process are irreversible. While the resolution cannot be undone, you can still edit individual reports later if you wish to adjust their configuration. Please review and understand the impact before proceeding.

To proceed, type 'CONFIRM' below:

*NOTE: This change is irreversible and updates will take up to 24 hours to complete*

Once confirmed, Freshdesk will update the affected reports with the date range you selected. All metrics in those reports will then be filtered according to that date range.

In cases where a date range already exists but is not applied to all metrics, the system will not overwrite your selection. Instead, it will simply enable the “apply to all metrics” setting (which will apply the date range to all your metrics), keeping the original range definition unchanged.

## 5. Trying it on a single report

If you would like to see the outcome before applying it to all affected reports, you can open an affected report and use the automatic resolution option there. This will update the single report right away, so you can confirm the results and feel confident about using bulk resolution later.

## 6. A few important notes

- The resolution process is final, so once you confirm, the chosen date range cannot be undone.
- If you are resolving all reports in bulk, it may take up to 24 hours for everything to update. During that time, it is best not to edit the same reports manually.
- Also, the resolution options you will see are based on the [usage limits applicable to your plan](#).

## 7. When might automatic resolution not work?

In some rare cases, automatic resolution may not be possible. If this happens, you will receive a prompt in Analytics to resolve those reports manually.

### Request for automatic resolution of your report

⚠ Automatic resolution is not available for this report. For more information, please review the resource below:

📄 [Detailed documentation \(PDF - English only\)](#) ↗

A few examples of such scenarios include:

- Reports that use **custom metrics**.
- Reports using **future-facing date range dimensions** (for example, Timesheets “Clocked date and time”).