



The Monthly Report of Incident Trends provides enterprise and/ or site-level reporting to help improve satisfaction and prepare for guests with recurring challenges across visits. By documenting property incidents in Asgard, you have powerful analytics that provides precise reporting to review trends and make operational adjustments based on historical incidents at your property. If you have any questions or need help with this report, please contact support@katanasoft.com.

The **Monthly Report of Incident Trends** is posted on Teams. When you open the Monthly Report you can deep dive into the data from the last month.

The report contains the following visualizations:

1. Total Incidents Created and Volume by Status

An overview of how many Incidents your property created last month and the current status or outcome of each.

2. Owner versus Non-Owner Incidents

Displays the percentage of Incidents impacting each of your major guest types.

3. Types of Incidents

Number of Incidents by Department and Top 10 Incident Types.

4. Compensation Outcomes

Real cost impact of your property's Incidents during this period.

5. Incidents Types by Department

Detailed breakdown of the number of Incident Types by Department.

