**Helpdesk Ticket Analysis Report**

**1. Overview**

This report includes an analysis of the tickets created in the helpdesk system.  
Tickets have been examined based on teams, priority levels, and types, and workload distribution has been analyzed with supporting graphics.

**2. Ticket Distribution by Teams**

**Findings:**

* The **JDE Support Team** handled the highest number of tickets (249 tickets).
* The **SAP Support Team** is in second place with 190 tickets.
* The lowest number of tickets were handled by the **BPM - ProcessMaker Support Team** and **Hardware Team**.

**Comments:**

* The SAP and JDE teams have a high workload, and the support process may need optimization.
* The lower number of tickets in other teams suggests that there may be an imbalance in workload distribution.

**Added Graphics:**

* Ticket Distribution by Teams (Pie Chart) – Percentage Representation
* Ticket Distribution by Teams (Horizontal Bar Chart) – Numerical Representation

**3. Ticket Distribution by Priority Level**

**Findings:**

* **Normal priority** tickets have the largest share at 62% (339 tickets).
* **High priority** tickets account for 21% (115 tickets).
* **Emergency tickets** make up 10% (53 tickets).
* **Low priority** tickets have the lowest count (41 tickets, 7%).

**Comments:**

* Since emergency tickets are critical, their resolution times should be analysed and accelerated.
* High priority tickets also have a significant share; their progress in the process should be monitored, and prioritization should be managed accordingly.
* Normal priority tickets constitute the largest portion, so workflows should primarily focus on managing these tickets.
* Low priority tickets are fewer in number and may not significantly impact workflows.

**Added Graphics:**

* Ticket Distribution by Priority Level (Pie Chart) – Percentage Representation
* Ticket Distribution by Priority Level (Column Chart) – Numerical Representation

**4. Ticket Distribution by Type**

**Findings:**

* **"Incident / Problem"** type tickets make up **68% of the total (374 tickets).**
* **"Request"** tickets are lower in number, with **174 tickets.**

**Added Graphics:**

* Ticket Distribution by Type (Column Chart)

**5. Conclusion and Recommendations**

* **Workload imbalance:** The JDE and SAP Support teams have the highest workload, and additional support may be needed for these teams.
* **Management of priority tickets:** The resolution time for emergency tickets should be analysed, and critical situations should be expedited.
* **High priority tickets** should be tracked throughout the process, and prioritization should be adjusted accordingly.
* **Preventive actions based on ticket types:** The most common **Incident / Problem** types should be identified, and recurring issues should be addressed with permanent solutions.