IT Help Desk Data

Source:

Background:
This data is from an Information Technology (IT) department interested in examining how quickly issues are resolved and improving satisfaction of customers

About the data:

A total of 100,000 rows. Each row in the data includes:
- employee who submitted the ticket
- employee's seniority within the company
- IT employee who serviced the ticket
- functional area against which the ticket was filed (systems, software, hardware, access)
- whether the ticket was a request for new services or an issue with existing services
- submitter-assigned severity of the ticket
- IT-assigned priority of the ticket
- number of days the ticket was open
- satisfaction with the resolution of the ticket (reported by the submitter)