



Performance Dashboard

2/9/2022



10/1/2022



448

Count of id

317

Count Resolved

131

Count Unresolved

6.97

Average time for resolution

Category



All



Subcategory



All



Priority



All



Assignee



All



Resolution



All



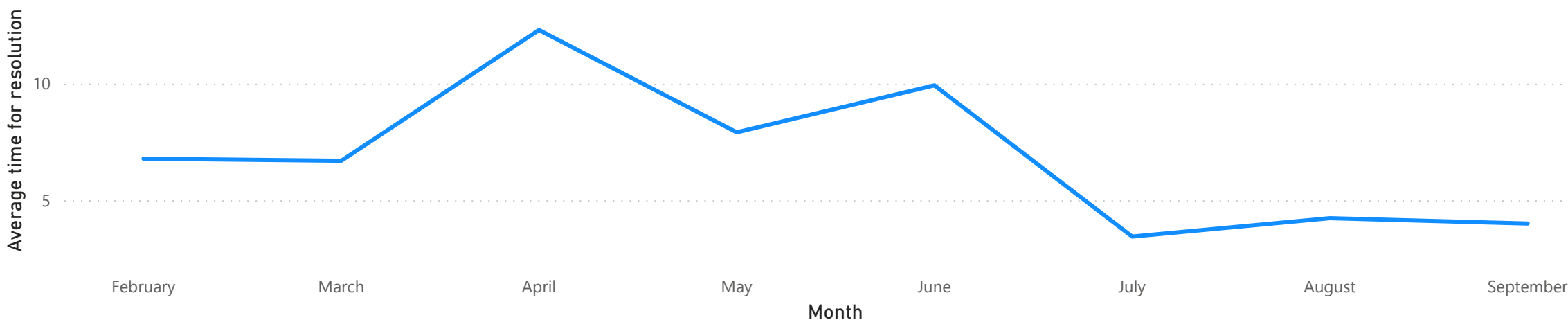
Owner



All

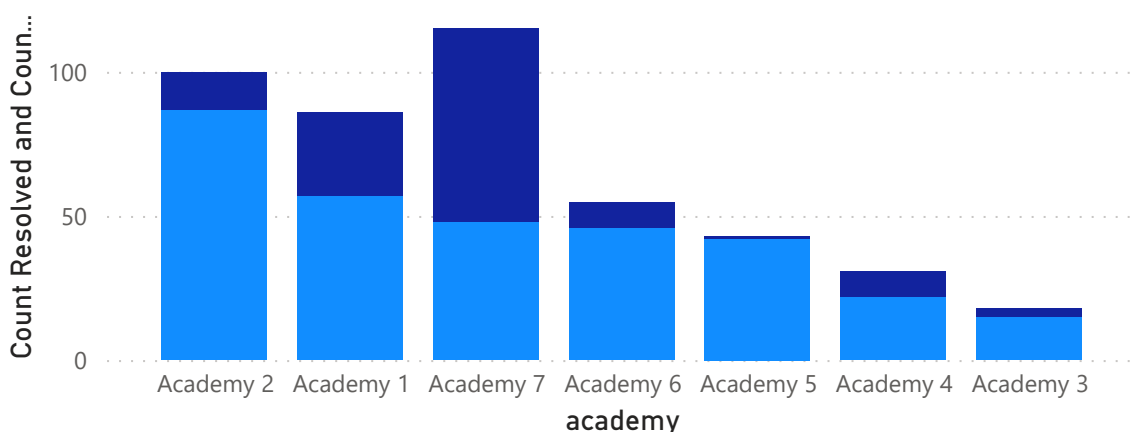


Average Time for Resolution



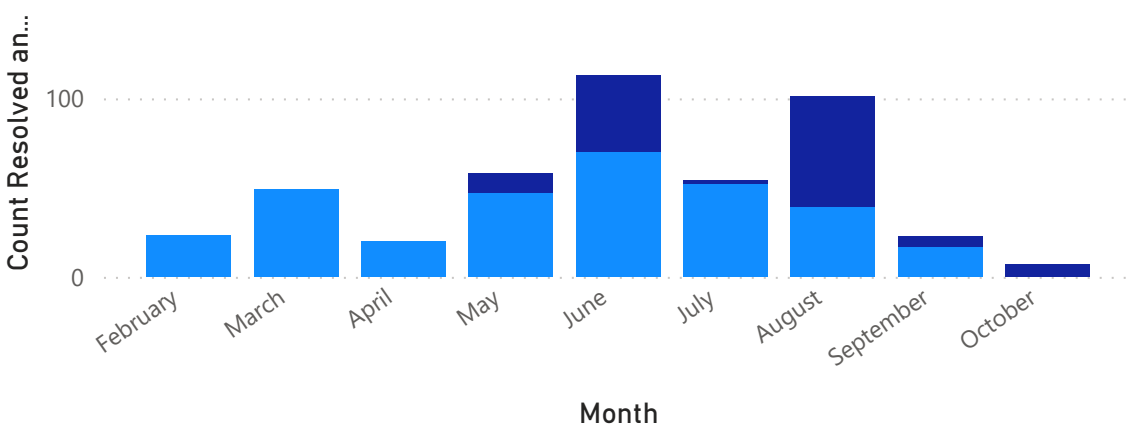
Total Resolved and Unresolved Tickets by Academy

Count Resolved Count UnResolved



Total Resolved and Unresolved Tickets by Month

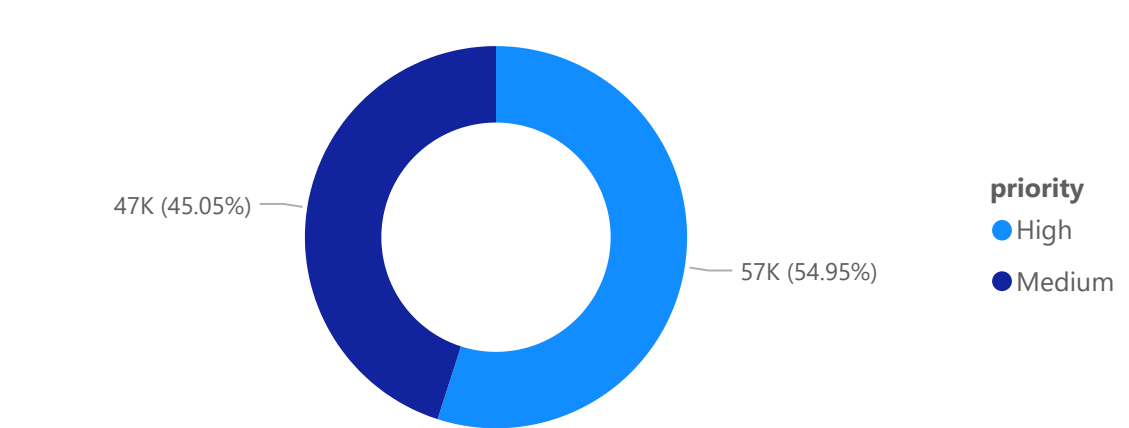
Count Resolved Count UnResolved



Total Tickets by Month

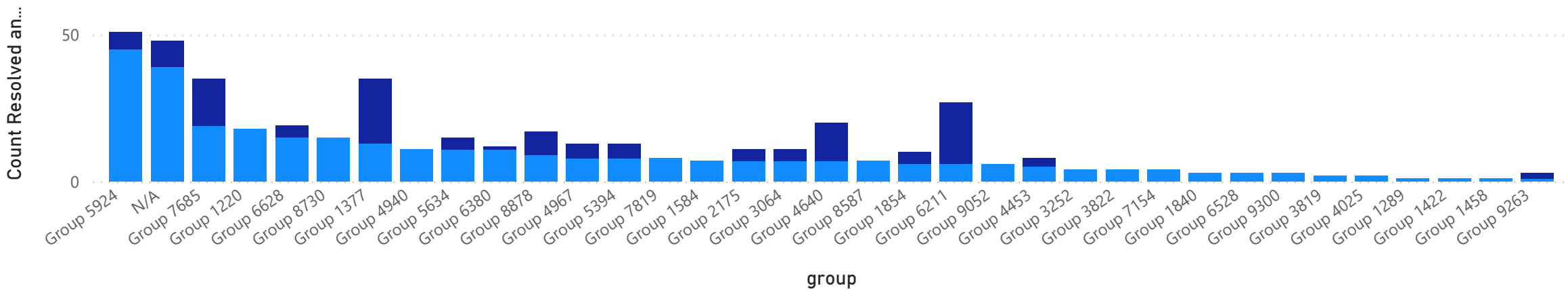


Total Tickets by Priority



Total Resolved and Unresolved Tickets by Group

Count Resolved Count UnResolved



Top 5 instructors by total addressed tickets

assignee	Sum of id	Count Resolved	Count UnResolved
Camylle Becker	23064	65	6
Jeff Marks	5088	55	12
Mrs. Golda Bergstrom Jr.	11448	41	2
Dwight Schaden	5776		16
Mazie Ratke	4979		15
Total	50355	161	51

Top 5 users by total created tickets

Owner	Sum of id	Count Resolved	Count UnResolved
Camylle Becker	24047	3	58
Julia Jacobs Jr.	9171	6	36
Miss Raquel Roberts	5258	12	8
Mrs. Golda Bergstrom Jr.	7050	24	
System	12823	39	9
Total	58349	84	111