Count of Ticket by Month
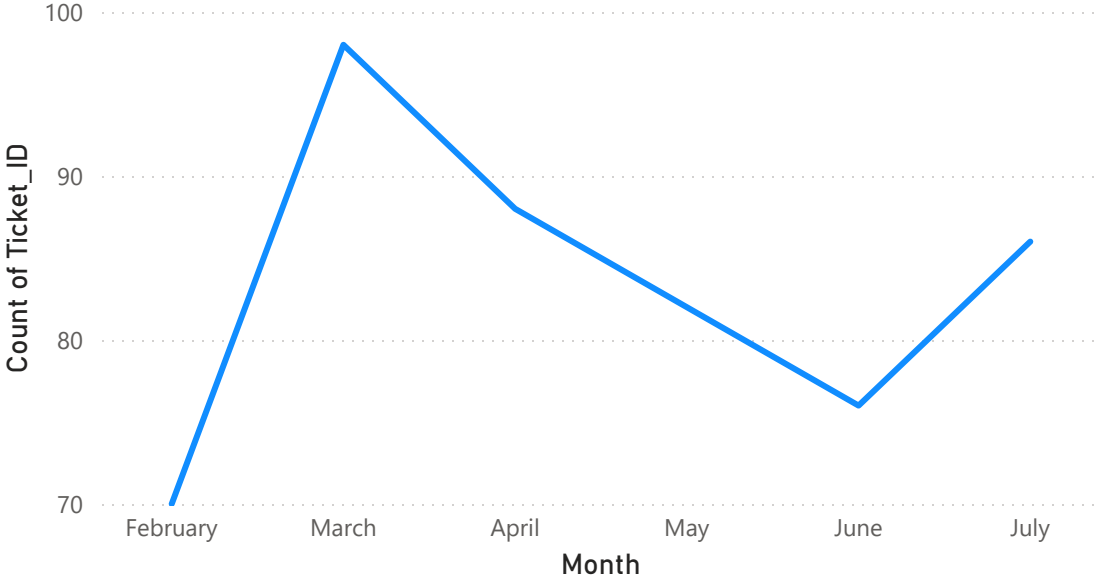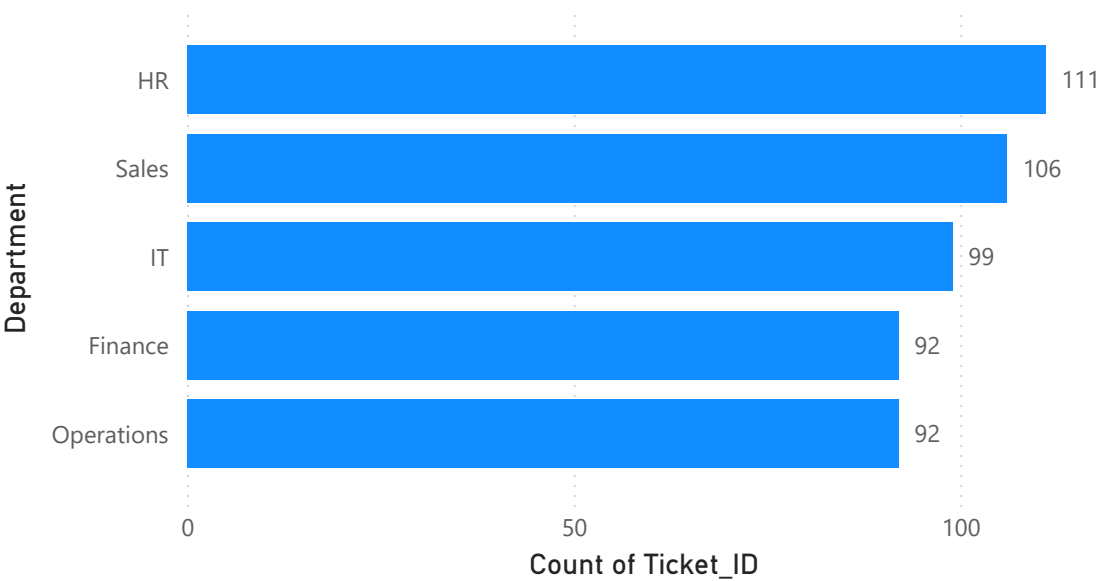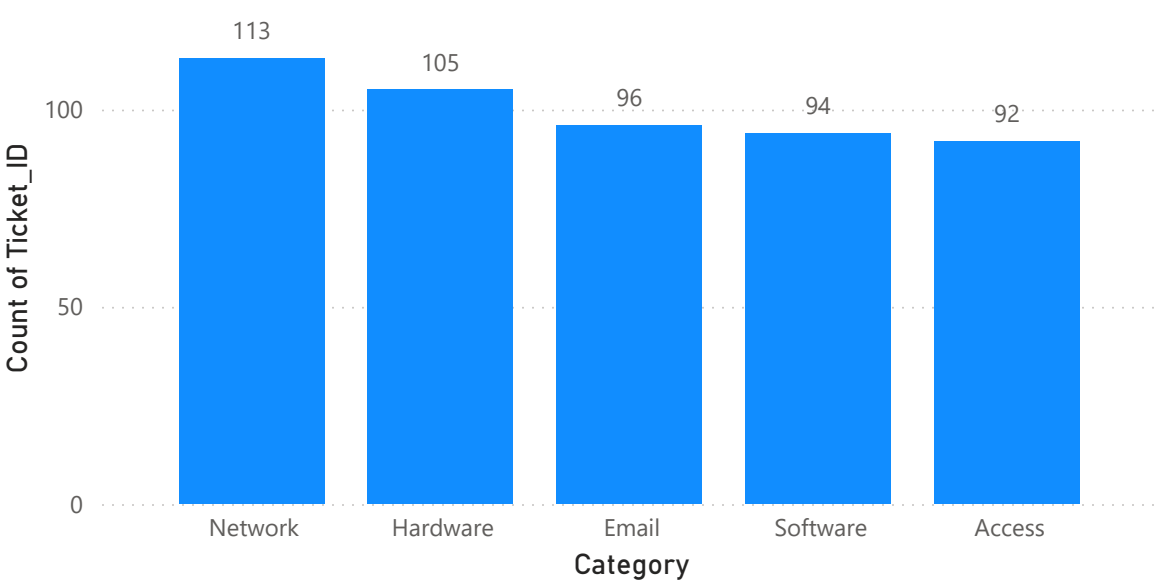

Count of Ticket by Department

Count of Ticket by Category
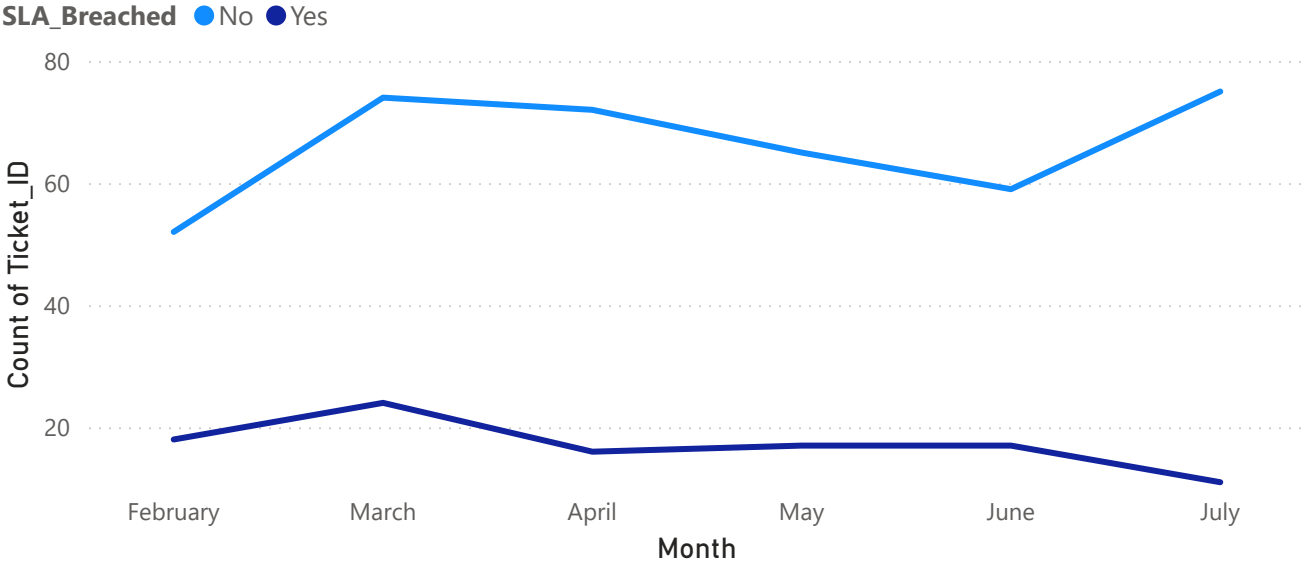

Average Resolution time in days

5.59

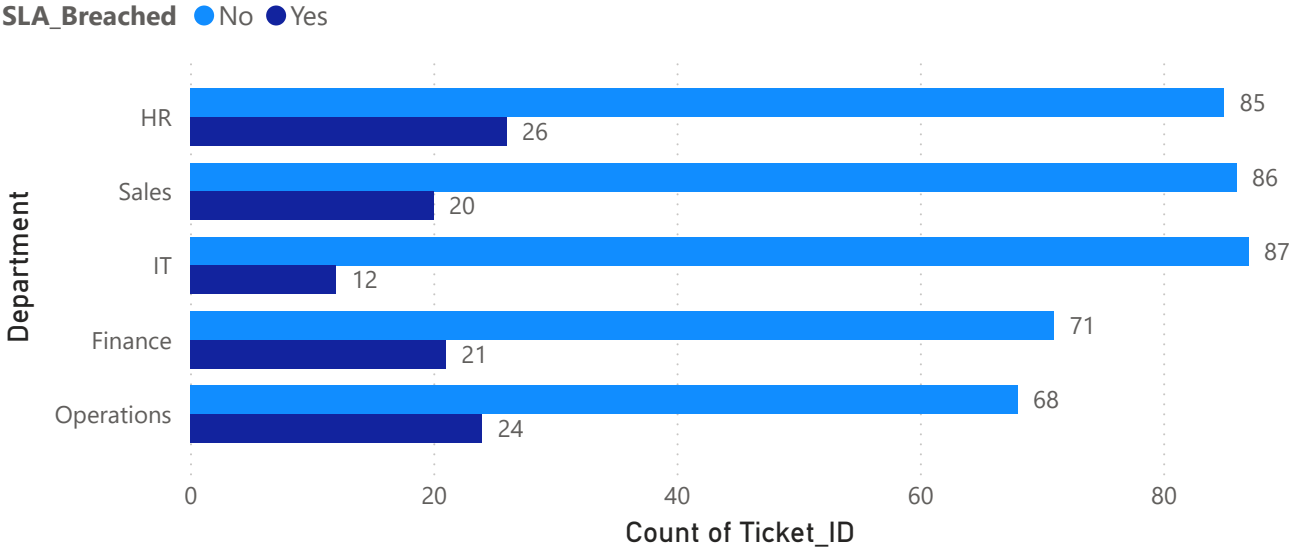Average of Resolution_Time

IT Ticket Trend Analysis Dashboard

SLA Breach Trend Over Time

SLA_Breached ●No ●Yes

SLA Breach % by Ticket Priority

SLA_Breached ●No ●Yes
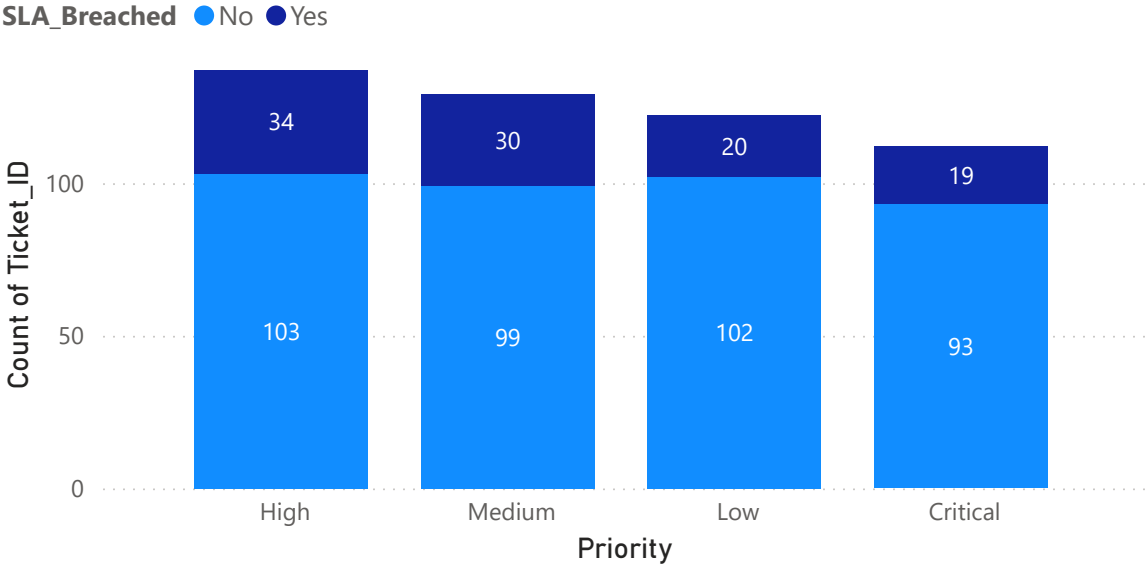
SLA Breach by Department

SLA_Breached ●No ●Yes

Overall SLA Breach (%)

20.60

SLA_Breach_Percentage