

Incident Number

Search

☐ Select all

☐ INC20039780

☐ INC20487361

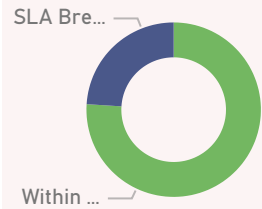
☐ INC21402920

☐ INC21543844

☐ INC21570093

☐ INC21605427

SLA

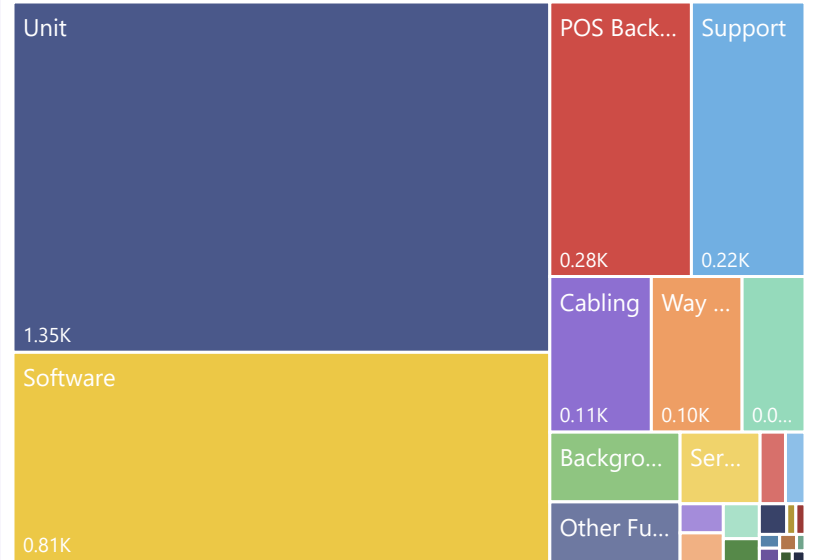


# Descriptive Analysis of IT Service tickets

Contact Type by Component



Common RCA



Month

January

February

March

April

May

June

July

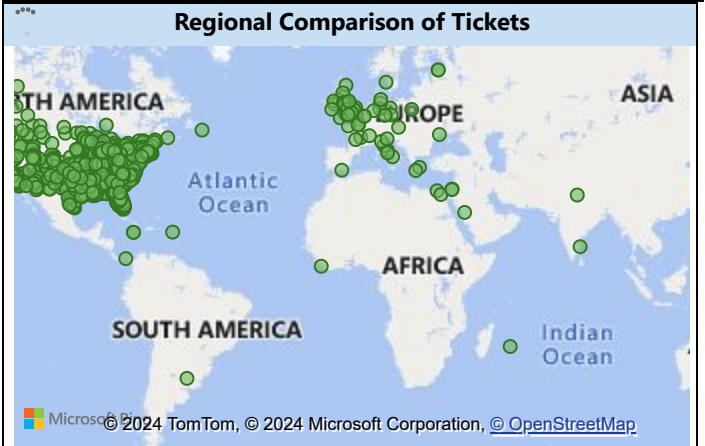
August

September

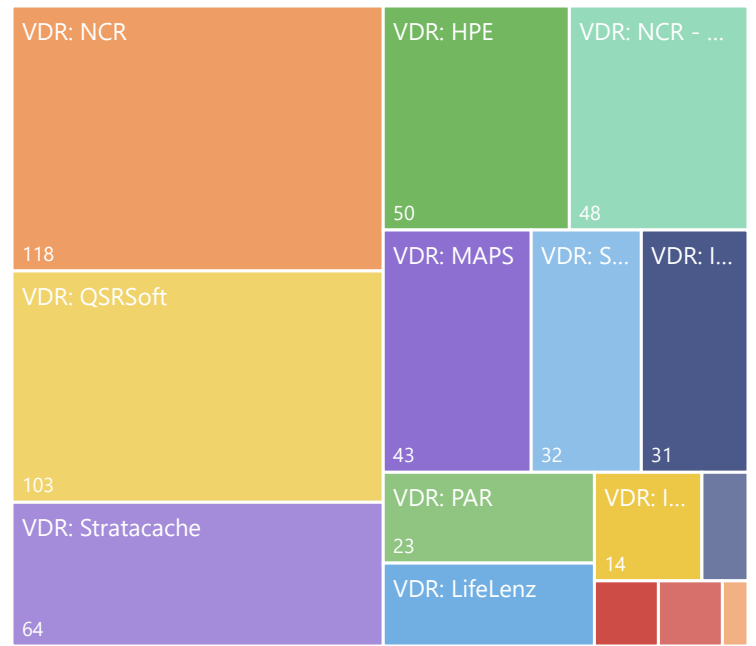
October

November

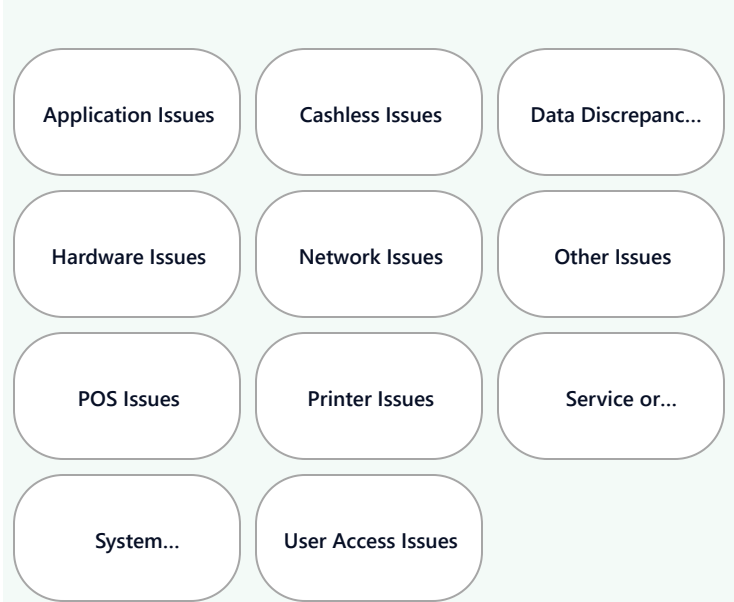
December



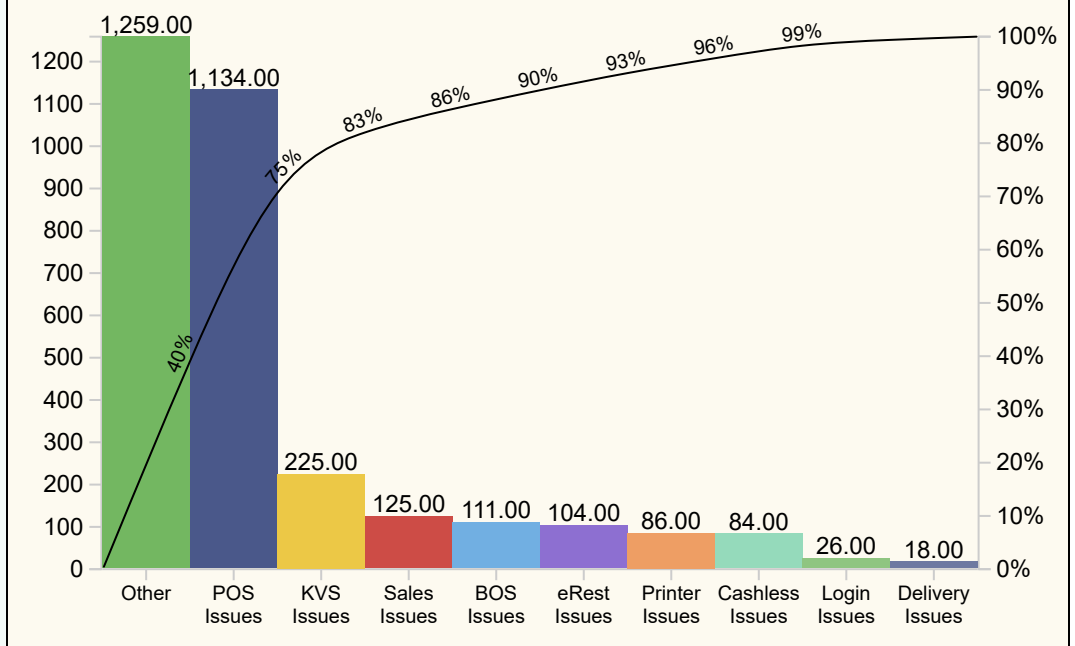
Top 15 Assignment groups



Common Issue Distributions



Top Reasons for Ticket Creation by Description



# Key influencers of ticket priority

## Key influencers of ticket priority

### Key influencers Top segments

What influences rtus\_priority to be 2 - High ?

When...

...the likelihood of  
rtus\_priority being 2 - High  
increases by

rtus\_u\_initial\_product is  
Printer - Receipt

1.17x

rtus\_u\_initial\_product is  
Printer - Grill

1.16x

rtus\_u\_rts\_opened is False

1.16x

rtus\_u\_initial\_product is  
eTimekeeping

1.16x

rtus\_u\_initial\_product is  
eLabor

1.16x

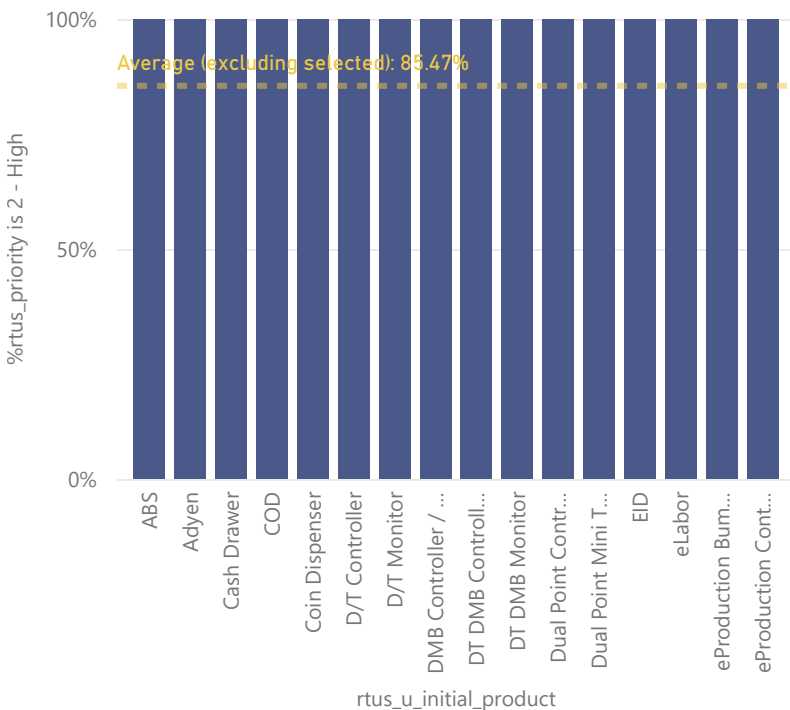
rtus\_u\_initial\_product is  
eSmartClock

1.16x

rtus\_u\_initial\_product is DT  
D/M/B Controller / ...

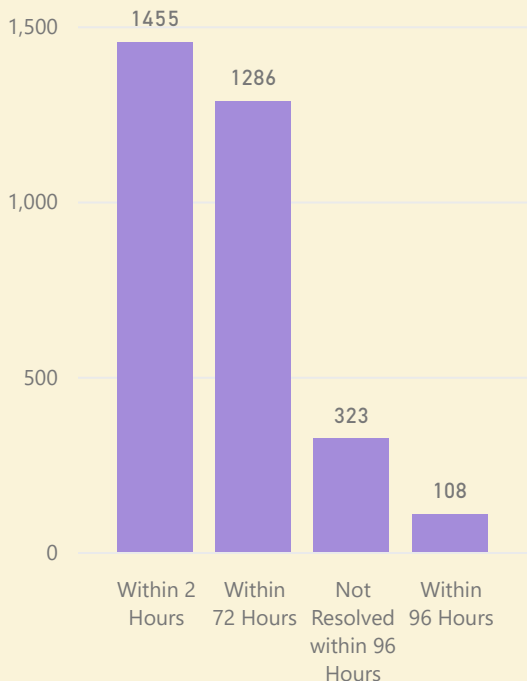
1.16x

← rtus\_priority is more likely to be 2 - High when rtus\_u\_initial\_product is  
Printer - Receipt than otherwise (on average).



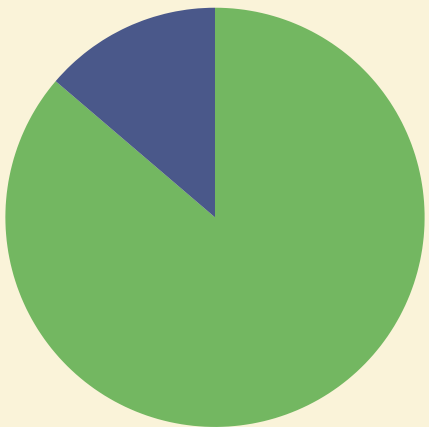
☐ Only show values that are influencers

## Resolution Time Distribution



## Incidents by Priority

rtus\_prior... ● 2 - High ● 1 - Critical



Ticket Priority

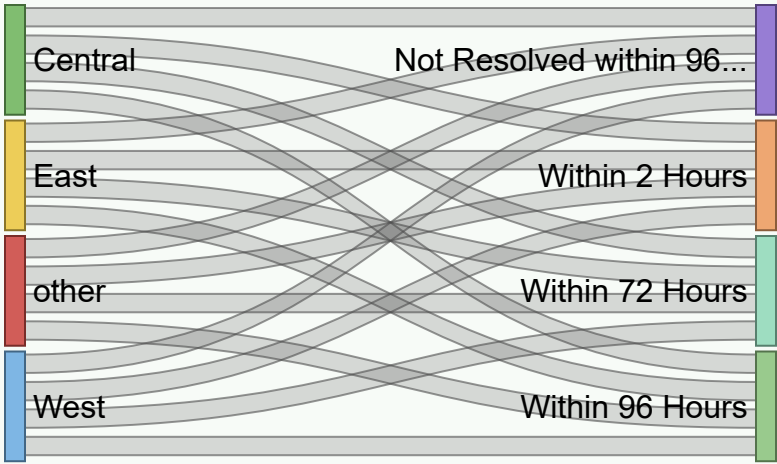
1 - Critical

2 - High

# Diagnostic analysis of IT Service Tickets

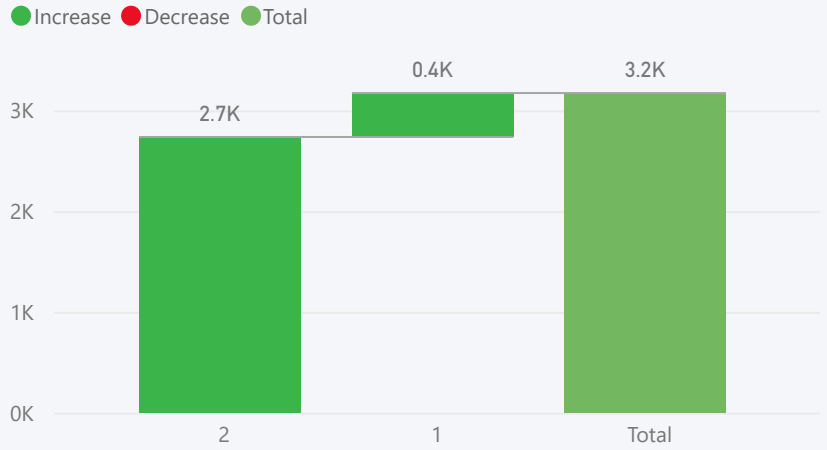
Store Division Impact on Resolution Time

Visualizes the flow of tickets via various regions and their resolution times



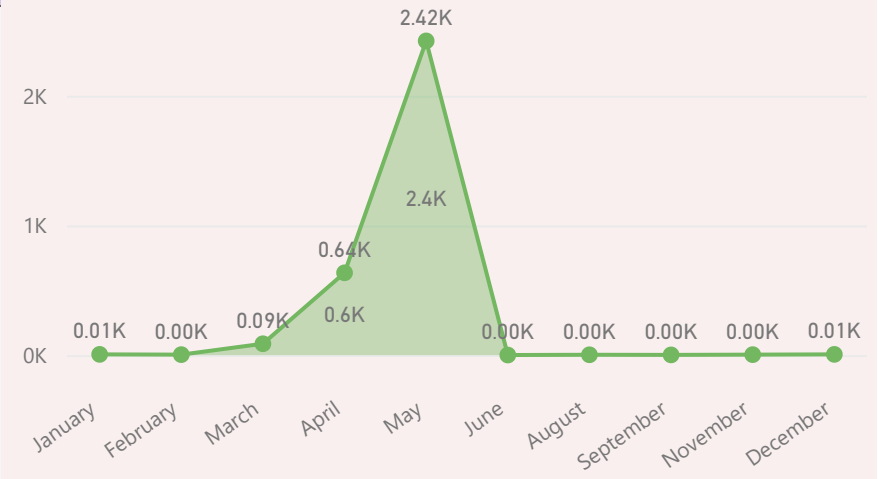
Cumulative Impact by Incident Priority

Shows the impact of incidents by priority to understand the contribution of different priority levels to overall impact



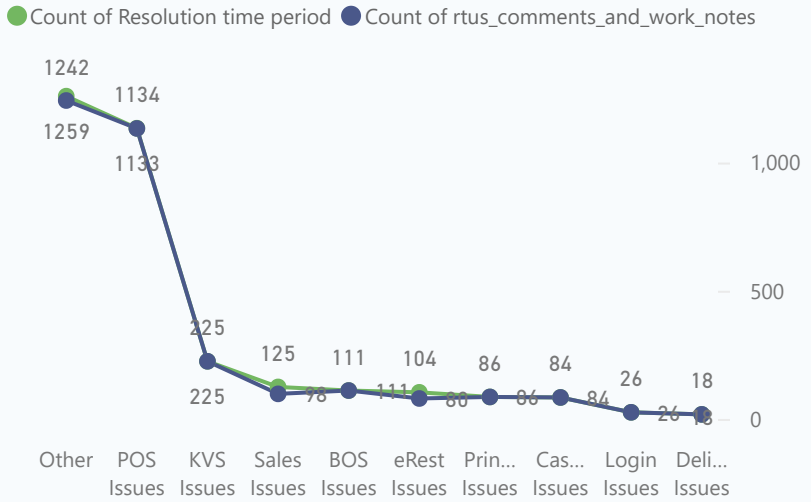
Performance Trends Over Time

Tracks resolution time trends over time



Time Series Analysis of Incidents

Analyzes ticket volumes over time



Impact of Reassignments on resolution times by Priority and severity



Impact on ticket transfers on Resolution Time

Reassignment Impact on Resolution Time

