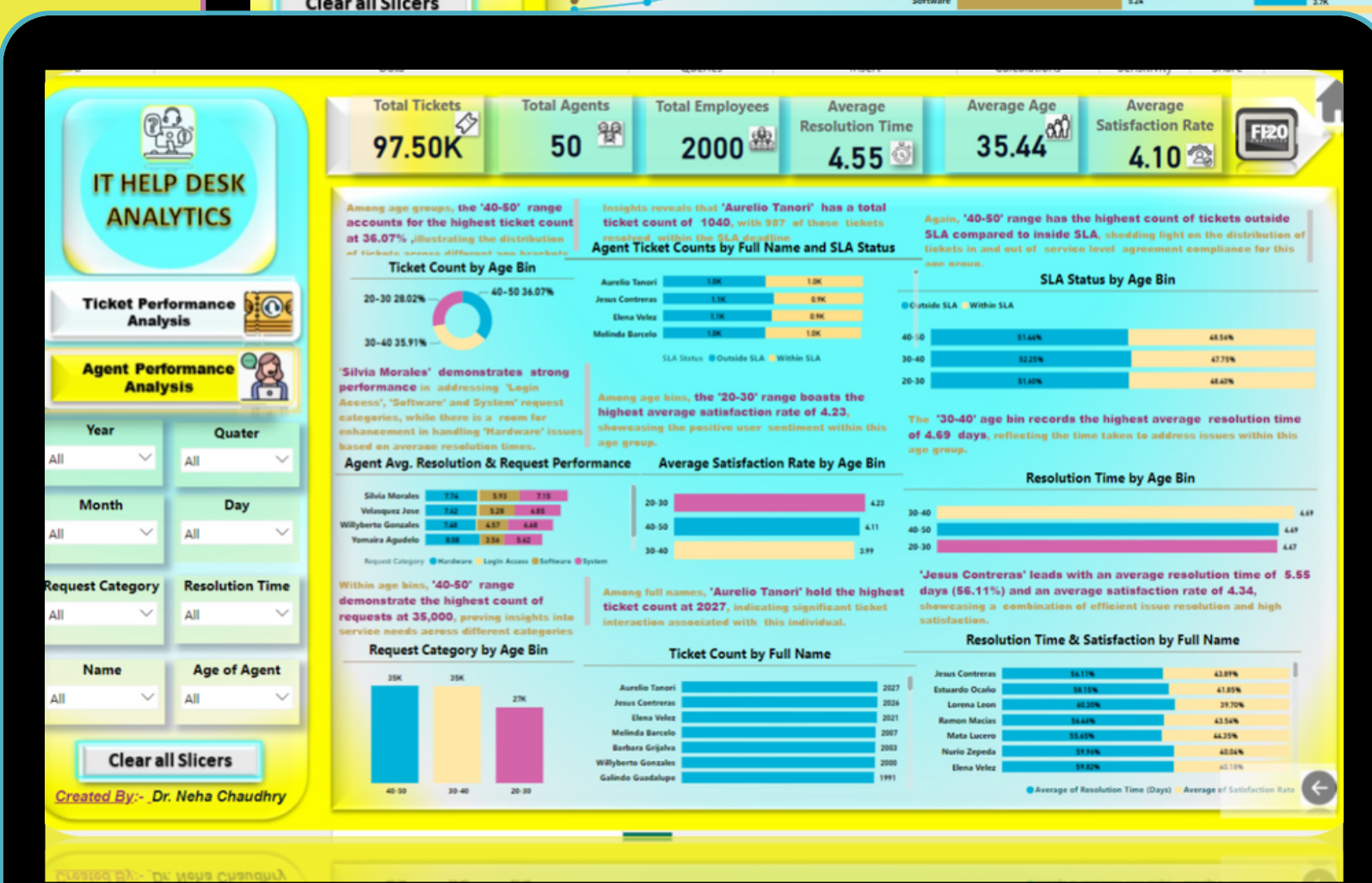




FP20 ANALYTICS CHALLENGE 8

IT HELP DESK ANALYTICS DASHBOARD

CREATED BY:- Dr. Neha Chaudhry





IT HELP DESK ANALYTICS

Ticket Performance Analysis



Agent Performance Analysis



Year

All

Quarter

All

Month

All

Day

All

Request Category

All

Resolution Time

All

Name

All

Age of Agent

All

Clear all Slicers

Created By:- Dr. Neha Chaudhry

Total Tickets

97.50K

Total Agents

50

Total Employees

2000

Average Resolution Time

4.55

Average Age

35.44

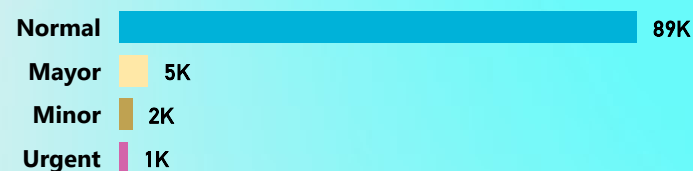
Average Satisfaction Rate

4.10



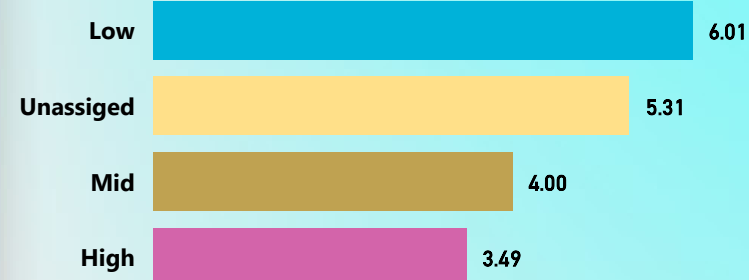
The 'Normal' Severity type exhibits the highest count of ticket, with approximately 89k cases.

Severity Type Overview



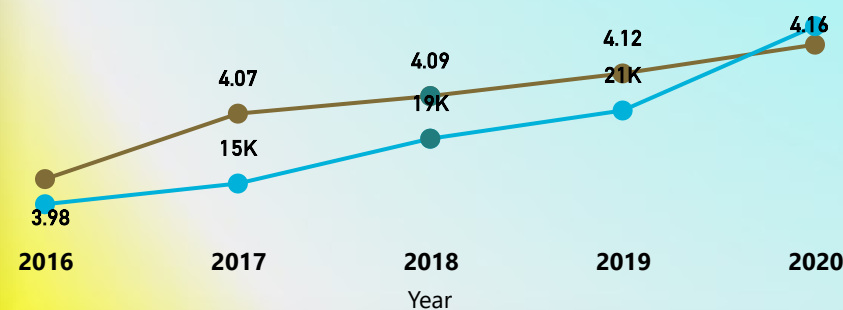
1. In 'Average Resolution time by Priority', the 'Low' category exhibits the highest average time 6.01, suggesting the need for closer examination and potential improvements in addressing lower priority

Average Resolution Time by Priority



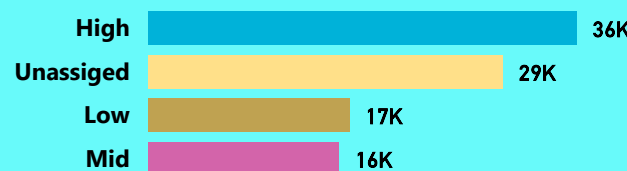
The analysis shows a peak in 2020, with an average satisfaction rate of 4.16 and a count of 29,088 unique Employee IDs highlighting a positive trend in employee engagement and satisfaction during that year.

Employee Engagement by Year



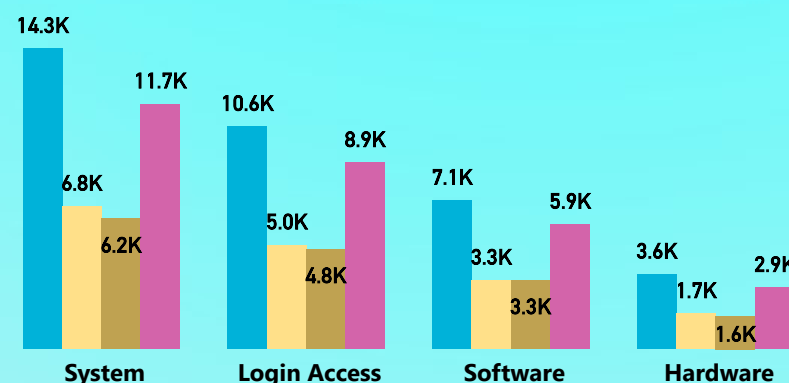
The tickets by priority type analysis shows the highest category is 'High' comprising around 36k tickets, highlighting a significant volume of issues demanding urgent attention.

Priority Type Analysis



1. The analysis reveals that the highest count is in the 'System' Category with 'High' priority, reaching 143k, followed by other categories and priority types.

Request Category Distribution by Priority Type



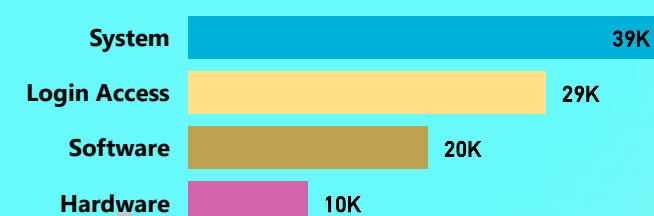
The 'Hardware' exhibits the highest average resolution time of 7.63 days, underscoring varying levels of complexity and time required for issue

Resolution Time by Request Category



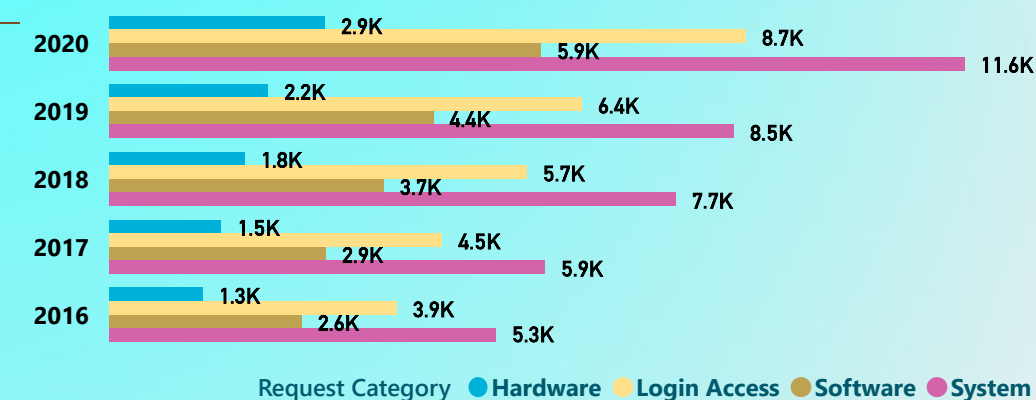
The tickets by request category analysis reveals the 'System' category leading with 39k records, so need to attention in system-related processes.

Request Category Analysis



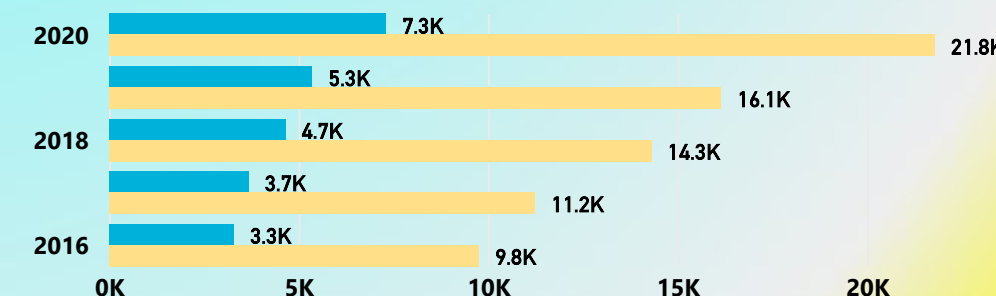
In count of Request category by the year 2020 saw the highest count (11,631) for the 'System' category, surpassing other categories.

Request Category Count Over the Years



The analysis unveils that in the year 2020 'IT Request' records the highest count of 21,781 followed by 'IT Error' a count of 7,307, indicating a predominant nature of these issue types during that period.

Annual Distribution of Issue Types





IT HELP DESK ANALYTICS

Ticket Performance Analysis



Agent Performance Analysis



Year

All

Quater

All

Month

All

Day

All

Request Category

All

Resolution Time

All

Name

All

Age of Agent

All

Clear all Slicers

Created By:- Dr. Neha Chaudhry

Total Tickets

97.50K

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Average Resolution Time

4.55

Average Age

35.44

Average Satisfaction Rate

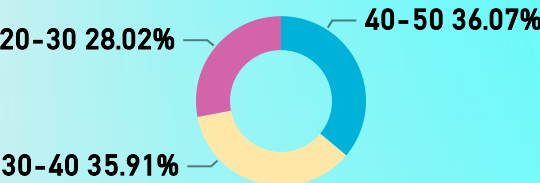
4.10

FI20 ANALYTICS



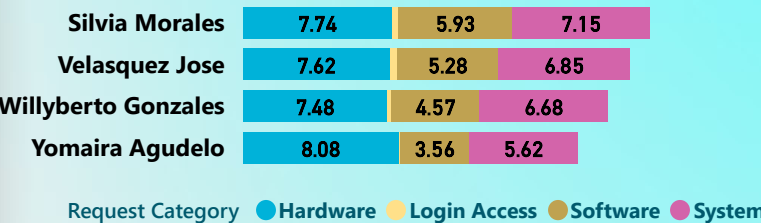
Among age groups, the '40-50' range accounts for the highest ticket count at 36.07% ,illustrating the distribution of tickets across different

Ticket Count by Age Bin



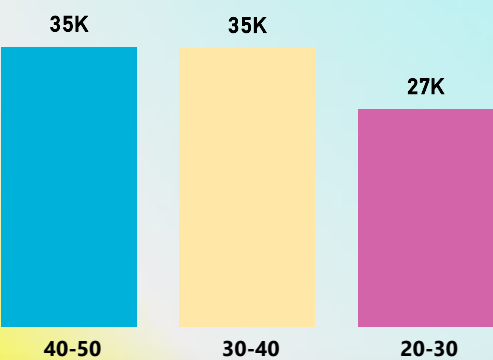
'Silvia Morales' demonstrates strong performance in addressing 'Login Access', 'Software' and System' request categories, while there is a room for enhancement in handling 'Hardware' issues based on average resolution times.

Agent Avg. Resolution & Request Performance



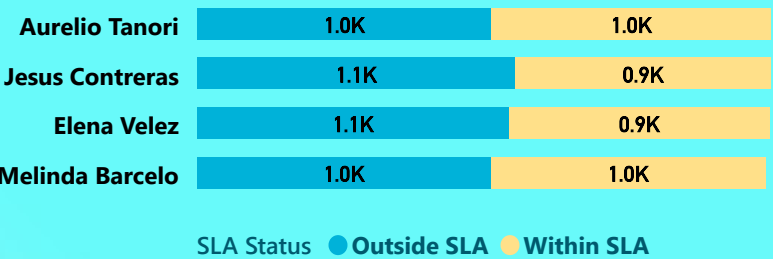
Within age bins, '40-50' range demonstrate the highest count of requests at 35,000, proving insights into service needs across different categories

Request Category by Age Bin



Insights reveals that 'Aurelio Tanori' has a total ticket count of 1040, with 987 of those tickets resolved within the SLA deadline

Agent Ticket Counts by Full Name and SLA Status



Among age bins, the '20-30' range boasts the highest average satisfaction rate of 4.23, showcasing the positive user sentiment within this age group.

Average Satisfaction Rate by Age Bin



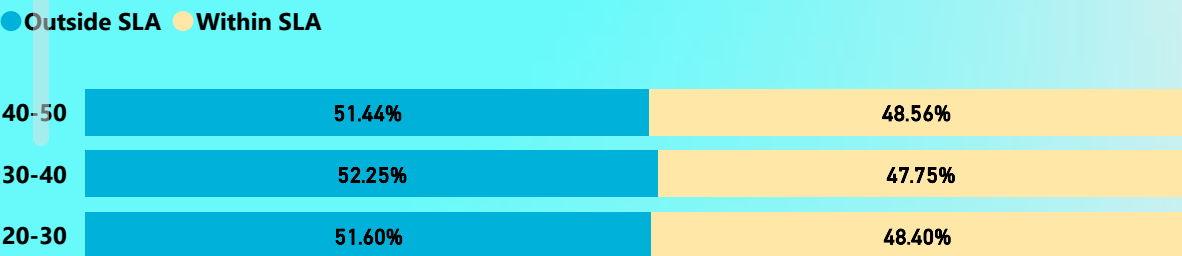
Among full names, 'Aurelio Tanori' hold the highest ticket count at 2027, indicating significant ticket interaction associated with this individual.

Ticket Count by Full Name



Again, '40-50' range has the highest count of tickets outside SLA compared to inside SLA, shedding light on the distribution of tickets in and out of service level agreement compliance for this age group.

SLA Status by Age Bin



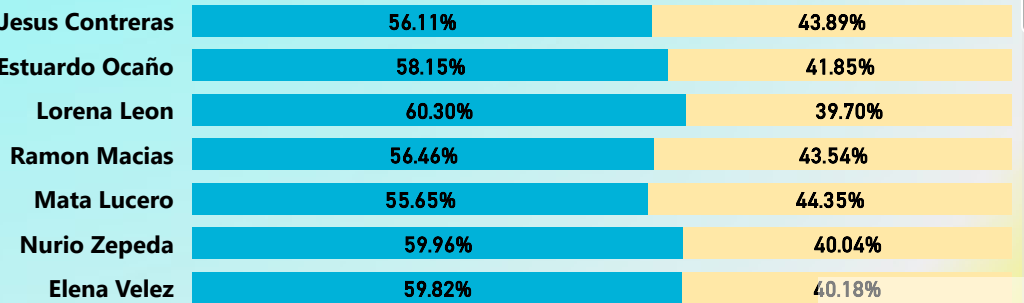
The '30-40' age bin records the highest average resolution time of 4.69 days, reflecting the time taken to address issues within this age group.

Resolution Time by Age Bin



'Jesus Contreras' leads with an average resolution time of 5.55 days (56.11%) and an average satisfaction rate of 4.34, showcasing a combination of efficient issue resolution and high satisfaction.

Resolution Time & Satisfaction by Full Name



Average of Resolution Time (Days) Average of Satisfaction Rate

