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**

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

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.

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

'IT Request' represent the highest count at around 73,000, followaed by' IT Error' with approximately 24,000 tickets.

Severity Type Overview

Normal	89K
Mayor	5K
Minor	2K
Urgent	1K

Priority Type Analysis

High	36K
Unassiged	29K
Low	17K
Mid	16K

Request Category Analysis

System	39K
Login Access	29K
Software	20K
Hardware	10K

Issue Type Performance

IT Request	IT Error
73K	24K

---

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

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.

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

Average Resolution Time by Priority

Low	6.01
Unassiged	5.31
Mid	4.00
High	3.49

Request Category Distribution by Priority Type

	System	Login Access	Software	Hardware
Blue	14.3K	10.6K	7.1K	3.6K
Yellow	6.8K	5.0K	3.3K	1.7K
Tan	6.2K	4.8K	3.3K	1.6K
Pink	11.7K	8.9K	5.9K	2.9K

Request Category Count Over the Years

Year	Hardware	Login Access	Software	System
2020	2.9K	8.7K	5.9K	11.6K
2019	2.2K	6.4K	4.4K	8.5K
2018	1.8K	5.7K	3.7K	7.7K
2017	1.5K	4.5K	2.9K	5.9K
2016	1.3K	3.9K	2.6K	5.3K

Request Category ● Hardware ● Login Access ● Software ● System

---

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.

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

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.

Employee Engagement by Year

Year	2016	2017	2018	2019	2020
Rate	3.98	4.07	4.09	4.12	4.16
Count		15K	19K	21K	

Resolution Time by Request Category

Hardware	7.63
System	6.62
Software	5.24
Login Access	0.31

Annual Distribution of Issue Types

Year	Blue	Yellow
2020	7.3K	21.8K
	5.3K	16.1K
2018	4.7K	14.3K
	3.7K	11.2K
2016	3.3K	9.8K

0K 5K 10K 15K 20K

IT HELP DESK ANALYTICS

Ticket Performance Analysis

Agent Performance Analysis

Slicers
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

KPI Cards
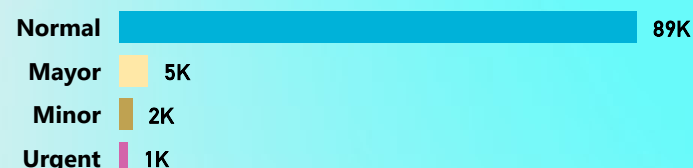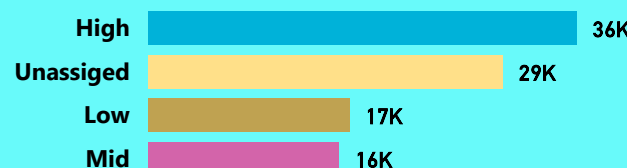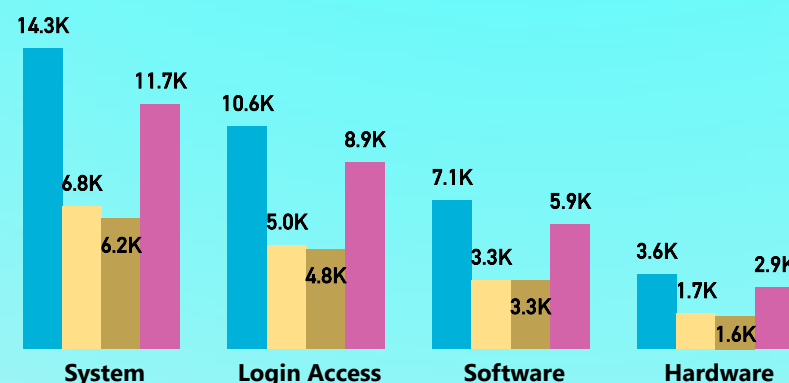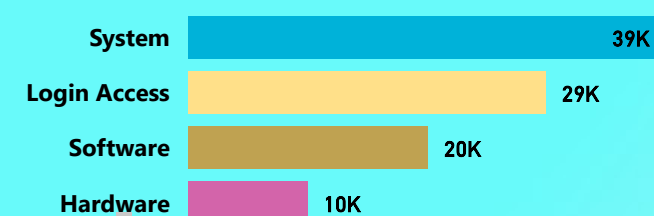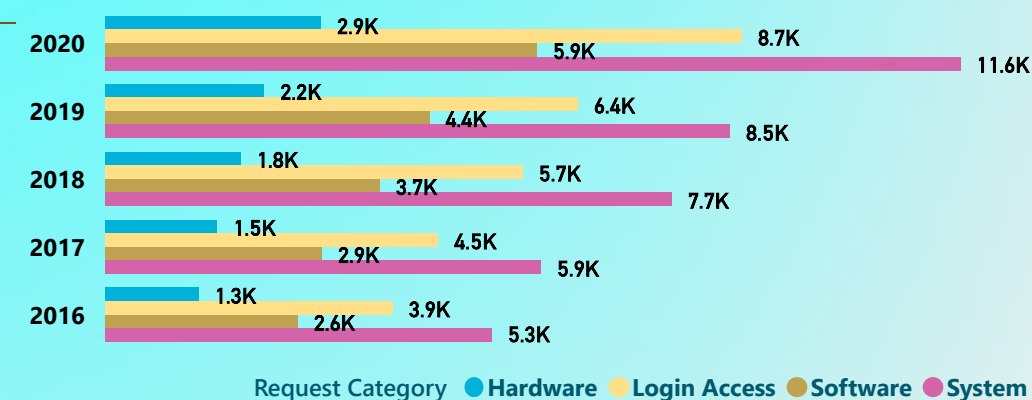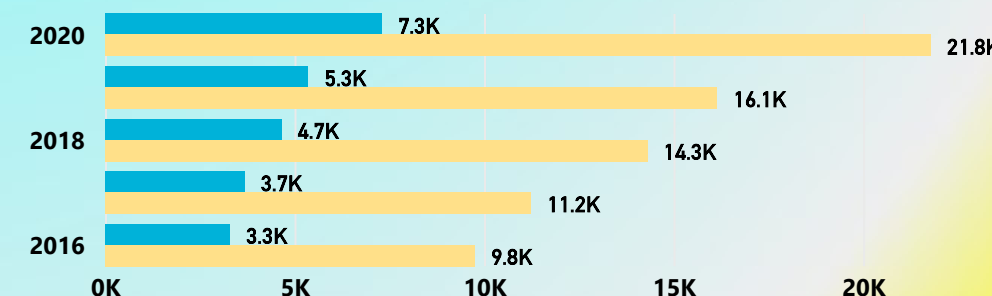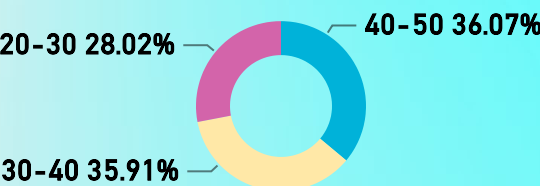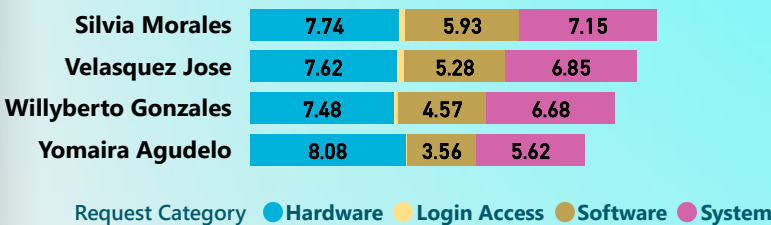| Total Tickets	Total Agents	Total Employees	Average Resolution Time	Average Age	Average Satisfaction Rate
97.50K	50	2000	4.55	35.44	4.10

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

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

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.

Ticket Count by Age Bin
- 40-50 36.07%
- 30-40 35.91%
- 20-30 28.02%

Agent Ticket Counts by Full Name and SLA Status
Full Name	Outside SLA	Within SLA
Aurelio Tanori	1.0K	1.0K
Jesus Contreras	1.1K	0.9K
Elena Velez	1.1K	0.9K
Melinda Barcelo	1.0K	1.0K

SLA Status: ● Outside SLA ● Within SLA

SLA Status by Age Bin
● Outside SLA   ● Within SLA
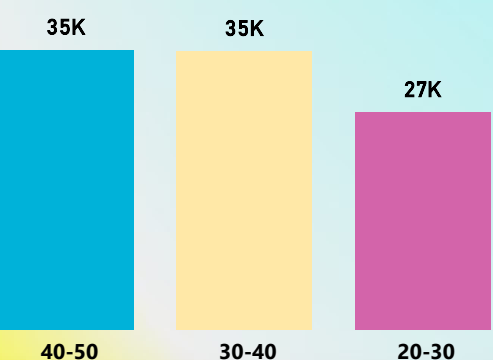| Age Bin	Outside SLA	Within SLA
40-50	51.44%	48.56%
30-40	52.25%	47.75%
20-30	51.60%	48.40%

'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.

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.

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.

Agent Avg. Resolution & Request Performance
Agent	Hardware	Login Access	Software	System
Silvia Morales	7.74	5.93		7.15
Velasquez Jose	7.62	5.28		6.85
Willyberto Gonzales	7.48	4.57		6.68
Yomaira Agudelo	8.08	3.56		5.62

Request Category: ● Hardware ● Login Access ● Software ● System

Average Satisfaction Rate by Age Bin
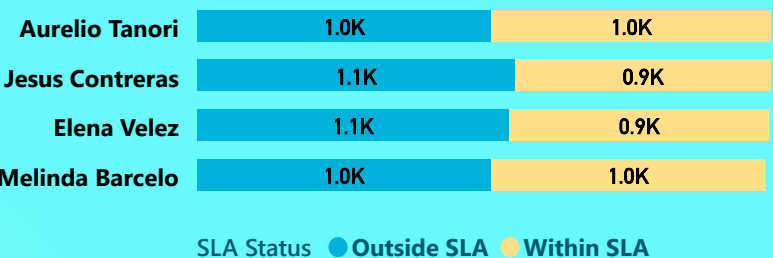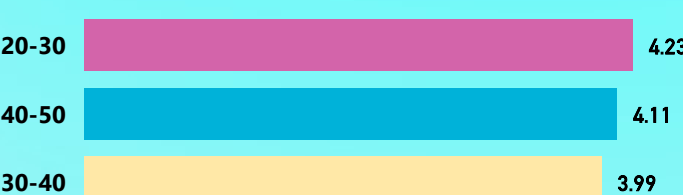| Age Bin	Rate
20-30	4.23
40-50	4.11
30-40	3.99

Within age bins, '40-50' range demonstrate the highest count of requests at 35,000, proving insights into service needs across different categories
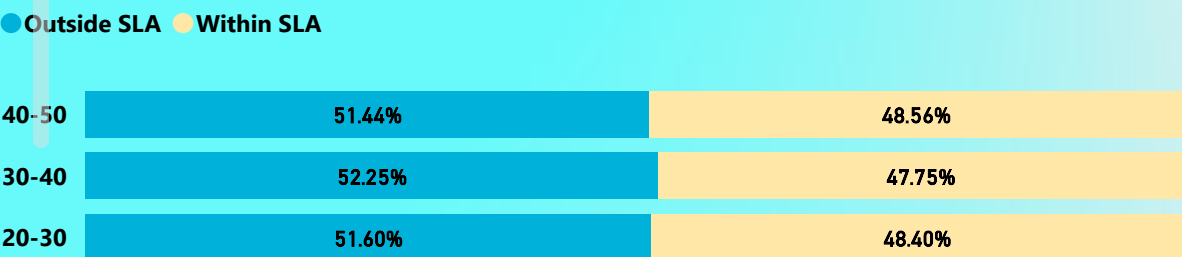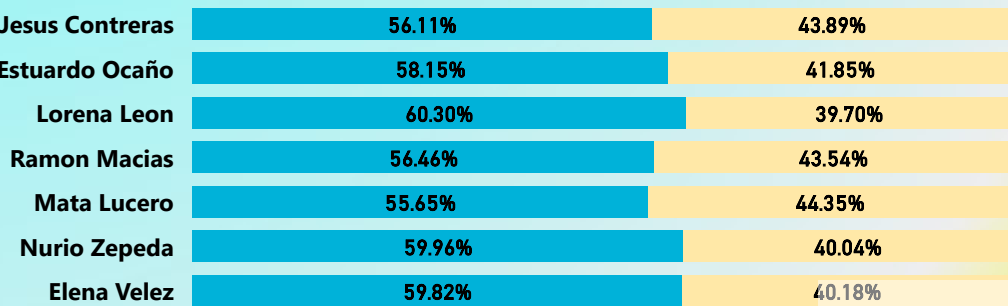
Among full names, 'Aurelio Tanori' hold the highest ticket count at 2027, indicating significant ticket interaction associated with this individual.

'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 by Age Bin
Age Bin	Time
30-40	4.69
40-50	4.49
20-30	4.47

Request Category by Age Bin
Age Bin	Count
40-50	35K
30-40	35K
20-30	27K

Ticket Count by Full Name
Full Name	Count
Aurelio Tanori	2027
Jesus Contreras	2026
Elena Velez	2021
Melinda Barcelo	2007
Barbara Grijalva	2003
Willyberto Gonzales	2000
Galindo Guadalupe	1991

Resolution Time & Satisfaction by Full Name
Full Name	Average of Resolution Time (Days)	Average of Satisfaction Rate
Jesus Contreras	56.11%	43.89%
Estuardo Ocaño	58.15%	41.85%
Lorena Leon	60.30%	39.70%
Ramon Macias	56.46%	43.54%
Mata Lucero	55.65%	44.35%
Nurio Zepeda	59.96%	40.04%
Elena Velez	59.82%	40.18%

● Average of Resolution Time (Days)   ● Average of Satisfaction Rate