

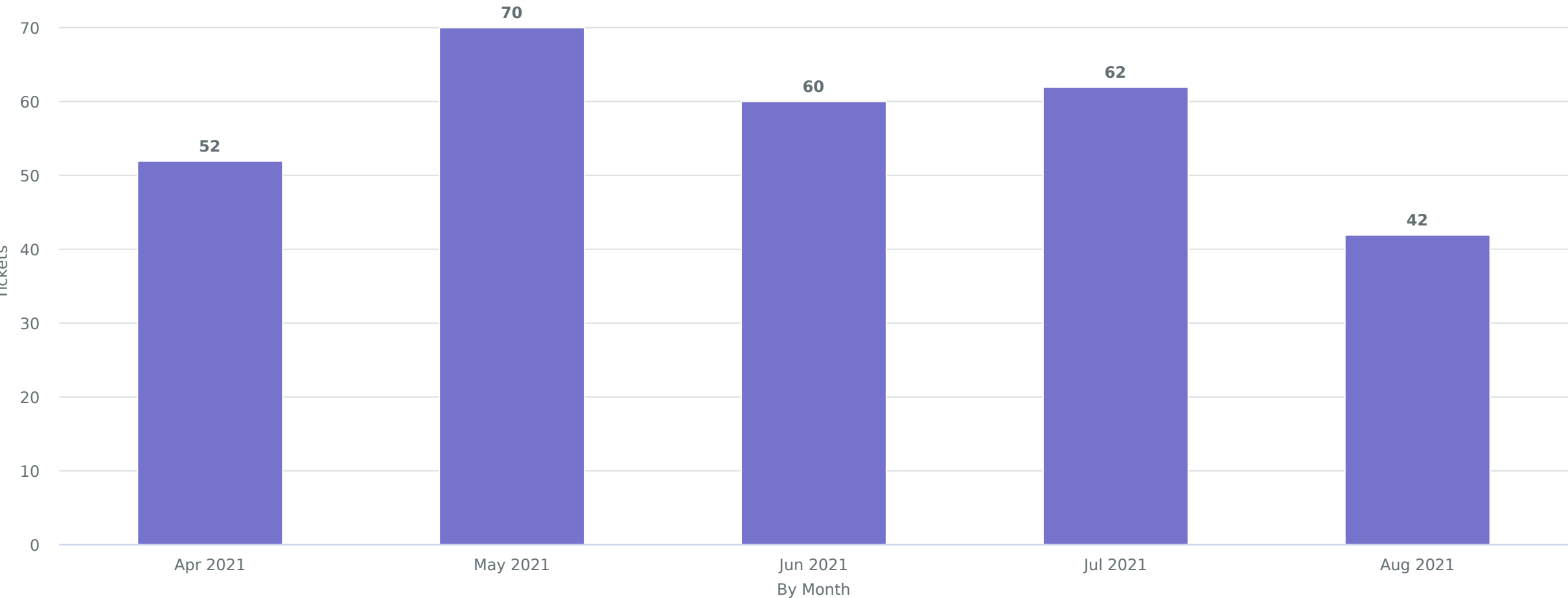
Total Tickets Created This Year:

286

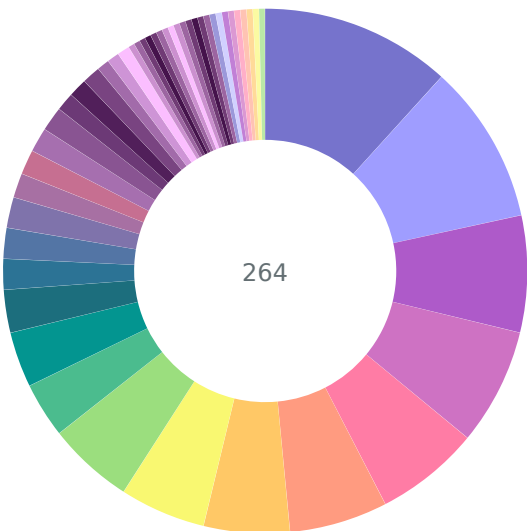
Average Response Time by Priority

Priority	Response Time
High	22h 29m 13s
Medium	21h 1m 54s
Low	6h 37m 23s
Urgent	15m 22s

Tickets per Month



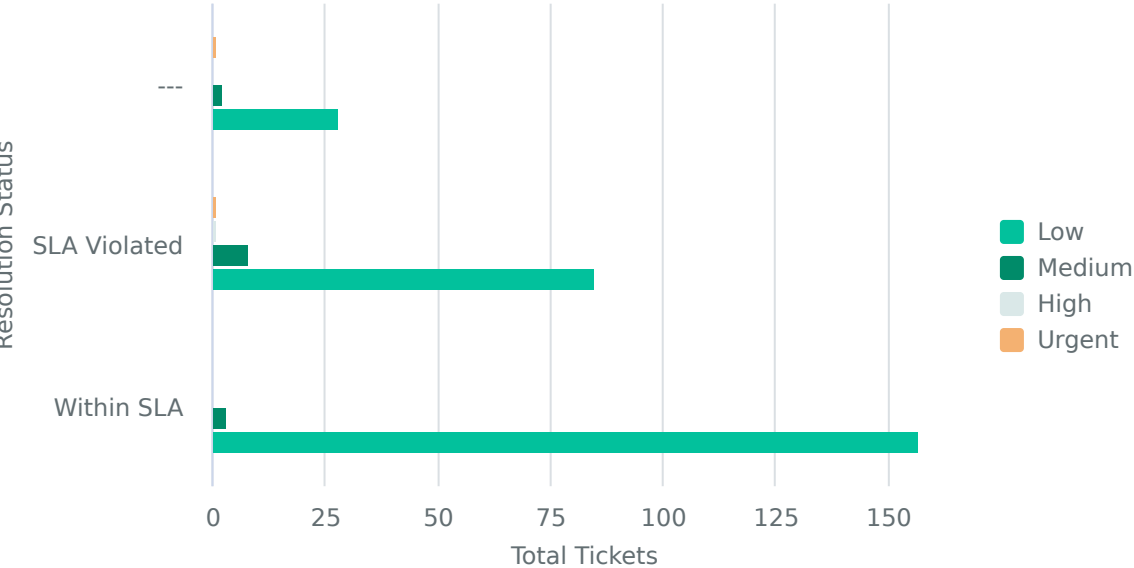
By Requester



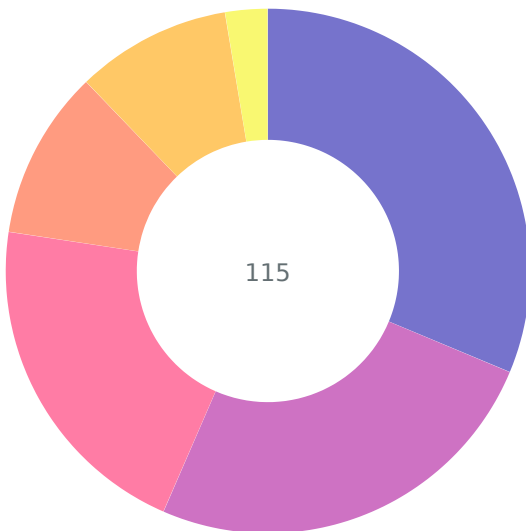
- Christopher Yorrick - 31 - 11.74%
- Mandy Guagenti - 26 - 9.85%
- Amy Eskridge - 19 - 7.20%
- Brent Marcelino - 19 - 7.20%
- Daniel Bida - 17 - 6.44%
- Katy Giordano - La... - 16 - 6.06%
- Adam Berland - 14 - 5.30%
- Liza Acevedo - 14 - 5.30%
- Nick Baglas - 14 - 5.30%
- Mark Strigl - 9 - 3.41%
- Mike Marcarello - 9 - 3.41%
- Rob Blanchard - 7 - 2.65%
- Brigitte Richichi - 5 - 1.89%
- Jessica Lawcock - 5 - 1.89%

▲ 1/4 ▼

By Resolution Status and Priority



By Tag



- Ingest Error - 36 - 31.30%
- Tape Ingest - 29 - 25.22%
- Other - 24 - 20.87%
- Push Piece - 12 - 10.43%
- INT Error - 11 - 9.57%
- Proxy Creation - 3 - 2.61%