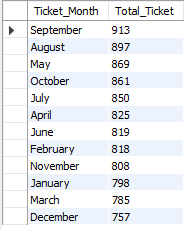
IT SERVICE TICKETING

1. Count the total number of tickets raised in each month:

select monthname(it\_ticketing.Date\_Opened) as Ticket\_Month,count(it\_ticketing.Ticket\_ID) as Total\_Ticket from it\_ticketing

group by monthname(it\_ticketing.Date\_Opened)

order by Total\_Ticket desc;



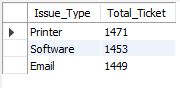
1. Top 3 most common issue types:

select it\_ticketing.Issue\_Type,count(it\_ticketing.Ticket\_ID) as Total\_Ticket from it\_ticketing

group by it\_ticketing.Issue\_Type

Order by Total\_Ticket desc

limit 3;



1. Tickets where SLA was breached:

select it\_ticketing.Ticket\_ID, it\_ticketing.SLA\_Hours, it\_ticketing.Actual\_Resolution\_Hours,

row\_number() over(order by it\_ticketing.Ticket\_ID)as Total\_SLA\_Breach

from it\_ticketing

where it\_ticketing.Actual\_Resolution\_Hours > it\_ticketing.SLA\_Hours;

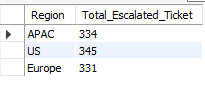
1. escalated tickets by region:

select it\_ticketing.Region,

count(case

when it\_ticketing.`Status` = 'Escalated' then 'Attention' end) as Total\_Escalated\_Ticket from it\_ticketing

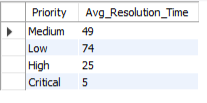
group by it\_ticketing.Region;



1. Average resolution time by priority:

select it\_ticketing.Priority,cast(avg(it\_ticketing.Actual\_Resolution\_Hours) as decimal(10,0)) as Avg\_Resolution\_Time from it\_ticketing

group by it\_ticketing.Priority;



1. Top 10 clients with the most SLA breaches:

select it\_ticketing.`Client`,

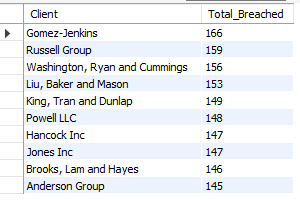
count(

case when it\_ticketing.Actual\_Resolution\_Hours > it\_ticketing.SLA\_Hours then 'Breached' end) as Total\_Breached from it\_ticketing

group by it\_ticketing.`Client`

order by Total\_Breached desc

limit 10;



1. Average satisfaction scores for breached vs met SLAs:

select cast(avg(it\_ticketing.Client\_Satisfaction\_Score) as decimal(10,1)) as Avg\_Satisfaction\_Score\_Not\_Breach,(select cast(avg(it\_ticketing.Client\_Satisfaction\_Score) as decimal(10,1)) from it\_ticketing

where it\_ticketing.Actual\_Resolution\_Hours > it\_ticketing.SLA\_Hours) as Avg\_Satisfaction\_Score\_Breach from it\_ticketing

where (it\_ticketing.Actual\_Resolution\_Hours < it\_ticketing.SLA\_Hours) or (it\_ticketing.Actual\_Resolution\_Hours = it\_ticketing.SLA\_Hours);



1. Rank technicians by number of tickets resolved:

with cte as

(

select it\_ticketing.Technician, it\_ticketing.`Status`,count(it\_ticketing.`Status`) as Total\_Resolved\_Ticket from it\_ticketing

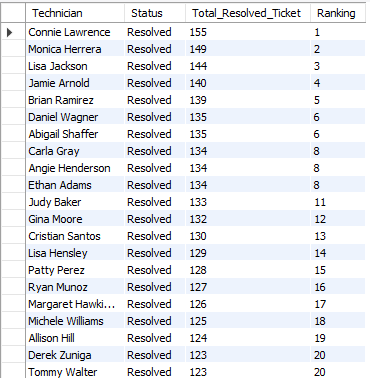
where it\_ticketing.`Status` = 'Resolved'

group by it\_ticketing.Technician, it\_ticketing.`Status`

)

select \* ,

rank() over (order by cte.Total\_Resolved\_Ticket desc) as Ranking from cte;





1. Percentage of escalated tickets for each priority level:

select it\_ticketing.Priority,count(\*) as Total\_Tickets,

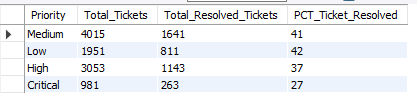
count(

case when it\_ticketing.`Status` = 'Resolved' then 'Finished' end) as Total\_Resolved\_Tickets,

cast(count(

case when it\_ticketing.`Status` = 'Resolved' then 'Finished' end) \* 100/count(\*) as decimal(10,0))as PCT\_Ticket\_Resolved from it\_ticketing

group by it\_ticketing.Priority;



1. Breach rate per month over the year:

select monthname(it\_ticketing.Date\_Opened) as Ticket\_Month,count(\*) as Total\_Tickets,

count(

case when it\_ticketing.Actual\_Resolution\_Hours > it\_ticketing.SLA\_Hours then 'Breached' end) as Total\_Breached\_Ticket,

cast(count(

case when it\_ticketing.Actual\_Resolution\_Hours > it\_ticketing.SLA\_Hours then 'Breached' end)\*100/count(\*) as decimal(10,0)) as PCT\_Breached\_Ticket from it\_ticketing

group by monthname(it\_ticketing.Date\_Opened)

order by PCT\_Breached\_Ticket desc;

