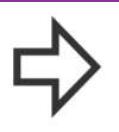




IT Service Desk – Executive Overview Dashboard



Month Year

All

Ticket Category

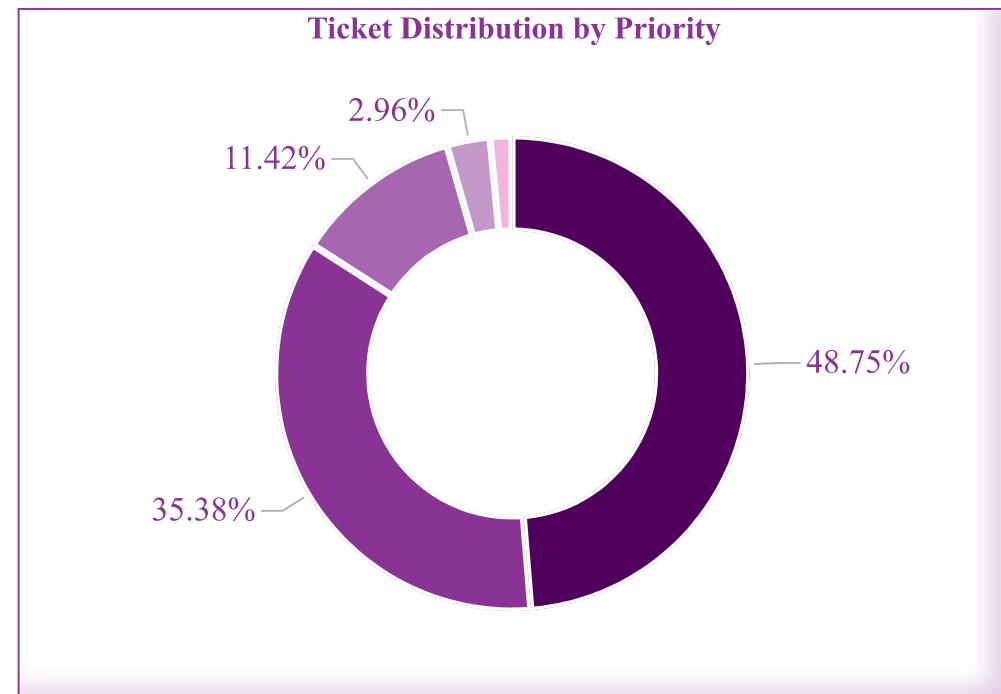
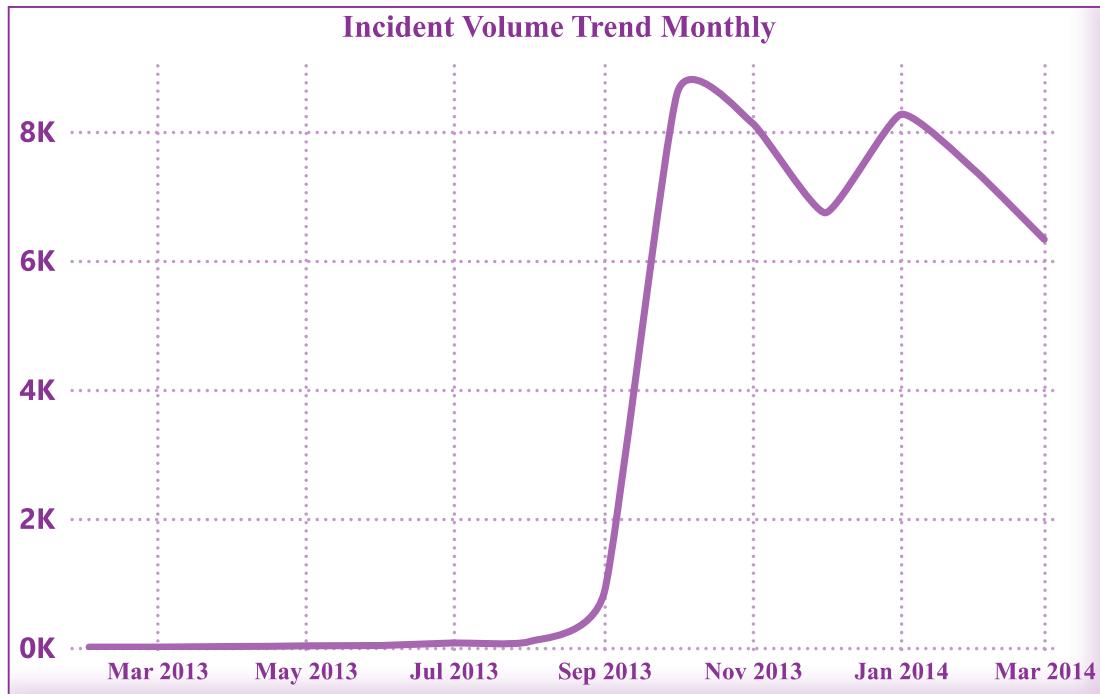
All

46606
Total Tickets

46597
Closed Tickets

2284
Reopened Tickets

4.0
Avg Handle Time (Mins)

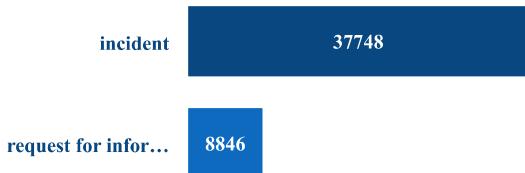




IT Service Desk – Incident & Category Analysis



Ticket Volume by Category



Incident Contribution by Configuration Category



Select Priority ...

All

Select Month / Y...

All

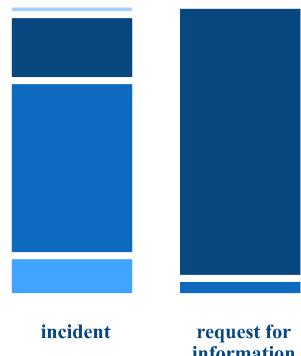
incident

Highest volume category

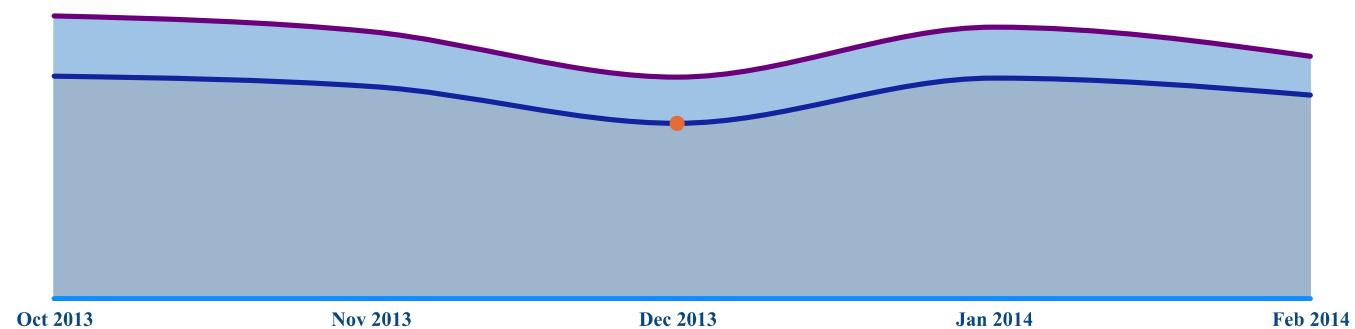
SAN

Highest volume subcategory

Ticket Count by Category and Priority



Monthly Ticket Trend by Top Categories





IT Service Desk – SLA & Performance Analysis

Select Month / Year

All

Select Priority Level

All

Ticket Category

All

