IT HELP DESK ANALYSIS

FIZO

| Hardware | Login Access | Software | System |

Total Tickets
97.50K

Total Agents
50

Avg Age
38.50

Total Employees
2000

Avg Resolution Time
4.55

Satisfaction Rate
4.10

Tickets by Issue Resolved

Issue R... ● Outside SLA ● Within SLA

48.22%

51.78%
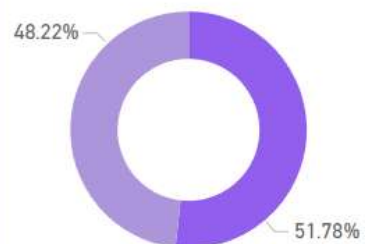
Emp Performance by Request Category

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

Count of ID Ticket by Year

Year	Value
2016	13.1K
2017	14.9K
2018	19.0K
2019	21.5K
2020	29.1K
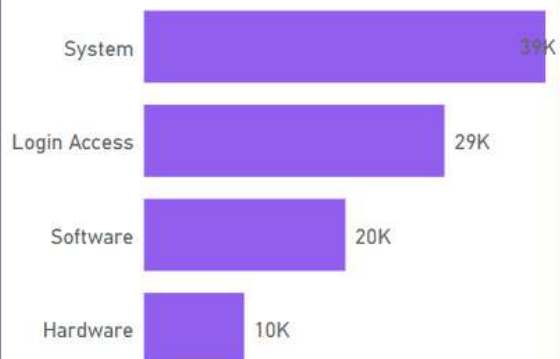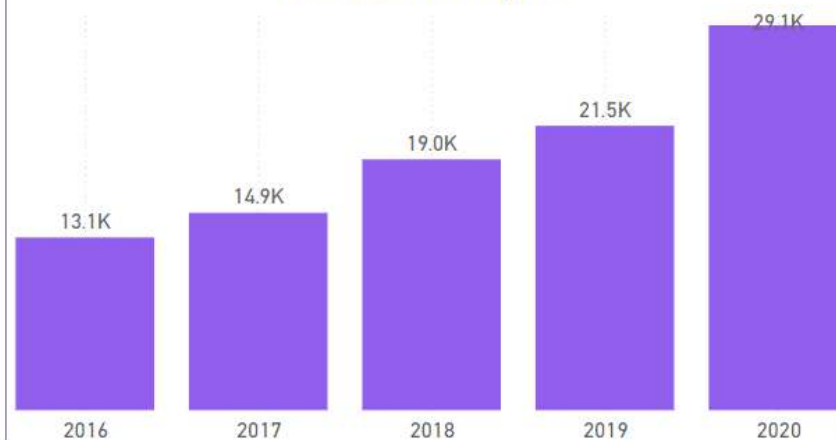
Avg Resolution Time (Days) by Isuue Type

Within SLA 9.8%

Outside SLA 90.2%
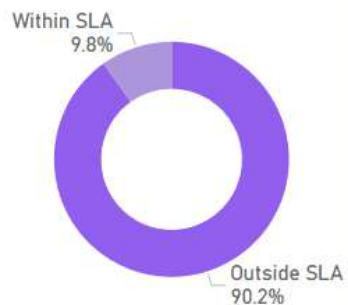
Tickets by Year and Issue Resloved

Year	Value	Value
2020	13.9K	15.2K
2019	10.5K	11.0K
2018	9.1K	9.8K
2017	7.2K	7.7K
2016	6.3K	6.8K
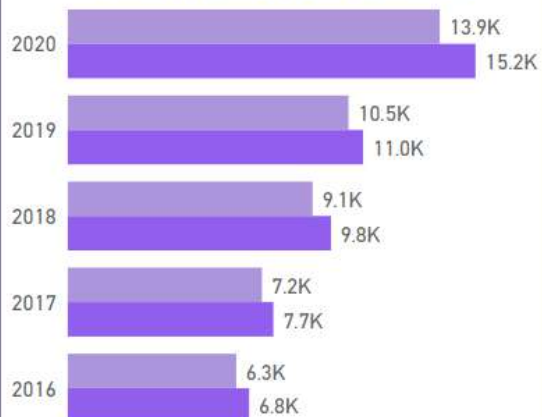
Count of Issue Type by Year and Request Category
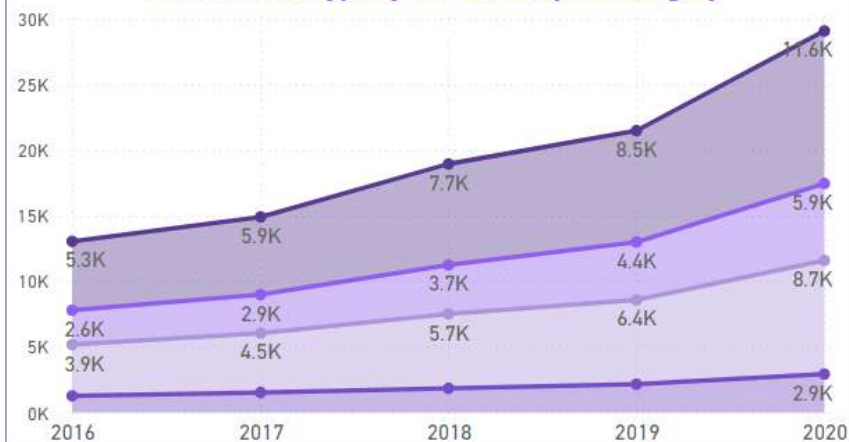
Year				
2016	5.3K	2.6K	3.9K	
2017	5.9K	2.9K	4.5K	
2018	7.7K	3.7K	5.7K	
2019	8.5K	4.4K	6.4K	
2020	11.6K	5.9K	8.7K	2.9K

IT HELP DESK ANALYSIS

FB20

| 2016 | 2017 | 2018 | 2019 | 2020 |

| Hardware | Login Access | Software | System |

Total Tickets
97.50K

Total Agents
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Avg Age
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Total Employees
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Avg Resolution Time
4.55

Satisfaction Rate
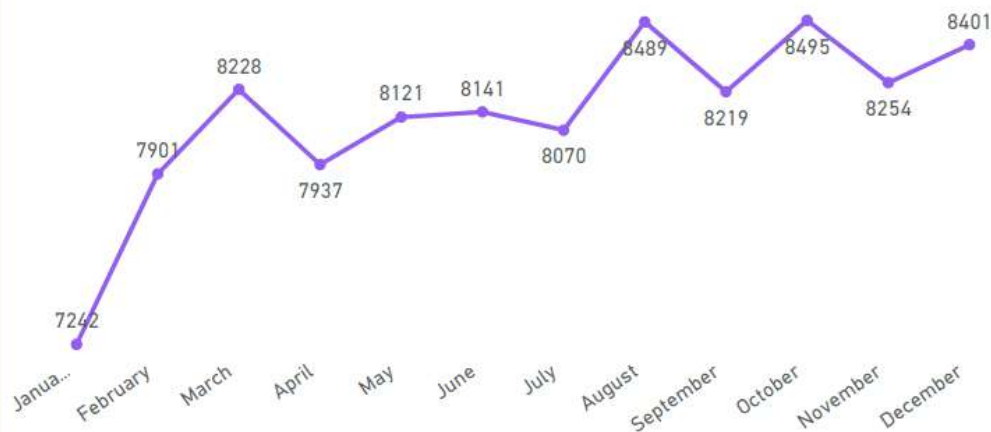4.10

Count of Tickets by Severity Type

Severity	Count
Normal	88656
Mayor	4836
Minor	2258
Urgent	1392
Unclasified	356

Count of ID Ticket by Priority Type

- High: 35549
- Unassiged: 29410
- Low: 16694
- Mid: 15845

Priority Type
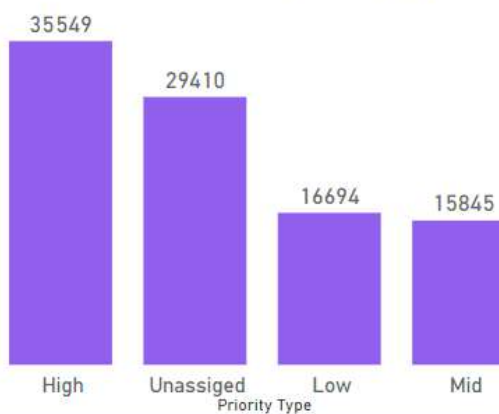
Count of Tickets by Request Category

- System 40%
- Login Access 29.94%
- Software 20.07%
- Hardware 9.98%

Count of Tickets by Month

- Janua...: 7242
- February: 7901
- March: 8228
- April: 7937
- May: 8121
- June: 8141
- July: 8070
- August: 8489
- September: 8219
- October: 8495
- November: 8254
- December: 8401
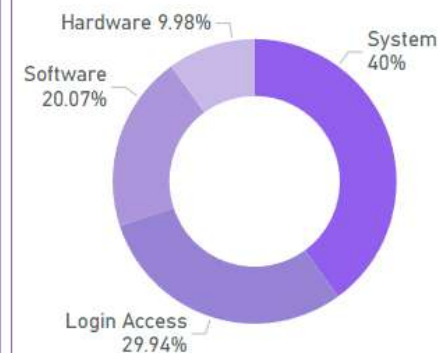
Count of Tickets by Issue Type

- IT Request: 73K
- IT Error: 24K
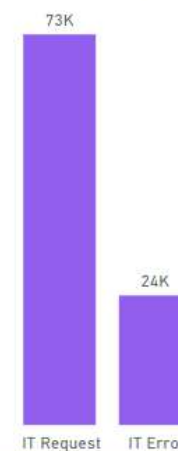
Average Satisfaction Rate by Issue Solved

Issue Solv... ● Outside SLA ● Within SLA

- 49.88%
- 50.12%