Krum Reports

36K	4082	40K	9131	45
Sum of Public comments	Sum of Internal comments	Sum of Comments	Sum of Tickets solved	Sum of Tickets created

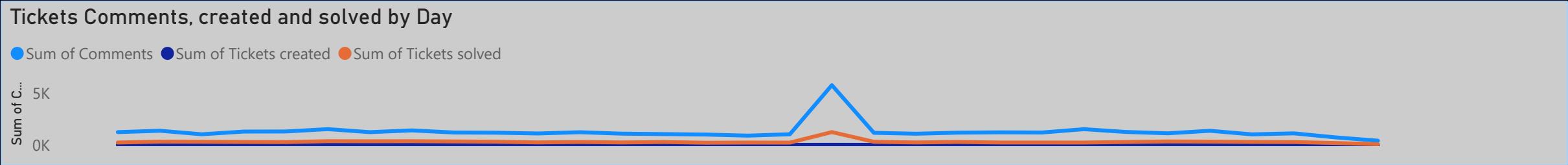## Tickets Comments, created and solved by Day

● Sum of Comments ● Sum of Tickets created ● Sum of Tickets solved

Emp ID	Sum of Internal comments	Sum of Comments	Sum of Updates	Sum of Public comments	Sum of Tickets created	Sum of Tickets solved	Sum of Tickets updated w/comment
OG230507	199	7513	14177	7314	12	1303	4990
OG220135	1365	8398	18134	7033	16	2015	5390
OG230542	842	7861	14496	7019	9	1362	5091
OG211849	261	6270	11280	6009	2	1645	4419
OG220121	866	4131	9002	3265	1	1680	3133
OG240210	264	2350	4116	2086	1	349	1351
Total	4082	39973	80795	35891	45	9131	26689

Month	Sum of Internal comments	Sum of Comments	Sum of Updates	Sum of Public comments	Sum of Tickets created	Sum of Tickets solved	Sum of Tickets updated w/commen
Jan	932	10328	26456	9396	9	2241	709
Feb	595	7518	14077	6923	12	1973	525
Mar	657	6580	10863	5923	7	1542	460
May	686	6104	11406	5418	4	1407	374
Apr	780	6147	11606	5367	11	1379	392
Total	4082	39973	80795	35891	45	9131	2668

5756
Sum of Tickets solved

15.03
Average of Tickets solved

28
Sum of Tickets created

0.07
Average of Tickets created

Month	Sum of Tickets solved	Average of Tickets solved	Sum of Tickets created	Average of Tickets created
Feb	1973	14.95	12	0.09
Jan	2241	17.37	9	0.07
Mar	1542	12.64	7	0.06

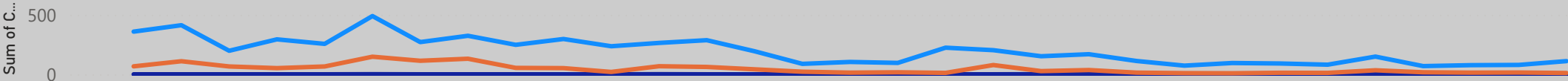| 5418	686	6104	1407	4
Sum of Public comments	Sum of Internal comments	Sum of Comments	Sum of Tickets solved	Sum of Tickets created

Tickets Comments, created and solved by Day

● Sum of Comments ● Sum of Tickets created ● Sum of Tickets solved

Emp ID	Sum of Internal comments	Sum of Comments	Sum of Updates	Sum of Public comments	Sum of Tickets created	Sum of Tickets solved	Sum of Tickets updated w/comment
OG211849	58	839	1386	781	1	203	574
OG220121	97	724	1542	627	0	217	528
OG220135	234	1048	2393	814	1	341	550
OG230507	70	933	1635	863	1	211	609
OG230542	113	884	1579	771	1	144	540
OG240110	42	666	1135	624	0	123	369
OG240210	72	1010	1736	938	0	168	577
Total	**686**	**6104**	**11406**	**5418**	**4**	**1407**	**3747**

30.43	**5.30**	**35.73**	**7.78**	**0.05**
Average of Public comm...	*Average of Internal com...*	*Average of Comments*	*Average of Tickets solved*	*Average of Tickets created*

Tickets Comments, created and solved by Day

● Average of Comments ● Average of Tickets created ● Average of Tickets solved

Average No of Tickets Updates and solved Bi Week

7.78

23.00

0.00   65.59
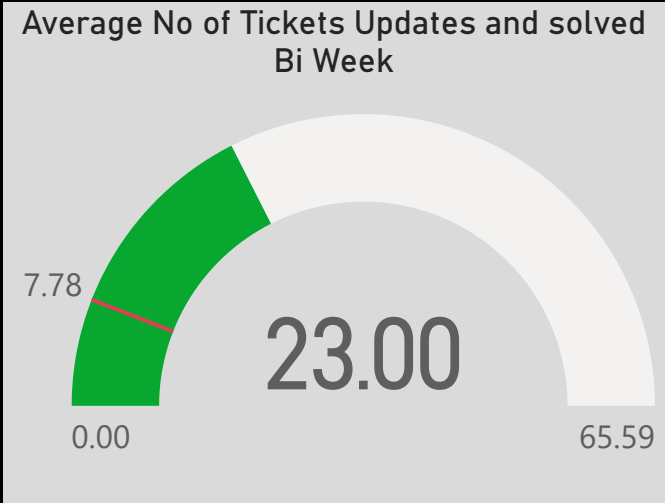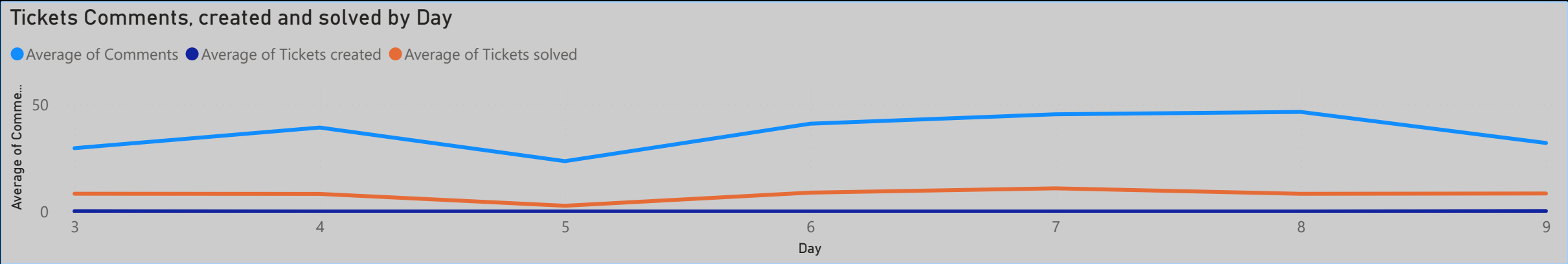
Emp ID	Average of Tickets solved ▼
OG211849	10.60
OG220135	10.33
OG230542	9.60
OG220121	9.50
OG230507	5.20
OG240110	5.20
OG240210	3.20
Total	**7.78**

Average No of Tickets solved By Tickets created

100.00% !

Goal: 7.78, 65.59