IT Ticket report

SLA
- Outside SLA
- Within SLA

NPS
- 1 2 3
- 4 5

Issue
- IT Error
- IT Request

Request Category
- Hardware
- Login Access
- Software
- System

Priority type
- High
- Low
- Mid
- Unassiged

Severity type
- Mayor
- Minor
- Normal
- Unclasified
- Urgent

Date (Year)
- 2016 2017 2018 2019 2020

Date (Month)
- Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Weekday
- Fri Mon Sat Sun Thur Tue Wed

# Agent	# Employees	Total Tickets	NPS	Resolution time	SLA %	IT Request	IT Error
50	2000	97498	4.10	4.55	48.2%	75.1%	24.9%

Total Tickets by Year
- 2016: 13,051
- 2017: 14,915
- 2018: 18,954
- 2019: 21,490
- 2020: 29,088

NPS by years
- 2016: 3.98
- 2017: 4.07
- 2018: 4.09
- 2019: 4.12
- 2020: 4.16

Average Resolution time
- 2016: 4.55
- 2017: 4.53
- 2018: 4.56
- 2019: 4.52
- 2020: 4.59
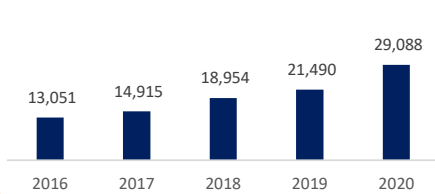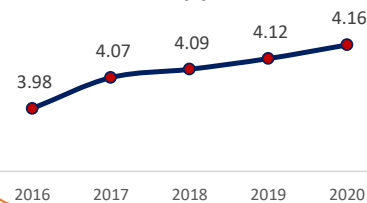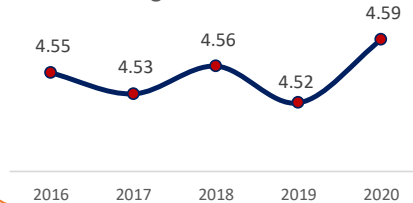
Total tickets in weekday
- Mon: 13,778
- Tue: 14,080
- Wed: 14,080
- Thur: 13,815
- Fri: 13,897
- Sat: 13,934
- Sun: 13,914

Request category

	# Tickets	Resolution time	NPS	SLA
System	39,002	6.62	4.10	40.0%
Software	19,570	5.24	4.11	20.1%
Login Access	29,193	0.31	4.09	29.9%
Hardware	9,733	7.63	4.10	10.0%

Error type

	# Tickets	Resolution time	NPS	SLA
IT Request	73,220	5.03	4.10	75.1%
IT Error	24,278	3.11	4.10	24.9%

Priority

	# Tickets	Resolution time	NPS	SLA
Unassiged	29,410	5.31	4.09	30.2%
Mid	15,845	4.00	4.10	16.3%
Low	16,694	6.01	4.13	17.1%
High	35,549	3.49	4.09	36.5%

Severity

	# Tickets	Resolution time	NPS	SLA
Urgent	1,392	2.00	4.12	1.4%
Unclasified	356	2.88	4.17	0.4%
Normal	88,656	4.66	4.10	90.9%
Minor	2,258	3.44	4.07	2.3%
Mayor	4,836	3.91	4.12	5.0%

Finding

- Since 2016, ticket numbers have steadily climbed, demonstrating increasing demand for our service.
- Only urgent tickets are resolved within SLA, but the number is minimal compared with the total
- Our average satisfaction rate of 4.1 has increased steadily, demonstrating our dedication to providing high-quality service.
- Though the SLA (Service Level Agreement) called for 3.5 days, the average resolution time varied like a sine wave:
  + Login Access acquired 40% of total tickets, and the average resolution time is 0.31 days, which means other request categories have excess SLA. The average resolution time decreased by years, so the company optimized ticket escalation and time efficien tly.
  + The remaining categories are Hardware, System and Software acquired at least 5 days to resolve the issue

Recommendation

- **SLA focus**: To increase customer trust, step up efforts to bring more tickets within SLA.
- **Communication**: Look for methods to improve user engagement since this may speed up resolving problems.
- **Self-Help Resources**: To empower users and lower ticket inflow, create additional self-help resources.
- **Distribution of Human Capital**: Allocate Human Resources daily according to workload to guarantee
- It is essential to monitor the growing number of unassigned tickets over time since it impacts customer service in terms of time and experience.