

# FEBRIKAM SERVICE INSIGHTS & AUTOMATION

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Count of CaseID Priority Status SLA\_Breached

| Count of CaseID | Priority | Status      | SLA_Breached |
|-----------------|----------|-------------|--------------|
| 2               | High     | Closed      | Yes          |
| 1               | High     | In Progress | Yes          |
| 1               | High     | Open        | No           |
| 2               | Low      | Closed      | No           |
| 1               | Low      | Open        | No           |
| 2               | Medium   | Closed      | No           |
| 1               | Medium   | In Progress | No           |

10

Status  
 Closed  
 In Progress  
 Open

Priority  
 High  
 Low  
 Medium

Visualizations Build visual

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Filters on all pages Add data fields here

Values Add data fields here

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Cases

- $\sum$  CaseID
- Priority
- $\sum$  ResolutionHours
- SLA\_Breached
- $\sum$  SLA\_Hours
- Status

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Count of CaseID 10

Sum of ResolutionHours 69

Count of CaseID by Priority

| Priority | Count of CaseID |
|----------|-----------------|
| High     | 4               |
| Low      | 3               |
| Medium   | 3               |

Visualizations Build visual

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Page 2 +

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