

IT TICKET ANALYSIS DASHBOARD

In developing a Power BI dashboard for IT ticket analysis, a robust and user-friendly design has been implemented to enhance data insights. The dashboard incorporates a plethora of slicers strategically positioned to empower users in filtering and customizing the displayed information. These slicers serve as dynamic controls, enabling stakeholders to focus on specific aspects of the IT ticket data, thereby facilitating a more granular and targeted analysis.

The dashboard features a dedicated view for business units, providing a comprehensive overview of key metrics and values associated with each unit. Through this visualization, users can quickly grasp the performance and trends specific to individual business units. The inclusion of tree charts, table charts, and bar charts further enriches the analytical capabilities, allowing for a diverse representation of data. Each visual component is meticulously crafted to present information in a visually intuitive manner, promoting clarity and facilitating a deeper understanding of the underlying patterns within the IT ticket dataset.

To enhance user engagement and comprehension, the dashboard incorporates unique tooltips that offer detailed explanations for each visual element. These tooltips serve as informative guides, providing additional context and insights when users hover over or interact with specific data points. This thoughtful addition not only improves the overall user experience but also ensures that stakeholders can interpret and derive meaningful conclusions from the visualizations presented. The combination of slicers, tailored views, and interactive tooltips collectively contributes to a powerful and insightful IT ticket analysis experience within the Power BI dashboard.