

Departmental Performance Overview

Total Tickets Logged

1000

% of Tickets Resolved

38.7%

% Resolved On Time

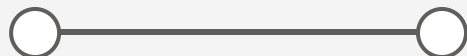
47.0%

Filter Dashboard By:

5/1/2024



4/30/2025



Department

All



Status

- ☐ In Progress
- ☐ On Hold
- ☐ Pending
- ☐ Resolved

Priority

1

3

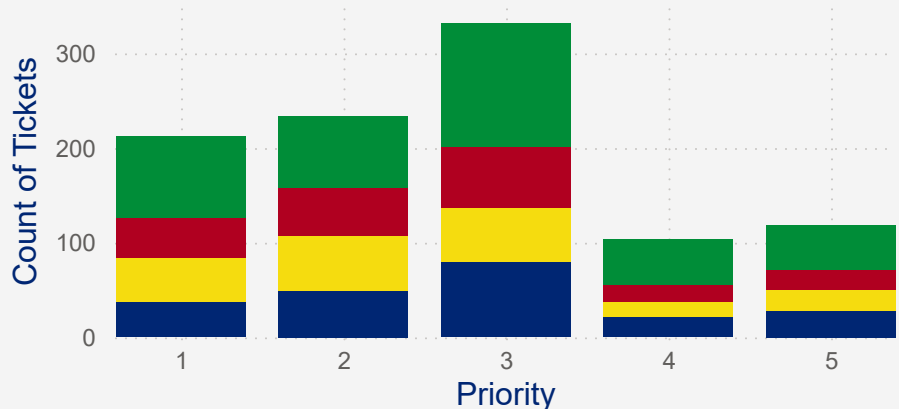
5

2

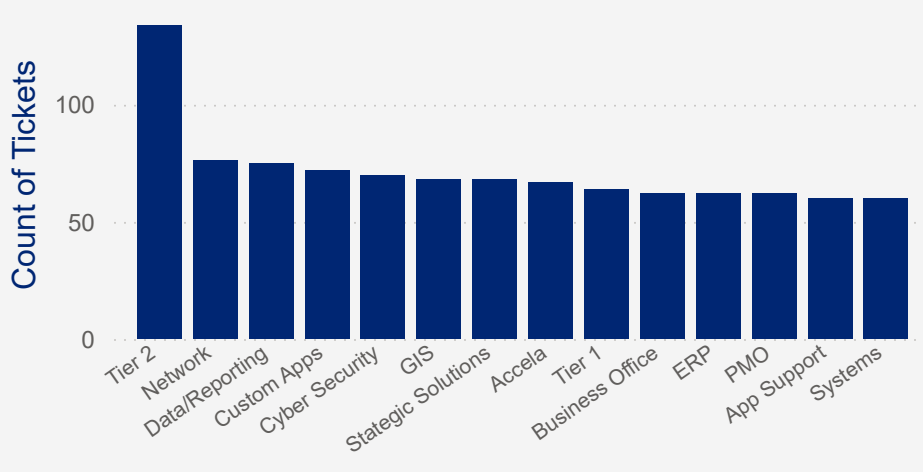
4

Ticket Status by Priority

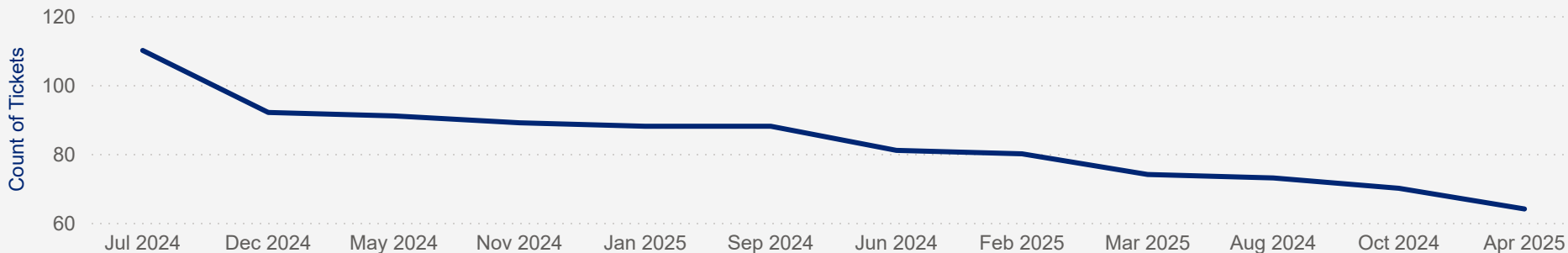
Status ● In Progress ● On Hold ● Pending ● Resolved



Ticket Volume by Department



Ticket Submission Over Time





Employee Ticket Summary

Total Tickets Logged

132

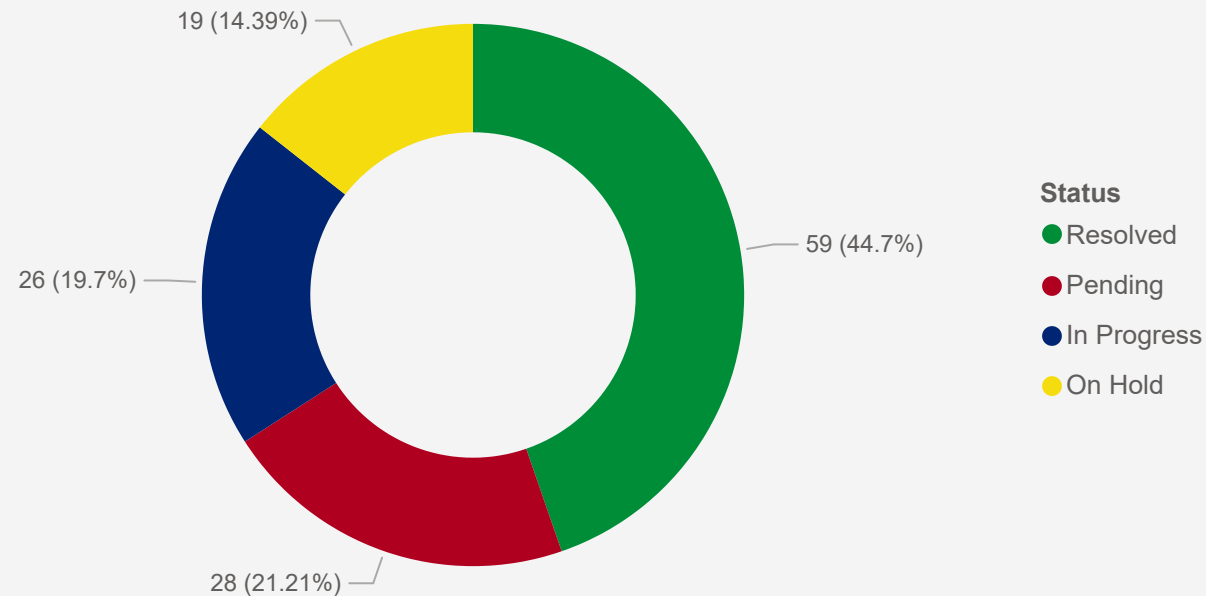
Avg. Time to Resolve
(mins)

717.22

% of Tickets Resolved

44.7%

Ticket Status Breakdown for Selected Employee



Employee Name

- ☐ Alex Patel
- ☒ Chris Bennett
- ☐ Jamie Liu
- ☐ Jordan Ramirez
- ☐ Morgan Wu
- ☐ Riley Gomez
- ☐ Taylor Morris