

# Departmental Performance Overview

Total Tickets Logged

997

% of Tickets Resolved

38.6%

% Resolved On Time

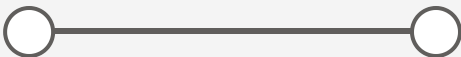
47.0%

Filter Dashboard By:

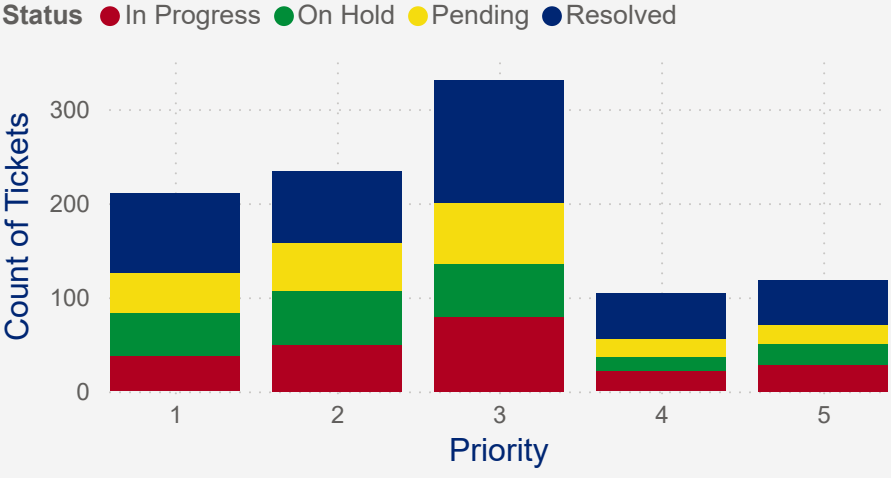
5/1/2024



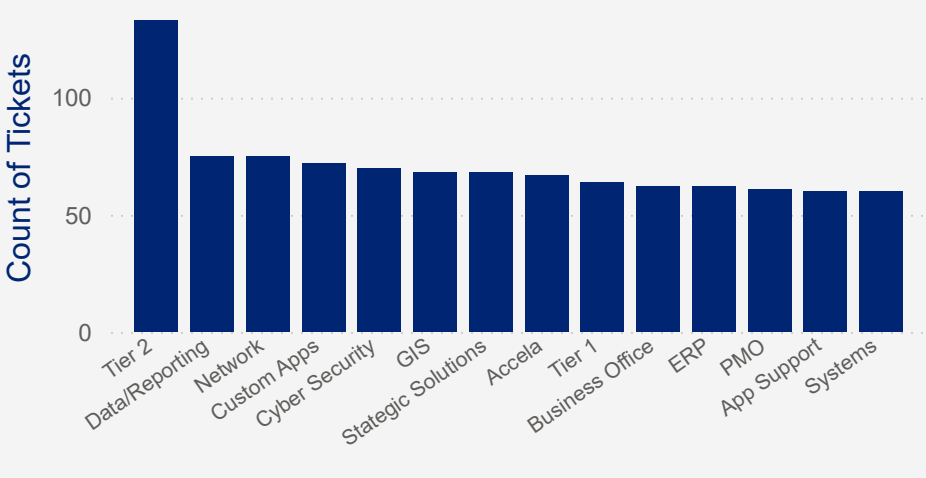
4/30/2025



Ticket Status by Priority



Ticket Volume by Department



Department

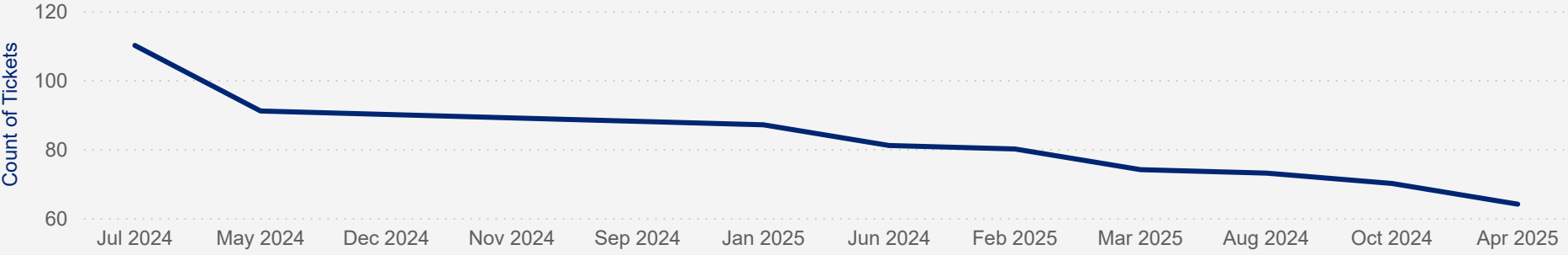
All



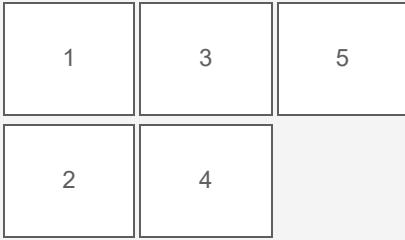
Status

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

Ticket Submission Over Time



Priority





# Employee Ticket Summary

Total Tickets Logged

132

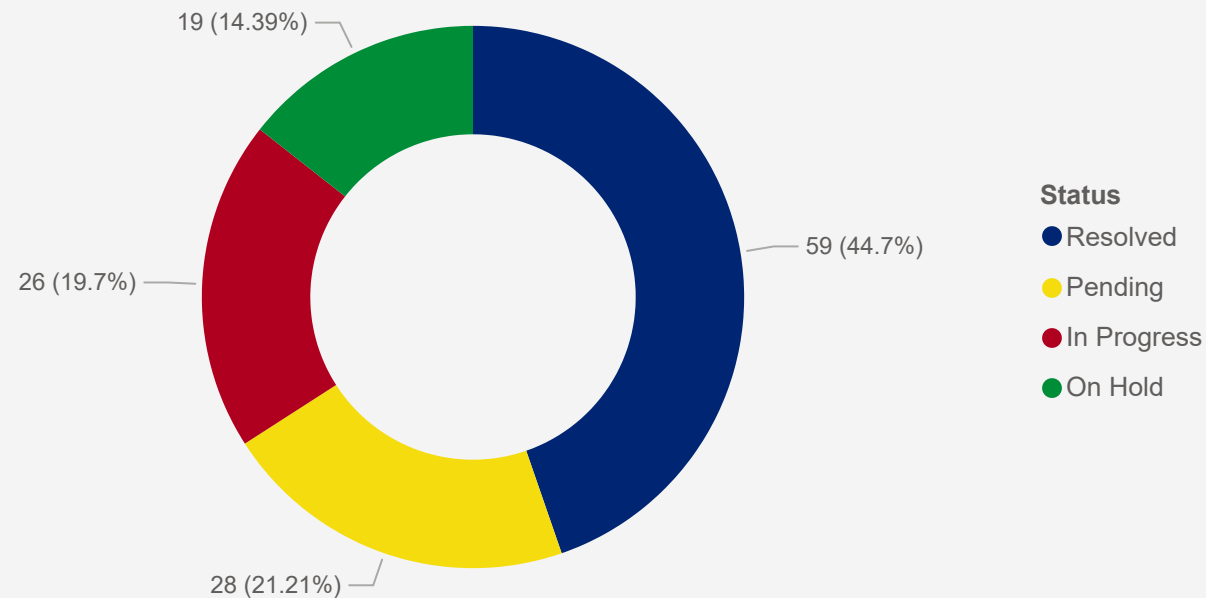
Avg. Time to Resolve  
(mins)

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