Type

Email | Phone | Walk-In

IT Service Desk Performance Report

CENTENNIAL COLLEGE

Total Interactions

334

Max. hours on Interaction

60

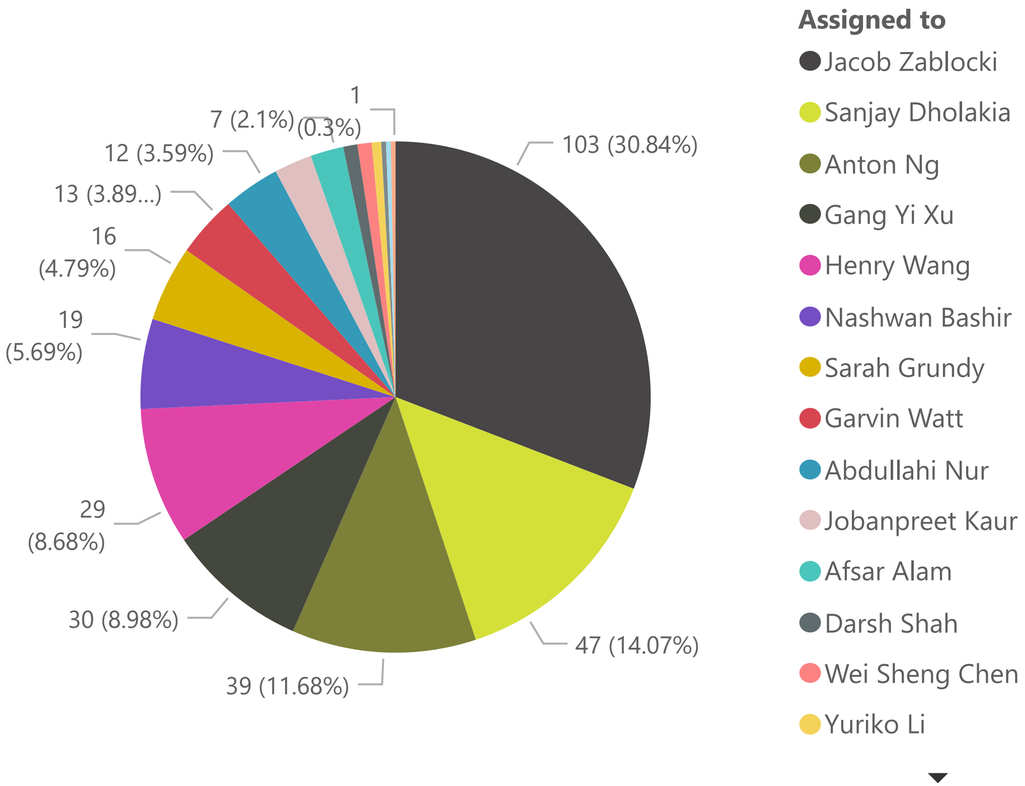
Assigned To

Abdullahi Nur

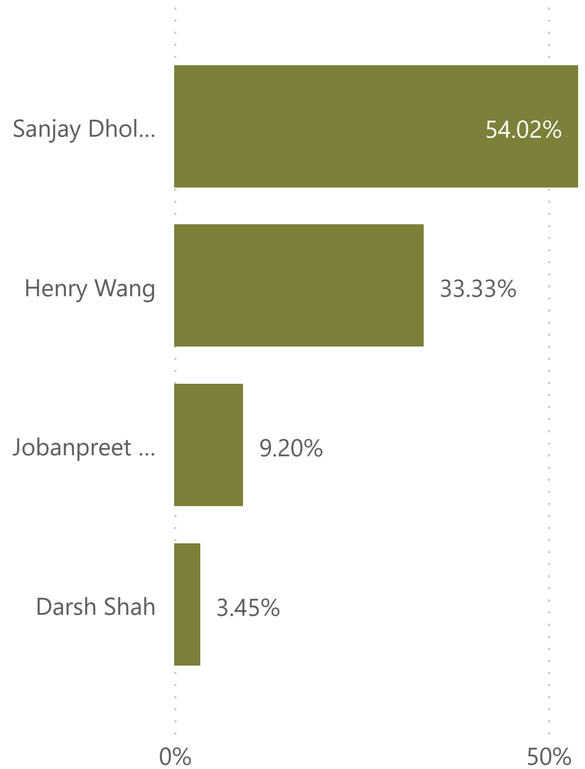
Short Description

Outlook access network issue

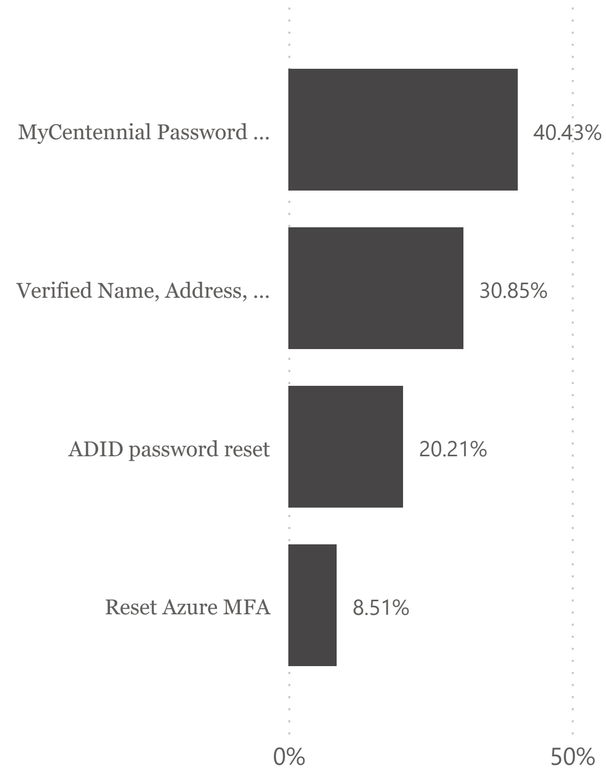
Percentage of Interactions



Top 4 most Engaged



Top 4 reported issues



IT Service Desk Performance Report

CENTENNIAL COLLEGE

Max time on Incident (Months)

9

Assigned To:

Matthias Vonarburg

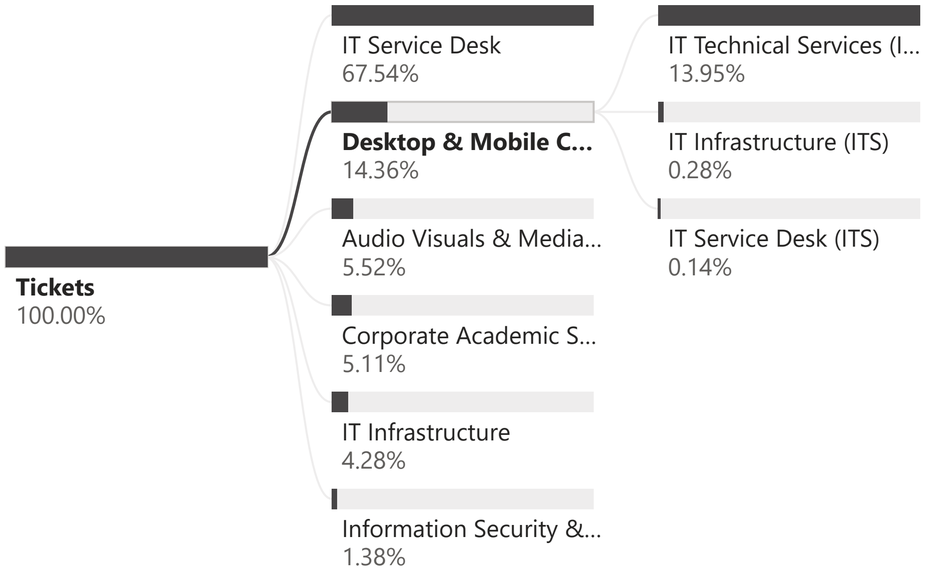
Description

ORPL refresh - PROD

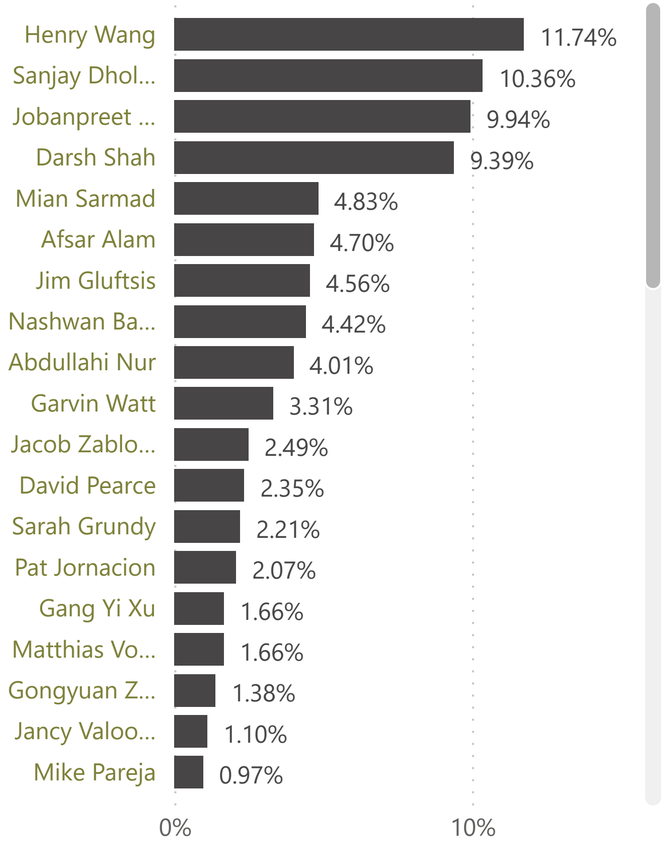
Ticket distribution

Category × Assignment group ×

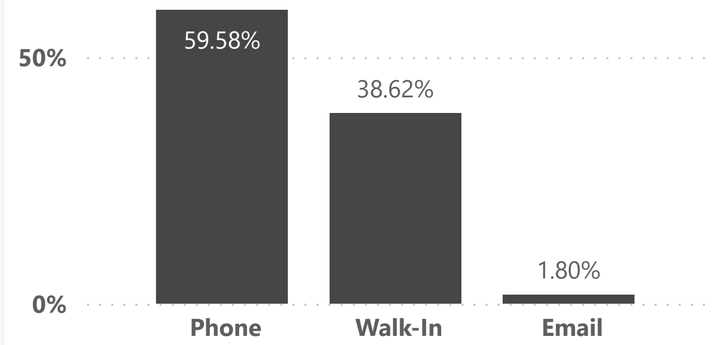
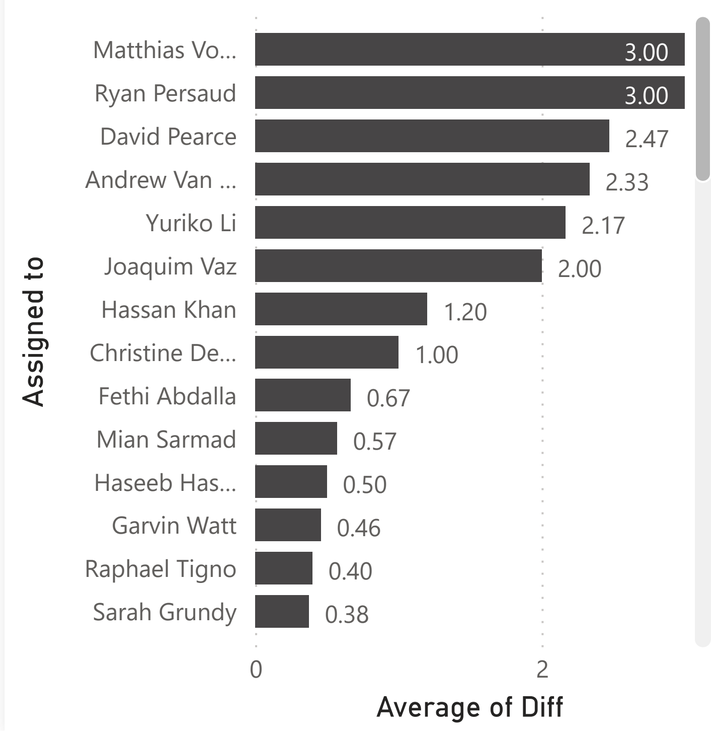
Desktop & Mobile Co...



Tickets attended to



Interactions by Channel



Average response time (hrs)