

Home

Details

Created

1/6/2021

12/3/2023



Team

- ☐ Select all
- ☐ Desktop Support
- ☐ Device Manage...
- ☐ Digital Workplace
- ☐ Infrastructure Su...
- ☐ Network Support
- ☐ Regional Applica...
- ☐ Regional Deskto...
- ☐ SAP Support
- ☐ Tier 2 ERP Support



KACE Dashboard

Full Insights

Total KACE

296

New KACE

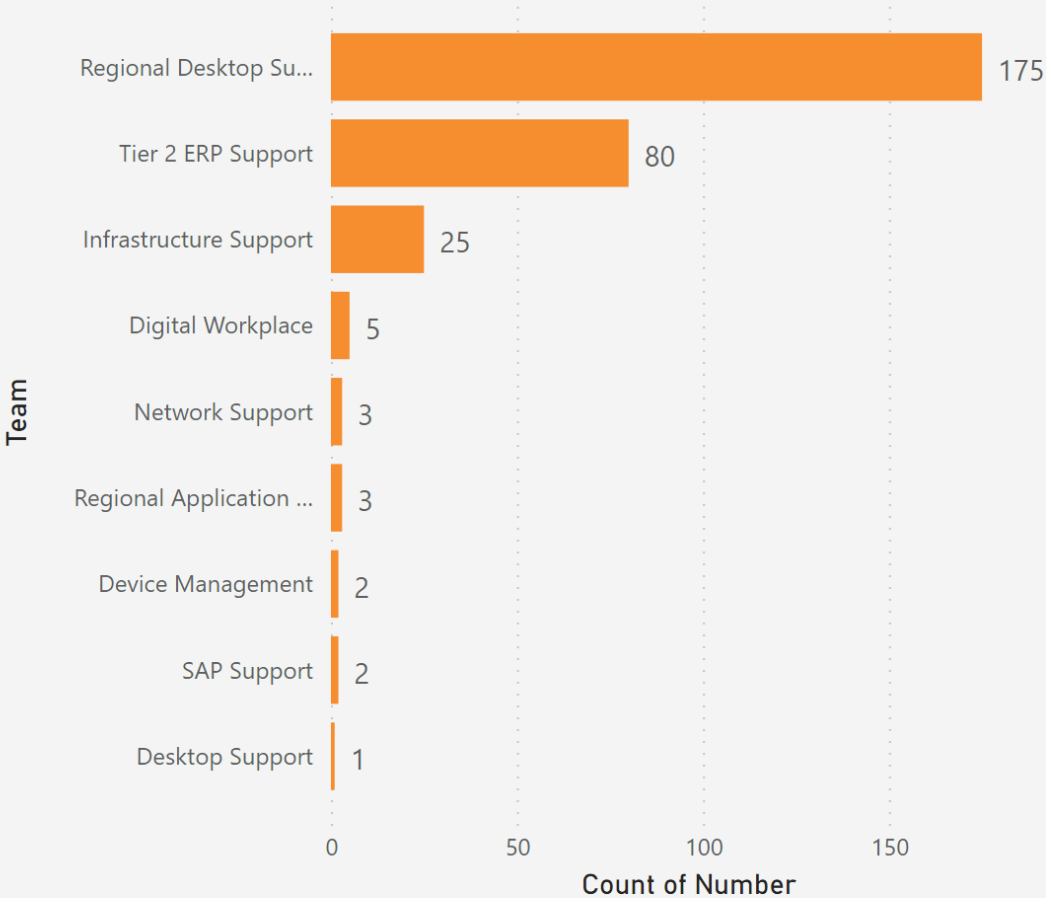
2

Resolved

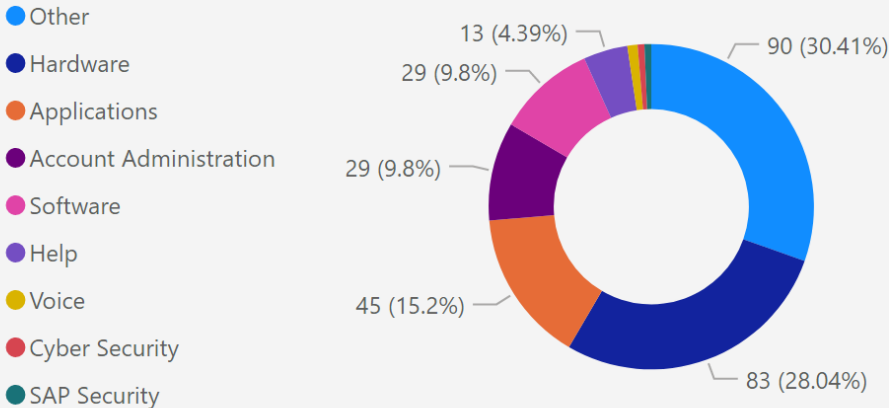
256



Number of Ticket by Team



Number of Ticket by Category



Sub Category

Sub Category	Count of Sub Category
Other	109
Standard Laptop	27
Headset / Speaker	15
AccPac	14
SAGE	14
Help	13
...	11
Total	262

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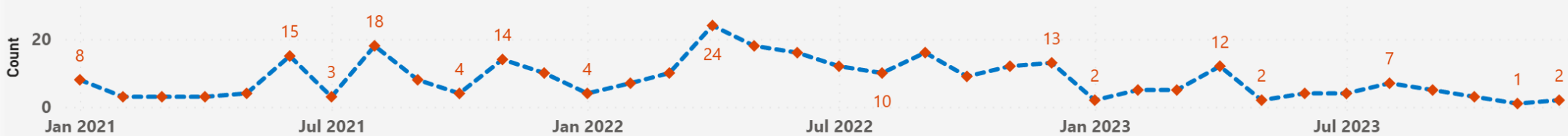
2

Resolved

256

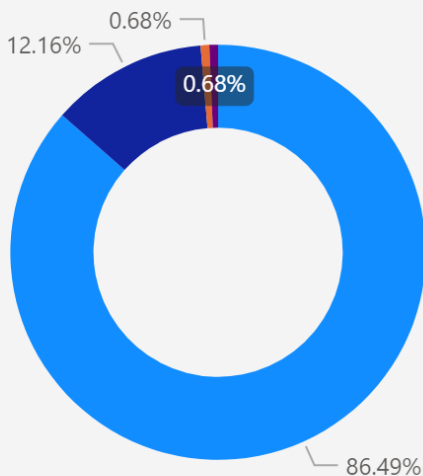


Number of Ticket By Month



Percentage Count by Status

● Closed - Resolved ● Closed - Cancelled ● Hold - Waiting on Customer ● New



Word Cloud of Ticket Summary

