

Status

Closed

In Progress

Open

112

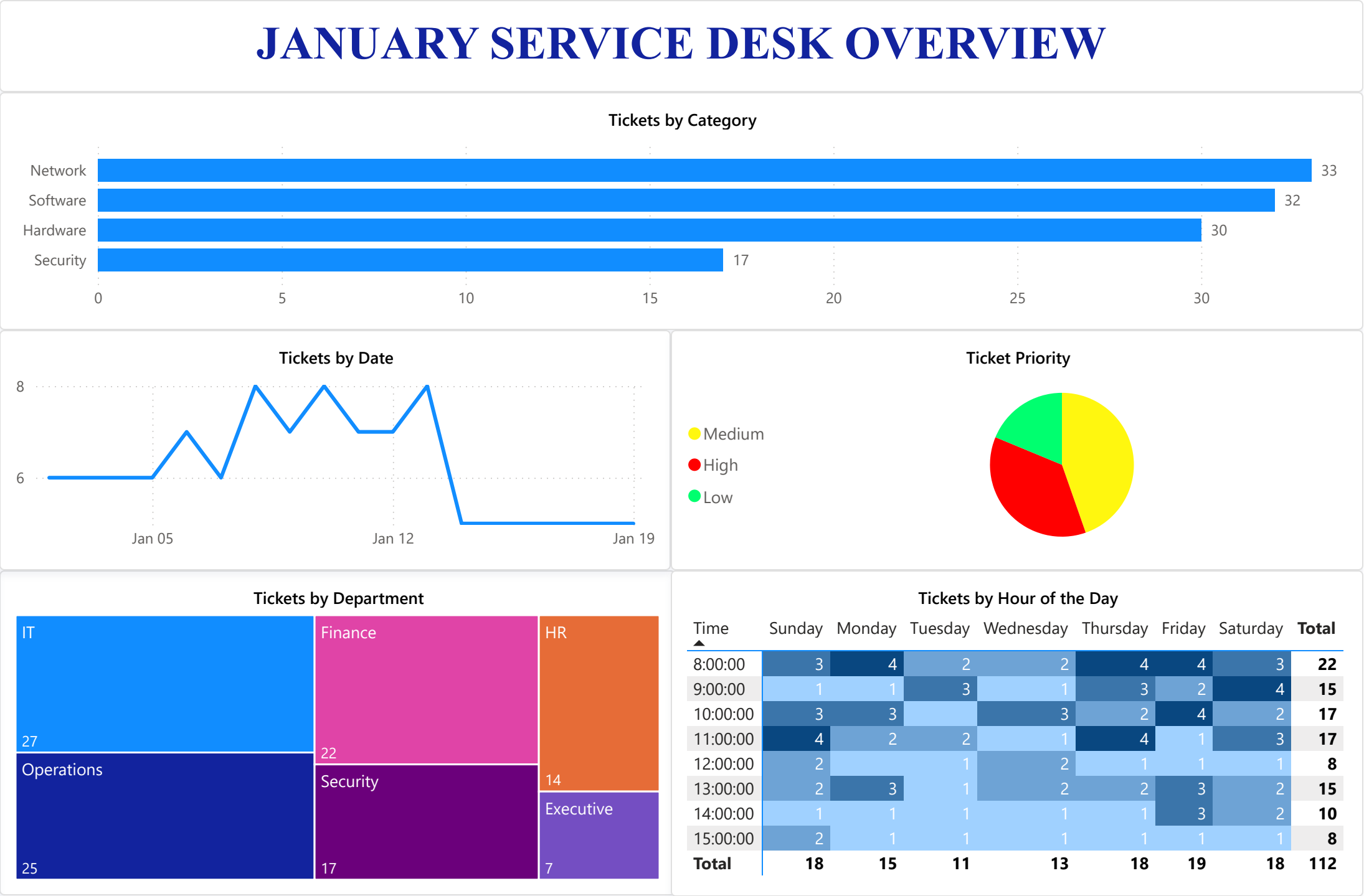
Amount of Tickets

4.19 Hours

Avg Resolution Time

100%

SLA Compliance



- Hardware
- Helpdesk
- Network
- Software

Emily Harris

Best Technician

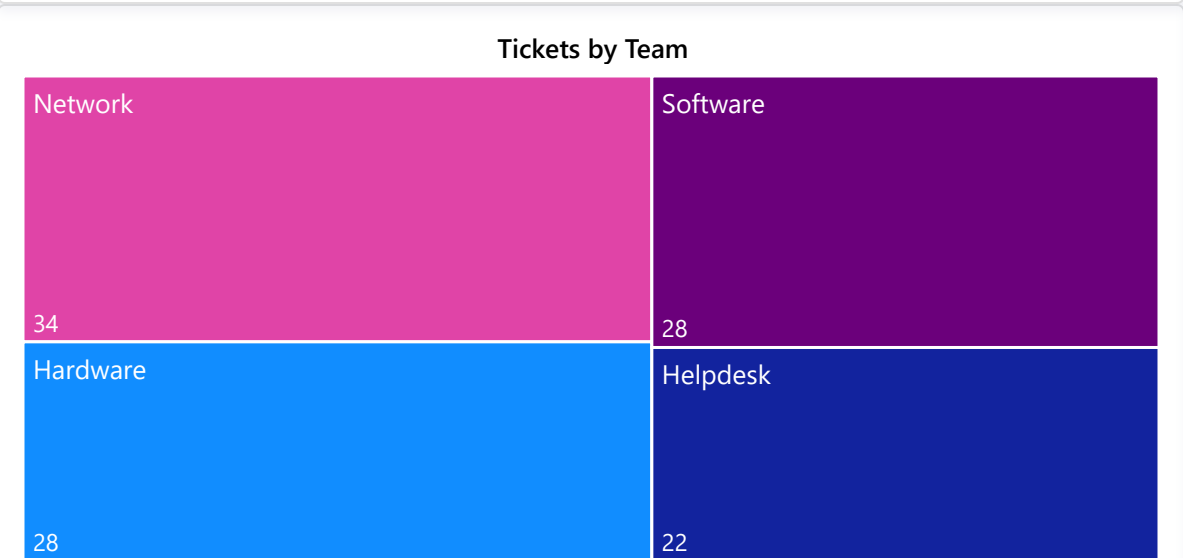
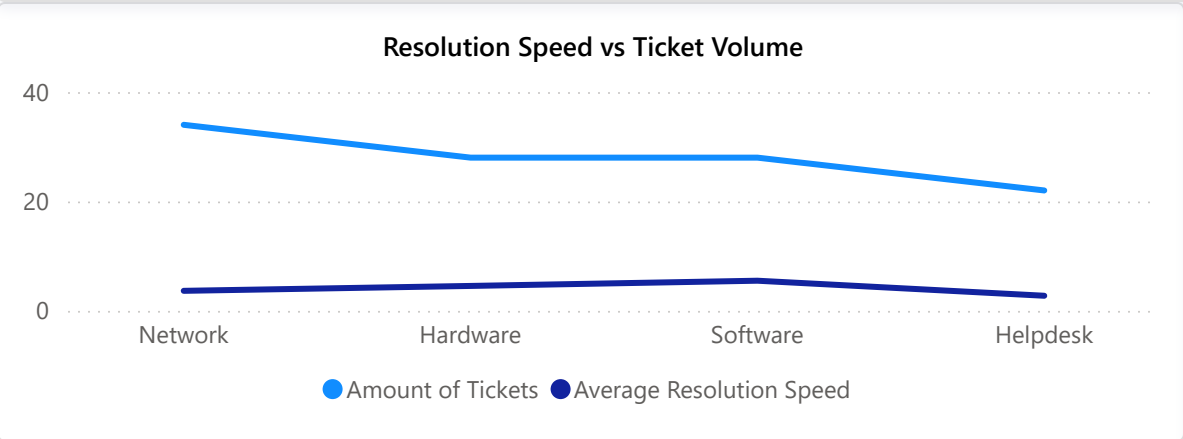
Helpdesk

Best Team

4.19

Avg Resolution Time

January Technician Performance Overview



Average Resolution Time by Technicians							
Name	Hardware	Helpdesk	Network	Software	Total		
Emily Harris	2.75	1.67	2.33	2.67	1.67		
Victoria King		2.33					
John Roberts		2.50					
Ethan Walker		2.67	2.67				
Michael Brown			2.67				
Brianna Taylor	2.75	2.75	3.00	3.17	2.75		
Sophia White	2.75						
Maria Gomez	2.83						
Daniel Scott	3.00	3.00					
Rachel Adams	3.00						
Samuel Grant	3.17						
Jasmine Cooper	3.20	3.50			3.20		
Kevin Thompson	3.33	3.67		3.33	3.33		
Ryan Thompson		3.50		3.50			
Christopher Lee		3.67		3.67			
Olivia Martin	5.00	7.67	11.75	12.50	3.67		
David Johnson					5.00		
Alicia Parker	11.75	12.50	4.55	2.75	7.67		
Brandon Wright					11.75		
Joshua Smith					12.50		
Total	4.55	2.75	3.65	5.50	4.19		

- Location
- ☐

Branch A
- ☐

Branch B
- ☐

Cafeteria
- ☐

Data Center
- ☐

Executive Office
- ☐

Finance Office
- ☐

HQ - Hallway
- ☐

HQ - Network Closet
- ☐

HQ - Server Room
- ☐

HR Office
- ☐

IT Office
- ☐

Lobby
- ☐

Operations
- ☐

Parking Lot
- ☐

Retail Store
- ☐

Security Wing
- ☐

Warehouse

96.05%

Average Device Uptime

Branch A

Location 1

Warehouse

Location 2

Switch

Most Problematic Device

20

Amount of Devices

