IT HELPDESK TICKET ANALYSIS

YEAR All

QUARTER All

MONTH NAME All

DAY All

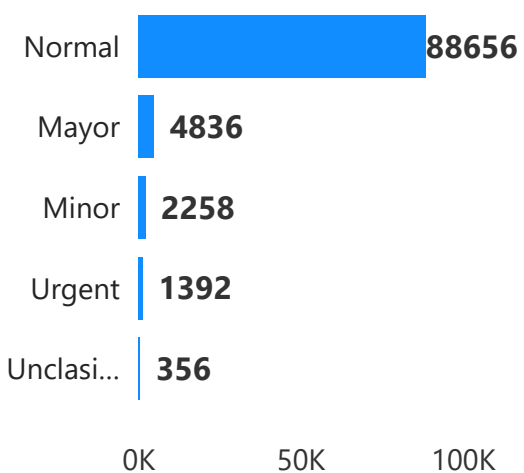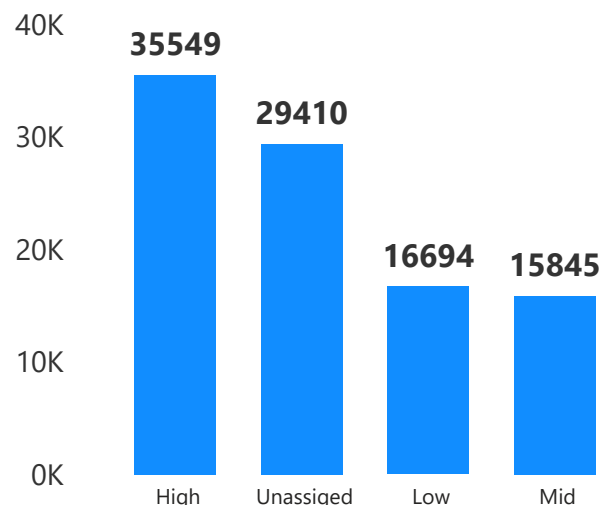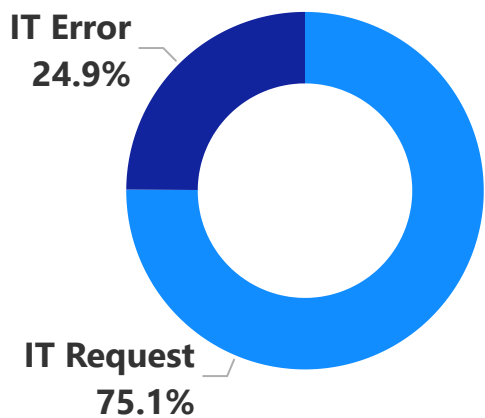| Total Tickets	Within SLA	SLA Cmpliant	Outside SLA	Non SLA Compliant	Average Resolution Time	Average Satisfaction Rate
97K	47K	48.22%	50K	51.78%	4.55	4.10

Total Tickets by Severity

- Normal: 88656
- Mayor: 4836
- Minor: 2258
- Urgent: 1392
- Unclasi...: 356

Total Tickets by Priority

- High: 35549
- Unassiged: 29410
- Low: 16694
- Mid: 15845

Total Tickets by Issue Type

- IT Error 24.9%
- IT Request 75.1%

Total Tickets by Satisfaction Rate and Issue Type

- 1: 7K, 2K
- 2: 1K
- 3: 6K, 2K
- 4: 21K, 7K
- 5: 38K, 13K
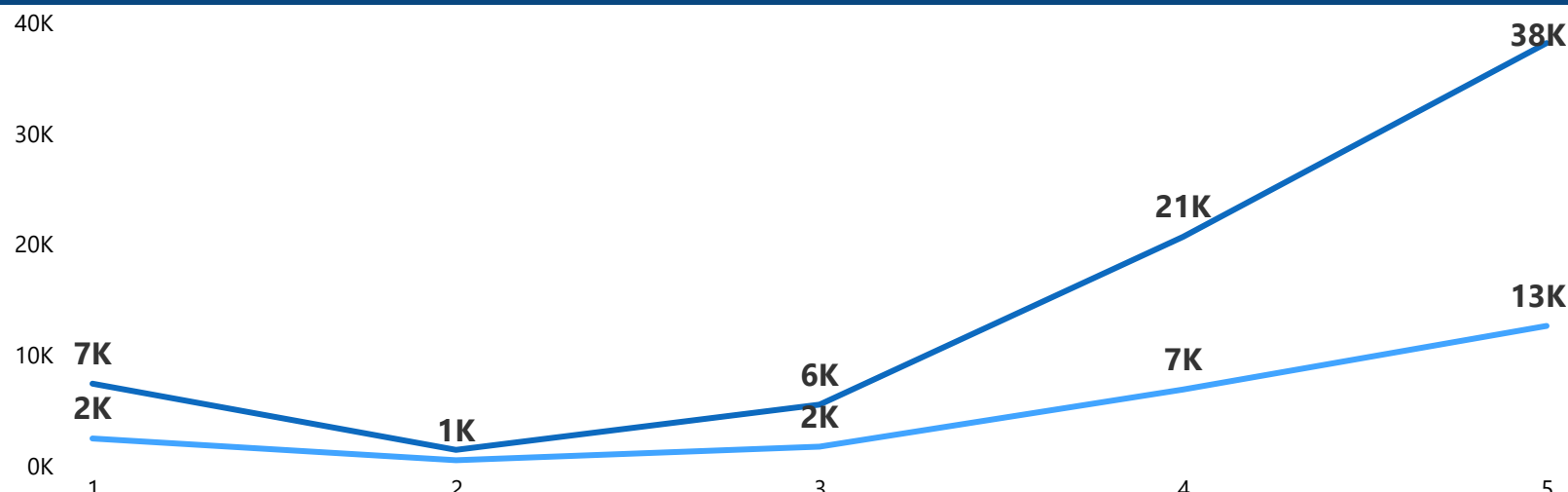
Total Tickets by Year and Request Category

Increase ● Decrease ● Total ● Other

- 2016: 13051
- System: 668
- Login Access: 616
- Software: 329
- Hardware: 251
- 2017: 14915
- System: 1783
- Login Access: 1146
- Software: 789
- Hardware: 321
- 2018: 18954
- System: 793
- Login Access: 754
- Software: 672
- Hardware: 317
- 2019: 21490
- System: 3135
- Login Access: 2233
- Software: 1458
- Hardware: 772
- 2020: 29088
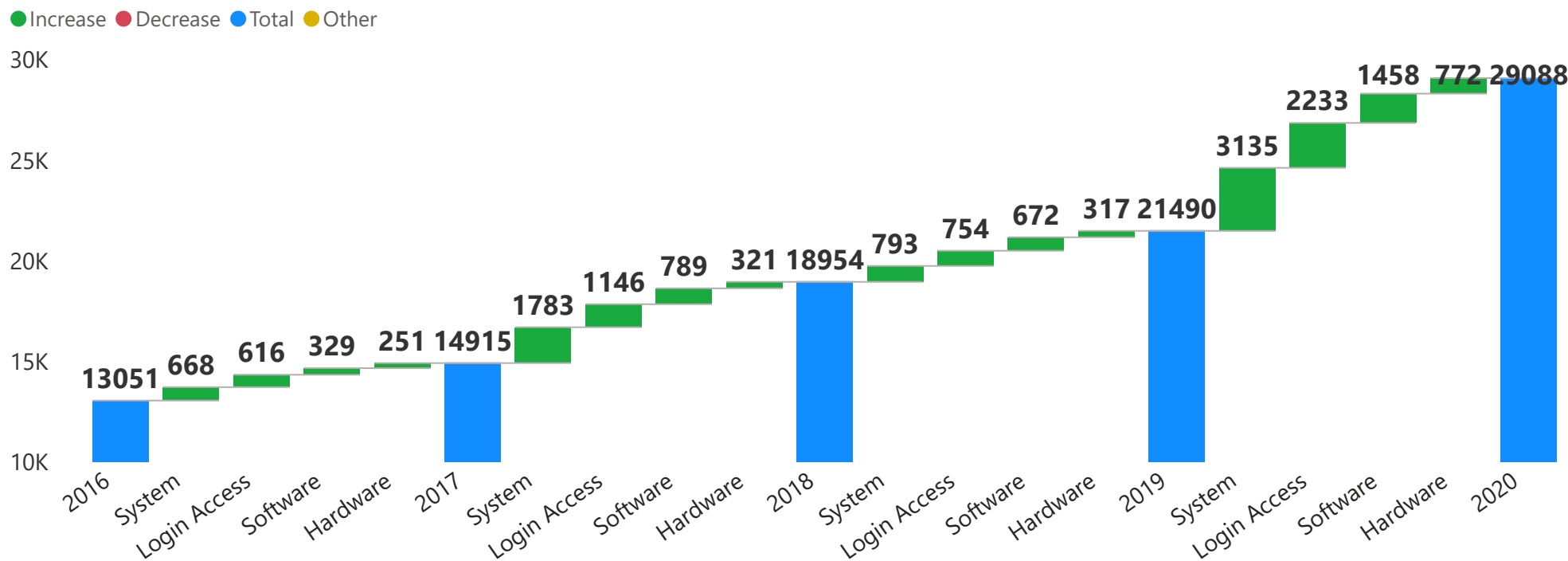
Total Tickets by Year and Quarter

- 2016: Q1 3276 / 3265, Q2 3252, Q3 3258
- 2017: Q1 3559, Q2 3834, Q3 3717, Q4 3805
- 2018: Q1 4266, Q2 4936, Q3 4927, Q4 4825
- 2019: Q1 5114, Q2 5152, Q3 5646, Q4 5578
- 2020: Q1 7156, Q2 7012, Q3 7236, Q4 7684
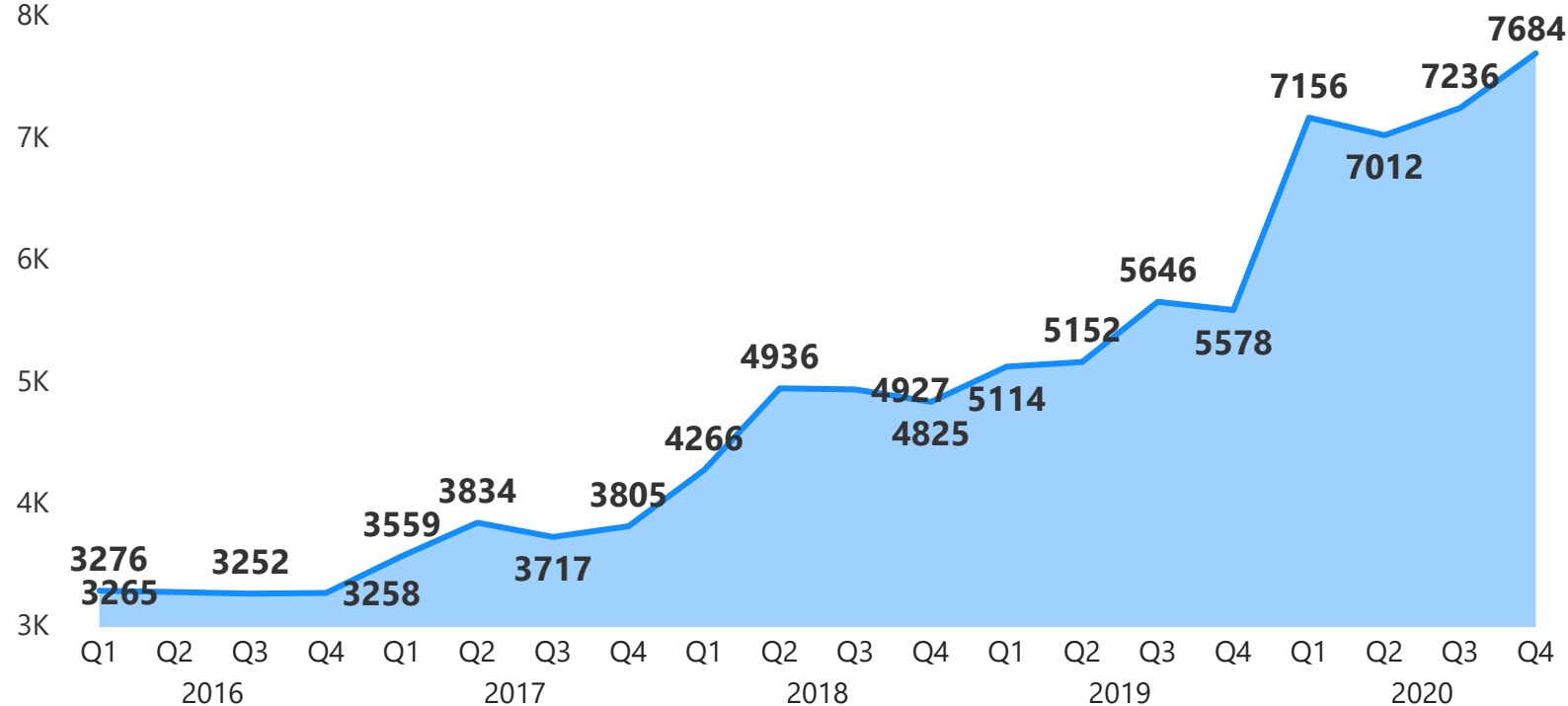
IT HELPDESK TICKET ANALYSIS

	Average Age	Total Emplyees	Total IT Agents
	35.98	2K	50

Agent ID	Full Name	Email	Age	Date of birth	Average Satisfaction Rate	Star Rating
1	Lucero Mata	lucero.mata@fp20analytics.com	32	28 April 1989	4.34	★★★★☆
2	Jesus Grajeda	jesus.grajeda@fp20analytics.com	42	01 January 1979	4.47	★★★★☆
3	Elena Velez	elena.velez@fp20analytics.com	28	06 June 1993	3.62	★★★☆☆
4	Alberto Barraza	alberto.barraza@fp20analytics.com	42	20 October 1978	4.19	★★★★☆
5	Willyberto Gonzales	willyberto.gonzales@fp20analytics.com	48	11 May 1973	4.38	★★★★☆
6	Alberto Trejo	alberto.trejo@fp20analytics.com	33	09 March 1988	3.59	★★★☆☆
7	Estuardo Ocaño	estuardo.ocaño@fp20analytics.com	40	23 September 1980	3.98	★★★☆☆
8	Marisol Piedrahita	marisol.piedrahita@fp20analytics.com	27	28 October 1993	4.44	★★★★☆
9	Jose Velasquez	jose.velasquez@fp20analytics.com	40	09 January 1981	3.69	★★★☆☆
10	Alberto Casillas	alberto.casillas@fp20analytics.com	28	01 February 1993	4.42	★★★★☆
11	Lopez Moran	lopez.moran@fp20analytics.com	41	21 April 1980	3.64	★★★☆☆
12	Javier Davila	javier.davila@fp20analytics.com	45	22 May 1976	4.49	★★★★☆
13	Griselda Galindo	griselda.galindo@fp20analytics.com	25	03 February 1996	4.28	★★★★☆
14	Estuardo Torres	estuardo.torres@fp20analytics.com	25	21 December 1995	4.09	★★★★☆
15	Guadalupe Galindo	guadalupe.galindo@fp20analytics.com	26	16 June 1995	4.47	★★★★☆
16	Carlos Orci	carlos.orci@fp20analytics.com	38	26 October 1982	3.67	★★★☆☆
17	Lourdes Leon	lourdes.leon@fp20analytics.com	49	28 December 1971	4.34	★★★★☆
18	Miller Gaviria	miller.gaviria@fp20analytics.com	40	09 October 1980	3.99	★★★☆☆
19	Alfonso Barraza	alfonso.barraza@fp20analytics.com	31	13 May 1990	3.04	★★★☆☆
20	Eduardo Luna	eduardo.luna@fp20analytics.com	37	22 November 1983	4.15	★★★★☆
21	Alberto Gastelum	alberto.gastelum@fp20analytics.com	24	10 October 1996	4.40	★★★★☆
22	Lorena Leon	lorena.leon@fp20analytics.com	24	16 July 1996	3.63	★★★☆☆
23	Guadalupe Hernandez	guadalupe.hernandez@fp20analytics.com	35	12 June 1986	4.38	★★★★☆

INSIGHTS

With only 50 IT agents handling 97K tickets, each agent processes 1940 tickets annually which shows heavy workload and may explain SLA compliance issues.

Agents mostly handling routine requests which is 91% NORMAL SEVERITY, only 1% urgent cases.

High-priority tickets are the largest group 35,549.

IT Requests dominate 75% ,IT Error only 25%.Since most Tickets are IT Requests, analyze which categories generate the most repeat demand(password resets, access resets).

Only 48.22% within SLA is slightly concerning, 51.78% missed SLA which means half of the Tickets are not resolved in agreed time.

Most agents score above 4.0(out of 5),showing generally good service quality.

Ticket volume is steadily increasing especially after 2018-2019.

2020 shows a bog surge.