IT HELPDESK TICKET ANALYSIS

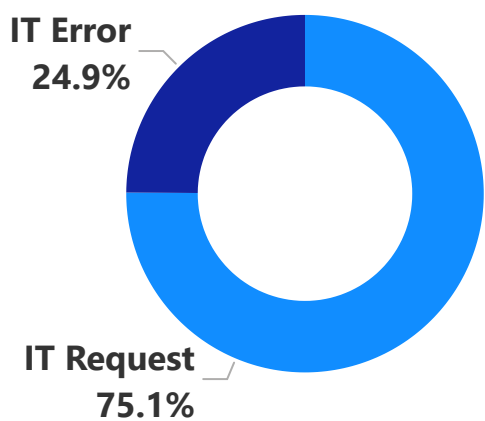| Total Tickets	Within SLA	SLA Cmpliant	Outside SLA	Non SLA Compliant	Average Resolution Time	Average Satisfaction Rate
97K	47K	48.22%	50K	51.78%	4.55	4.10

Total Tickets by Severity

Severity	Count
Normal	88656
Mayor	4836
Minor	2258
Urgent	1392
Unclasi...	356
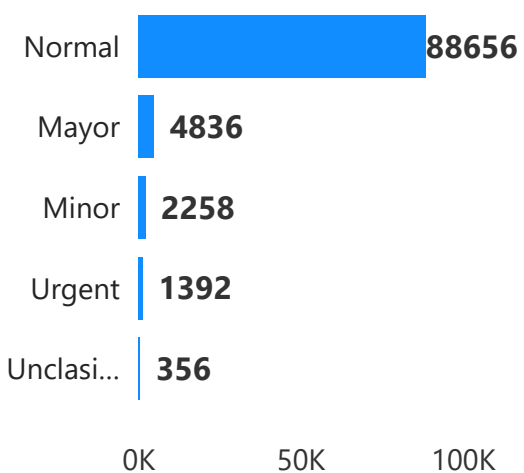
Total Tickets by Priority

Priority	Count
High	35549
Unassiged	29410
Low	16694
Mid	15845
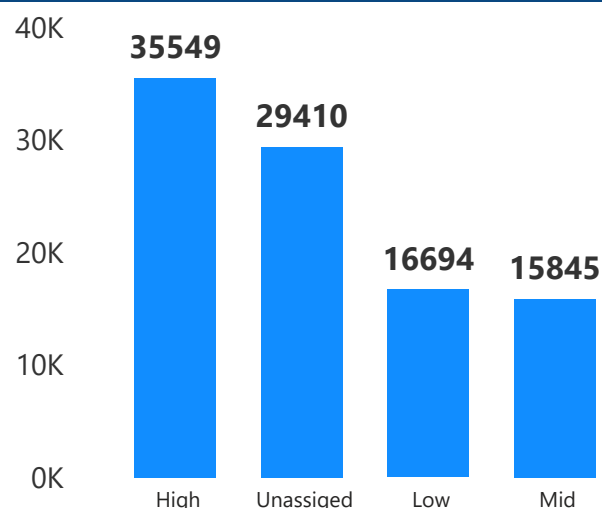
Total Tickets by Issue Type

- IT Error 24.9%
- IT Request 75.1%

Total Tickets by Satisfaction Rate and Issue Type

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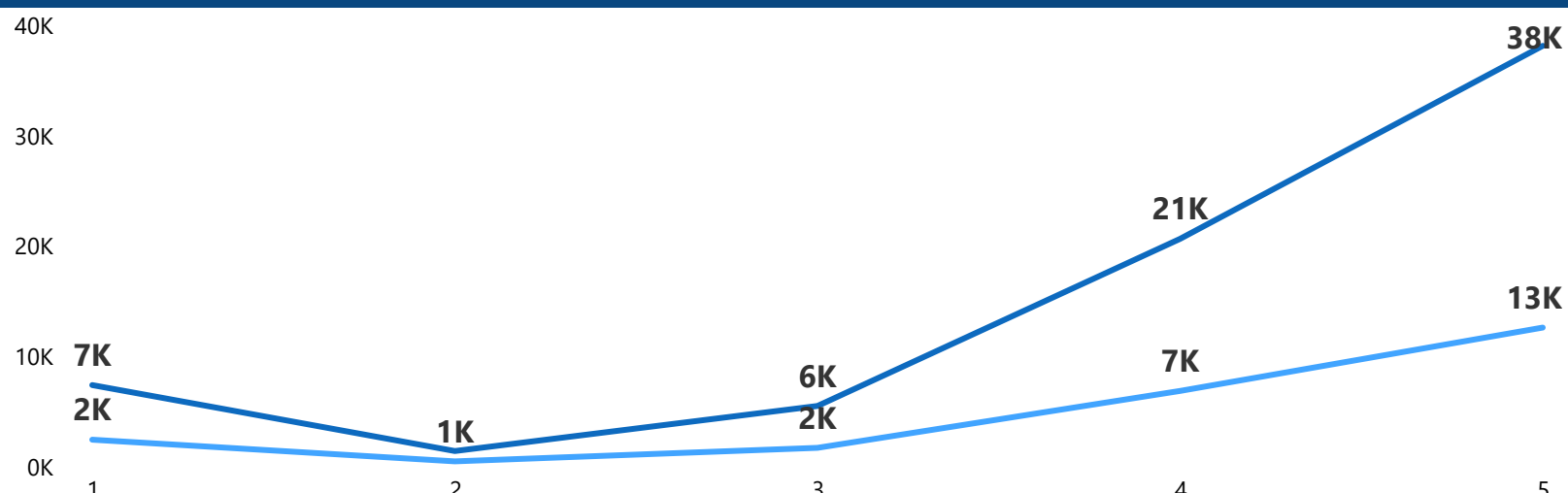
Total Tickets by Year and Request Category

- Increase
- Decrease
- Total
- Other

2016					2017					2018					2019					2020
13051	668	616	329	251	14915	1783	1146	789	321	18954	793	754	672	317	21490	3135	2233	1458	772	29088

(System, Login Access, Software, Hardware per year)
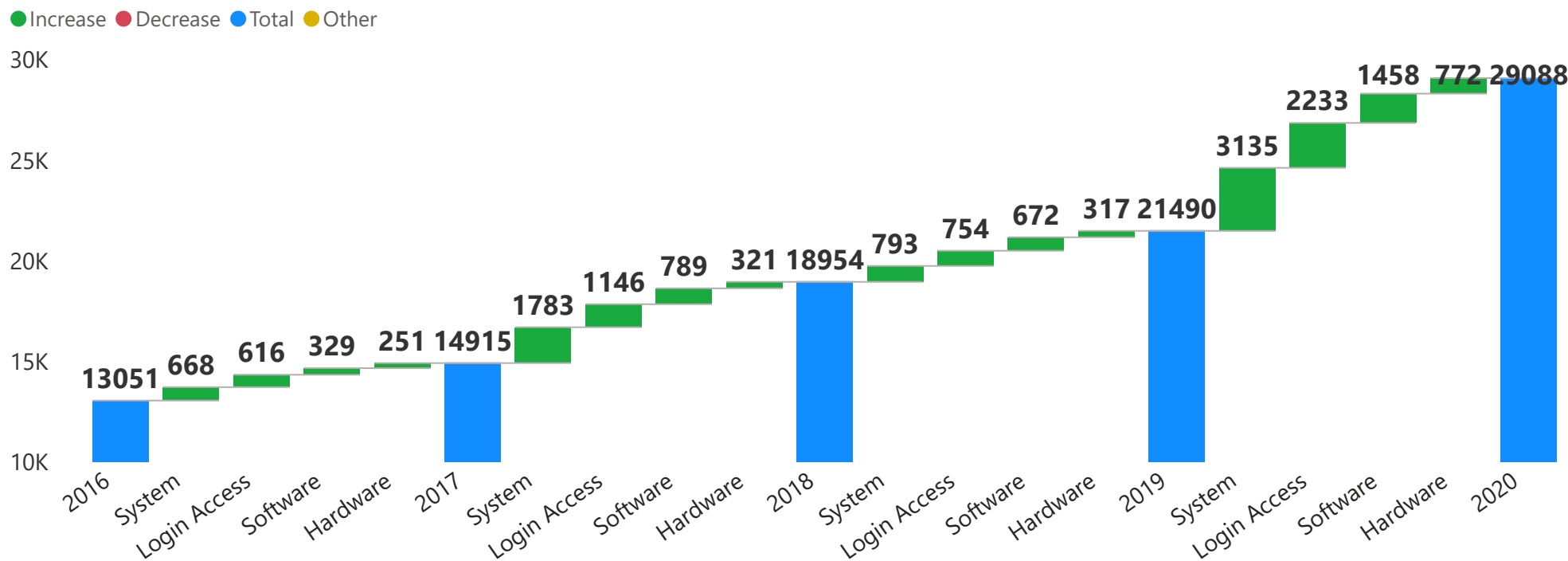
Total Tickets by Year and Quarter
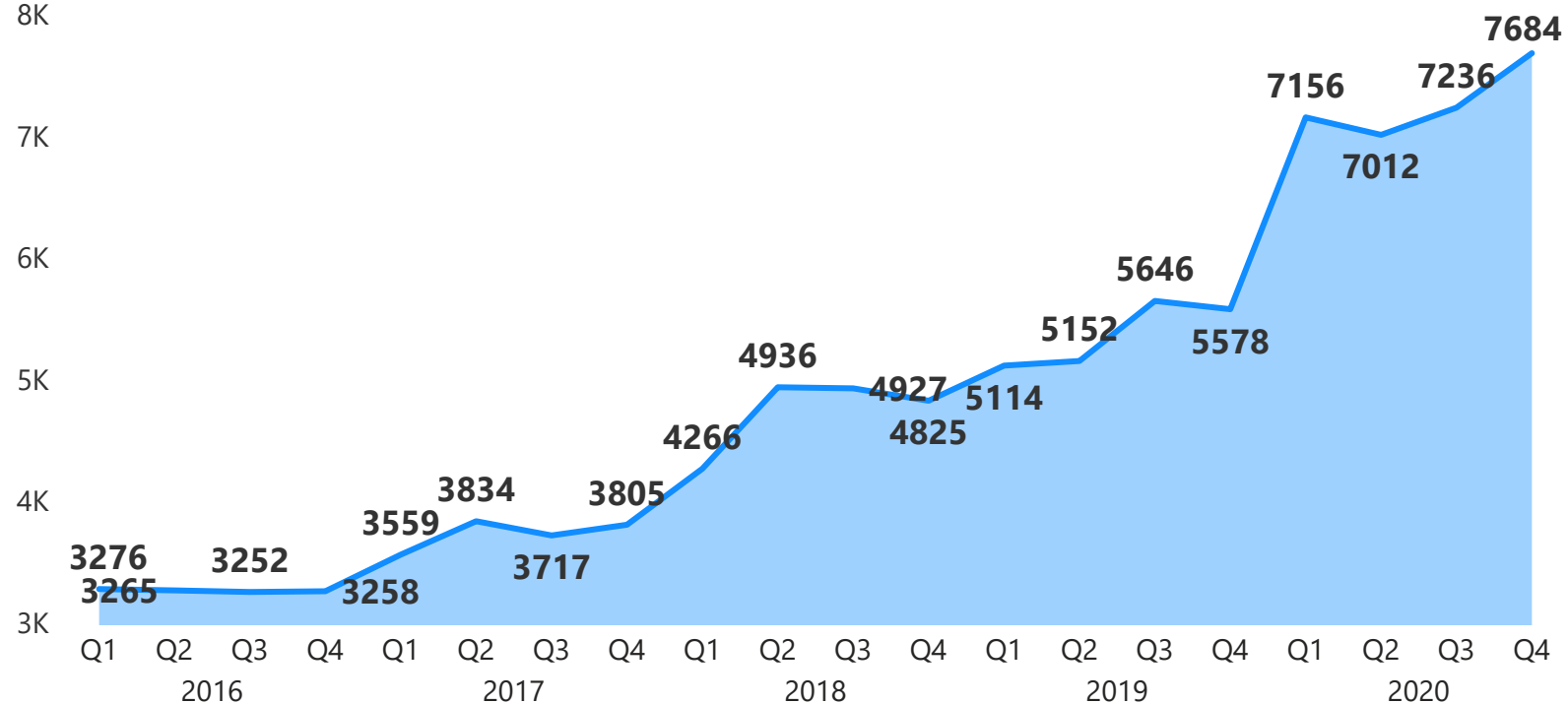
Year	Q1	Q2	Q3	Q4
2016	3276	3252	3265	3258
2017	3559	3834	3717	3805
2018	4266	4936	4927	4825
2019	5114	5152	5646	5578
2020	7156	7012	7236	7684

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
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	★★★☆☆
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	★★★★☆
34	Diana Rojo	diana.rojo@fp20analytics.com	25	09 March 1996	4.60	★★★★☆
35	Melinda Barcelo	melinda.barcelo@fp20analytics.com	25	30 May 1996	4.40	★★★★☆
15	Guadalupe Galindo	guadalupe.galindo@fp20analytics.com	26	16 June 1995	4.47	★★★★☆
30	Parra Luna	parra.luna@fp20analytics.com	26	17 June 1995	3.85	★★★☆☆
8	Marisol Piedrahita	marisol.piedrahita@fp20analytics.com	27	28 October 1993	4.44	★★★★☆
3	Elena Velez	elena.velez@fp20analytics.com	28	06 June 1993	3.62	★★★☆☆
10	Alberto Casillas	alberto.casillas@fp20analytics.com	28	01 February 1993	4.42	★★★★☆
31	Guadalupe Torrico	guadalupe.torrico@fp20analytics.com	28	18 March 1993	4.36	★★★★☆
42	Darwin Echeverry	darwin.echeverry@fp20analytics.com	29	16 July 1991	4.36	★★★★☆
49	Armando Sierra	armando.sierra@fp20analytics.com	30	05 April 1991	4.36	★★★★☆
19	Alfonso Barraza	alfonso.barraza@fp20analytics.com	31	13 May 1990	3.04	★★★☆☆
1	Lucero Mata	lucero.mata@fp20analytics.com	32	28 April 1989	4.34	★★★★☆
25	Sandra Lujan	sandra.lujan@fp20analytics.com	32	17 November 1988	3.60	★★★☆☆
6	Alberto Trejo	alberto.trejo@fp20analytics.com	33	09 March 1988	3.59	★★★☆☆
44	Eva Cardenas	eva.cardenas@fp20analytics.com	33	04 October 1987	4.41	★★★★☆
27	Isela Leyva	isela.leyva@fp20analytics.com	34	18 April 1987	4.22	★★★★☆

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.