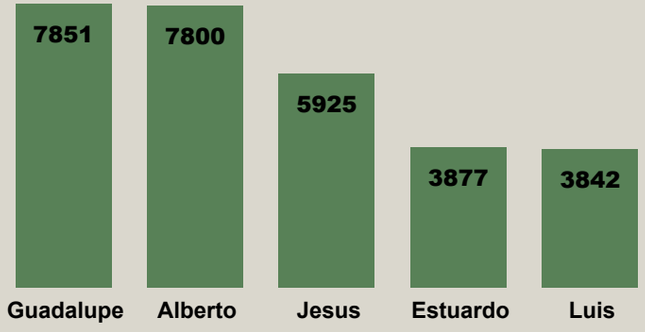
IT HELP DESK ANALYSIS

Problem Analysis & Solutions for better support &User Satisfaction

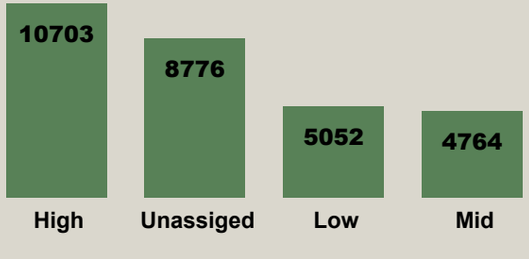
2016 | 2017 | 2018 | 2019 | 2020

Hardware | Login Access | Software | System

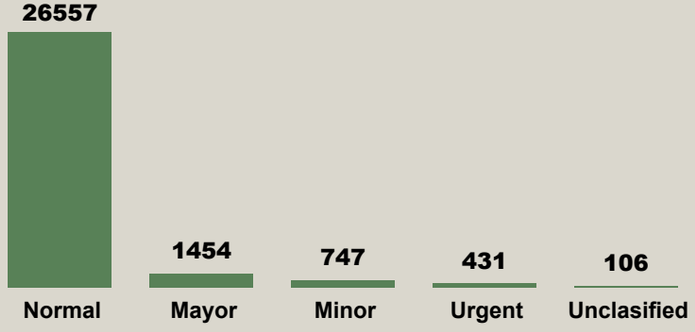
Top 5 Agents



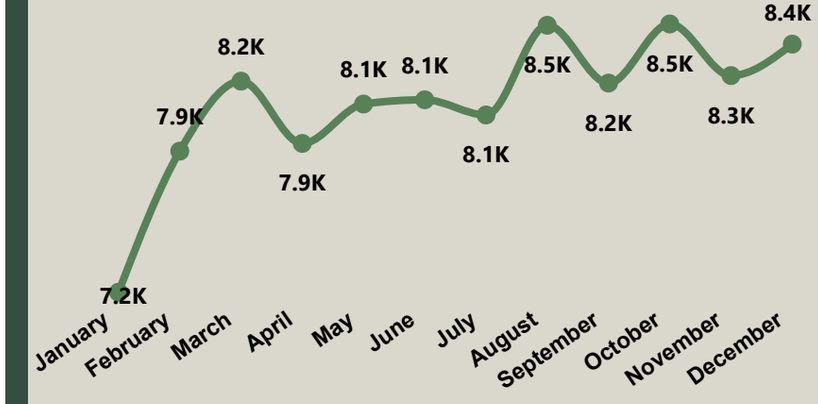
Priority - Type



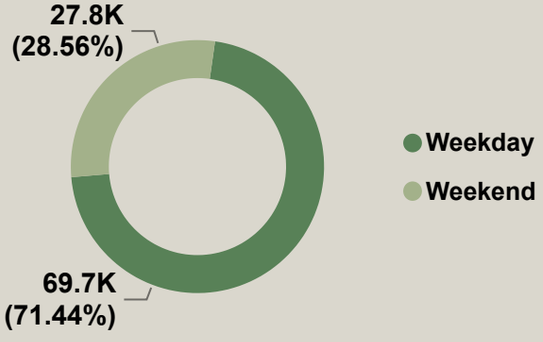
Severity- Type



Tickets - Month Wise



Tickets - Day Type



Within SLA	Outside SLA
47.01K	50.48K
48.22%	51.78%

75.10%	24.90%
IT Request %	IT Error %

97.5K
Total Tickets

50
Total Agents

2000
Total Employee

38.06
Avg Age

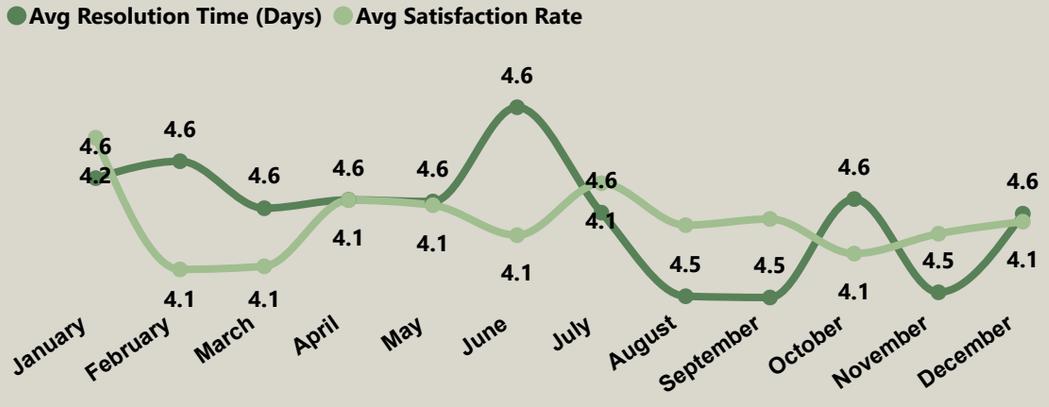
4.55
Avg Resolution …

IT HELP DESK ANALYSIS

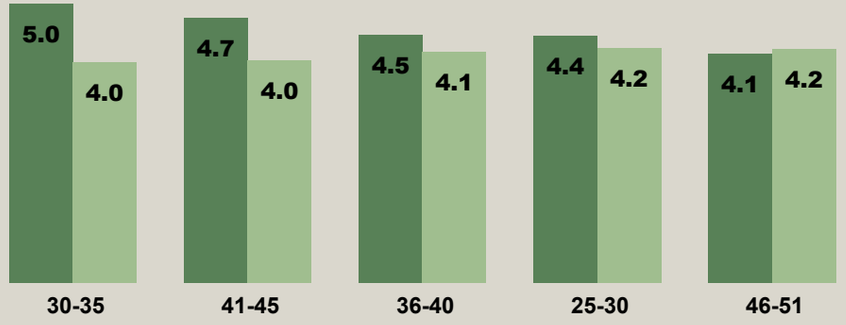
Problem Analysis & Solutions for better support &User Satisfaction

2016 | 2017 | 2018 | 2019 | 2020

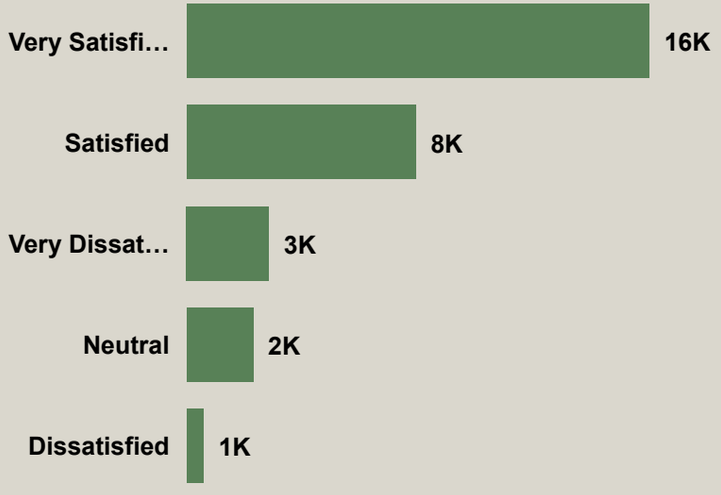
Avg Resolution Time & Avg Satisfaction Rate - Month Wise



Avg Resolution Time (Days) and Avg Satisfaction Rate by Age Group



Total Tickets by Satisfaction Category



First Name	Last Name	Age	Request Category	Status	Resolution Time (Days)	Satisfaction Rate
Alberto	Barraza	44	Hardware	Outside SLA	4	1
Alberto	Barraza	44	Hardware	Outside SLA	4	3
Alberto	Barraza	44	Hardware	Outside SLA	4	4
Alberto	Barraza	44	Hardware	Outside SLA	4	5
Alberto	Barraza	44	Hardware	Outside SLA	5	1
Alberto	Barraza	44	Hardware	Outside SLA	5	2
Alberto	Barraza	44	Hardware	Outside SLA	5	3
Alberto	Barraza	44	Hardware	Outside SLA	5	4
Alberto	Barraza	44	Hardware	Outside SLA	5	5
Alberto	Barraza	44	Hardware	Outside SLA	6	1
Alberto	Barraza	44	Hardware	Outside SLA	6	3
Alberto	Barraza	44	Hardware	Outside SLA	6	4

97.5K
Total Tickets

50
Total Agents

2000
Total Employee

38.06
Avg Age

4.55
Avg Resolution ...