

# IT HelpDesk Performance Analysis

Priority

Critical	Low
High	Medium

Status

Closed	Open
In Progress	Resolved

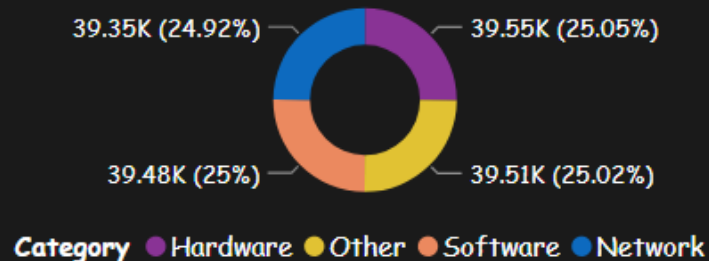
Category

Hardware	Other
Network	Software

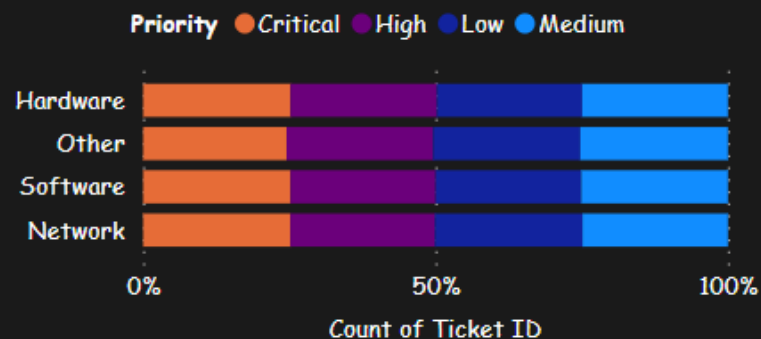
## Count of Ticket ID by Resolution Time (hrs)



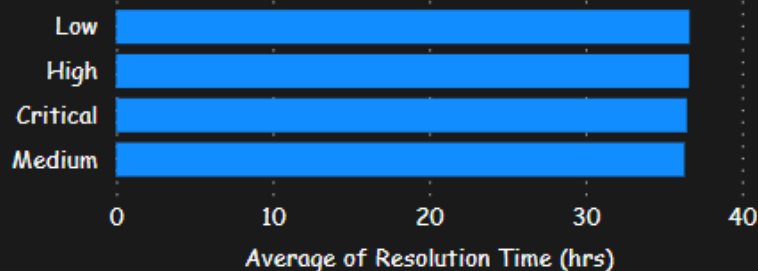
## Total Tickets by Category



## Total Tickets by Category and Priority



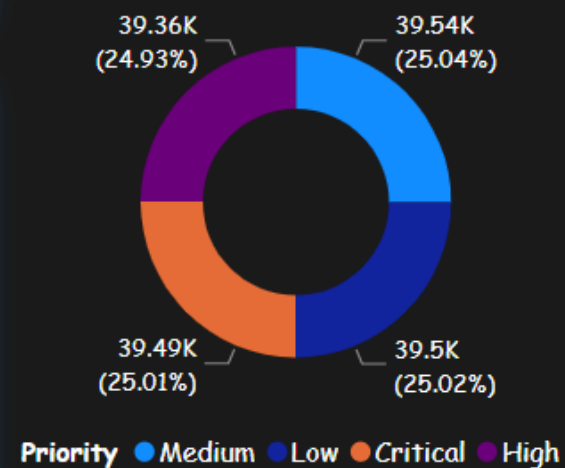
## Average of Resolution Time (hrs) by Priority



Submission Date

All

## Total Tickets by Priority

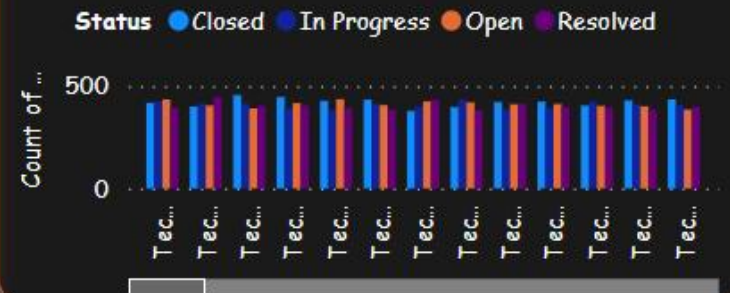
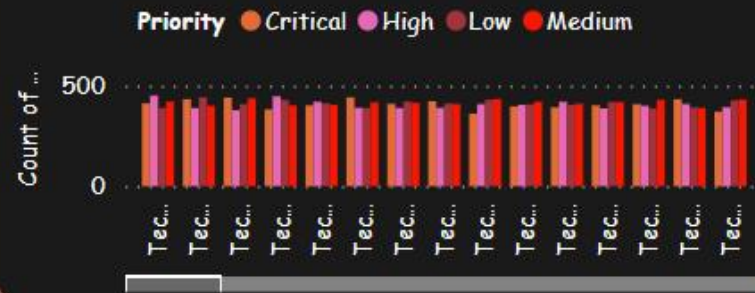
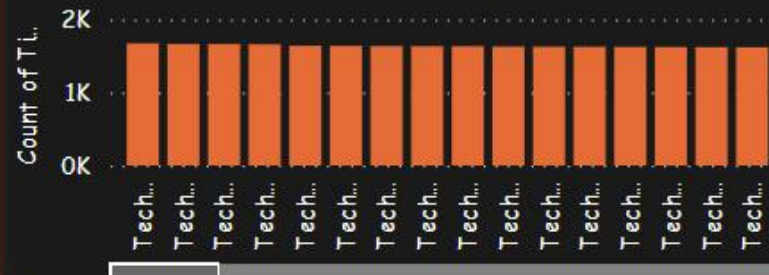




## Software



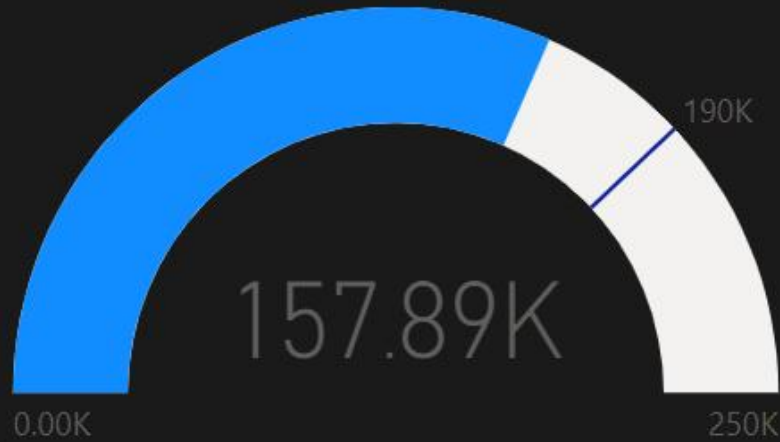
Medium



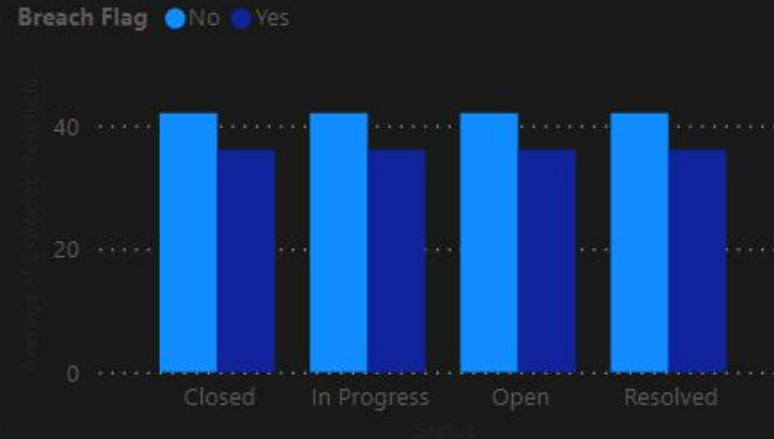


# IT HelpDesk Performance Analysis

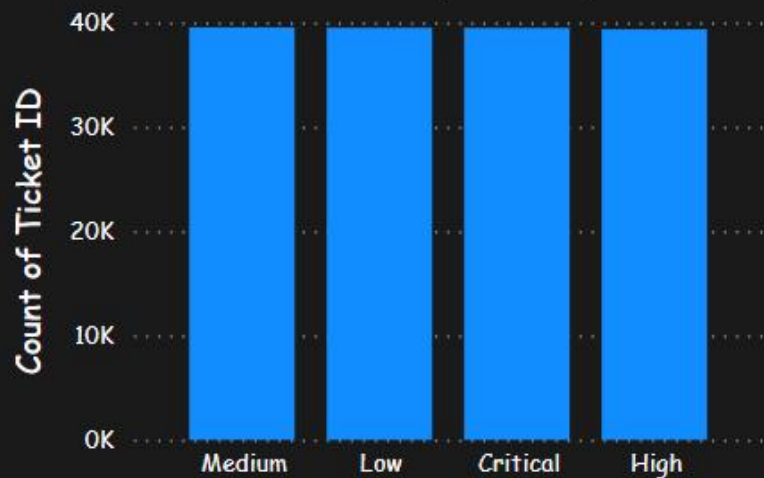
Count of Ticket ID, M SLA MAX and M SLATarget



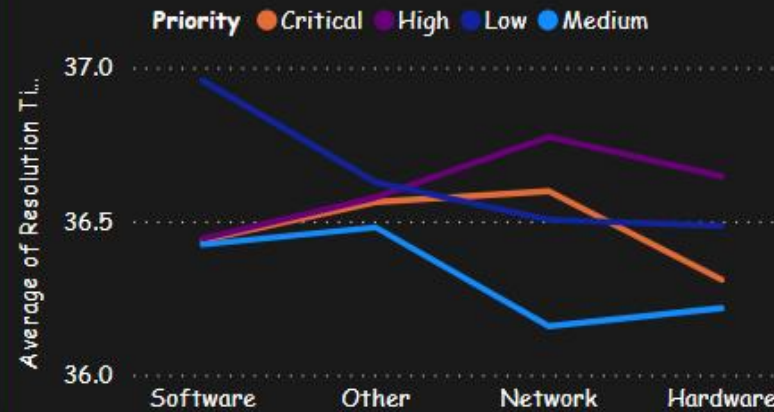
Average of Expected Resolution Time (hrs) by Status and Breach Flag



Count of Ticket ID by Priority Level



Average of Resolution Time (hrs) by Category and Priority



Breach Flag

No

Yes

Status

Select all

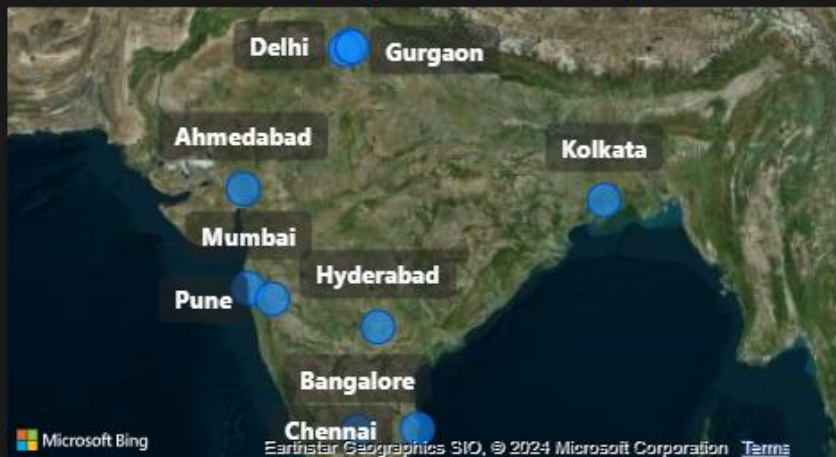
Closed

In Progress

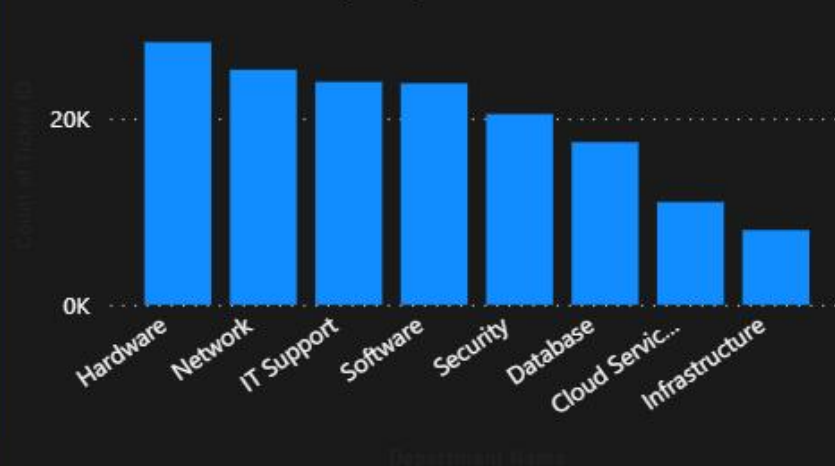
Open

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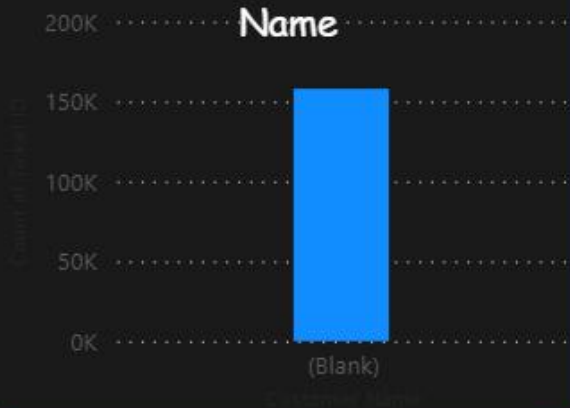
## Tickets by customer city



## Tickets by Department Name



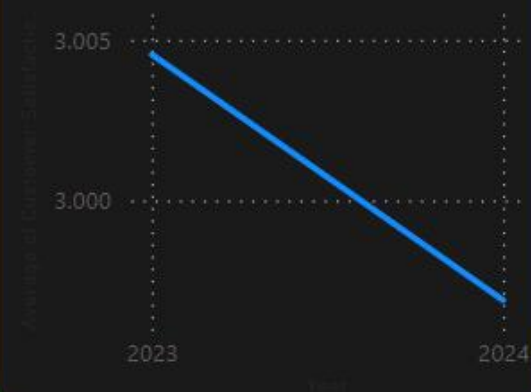
## Count of Ticket ID by Customer Name



## Average of Customer Satisfaction Score by Department Name



## Average of Customer Satisfaction Score by Year



## Customer Satisfaction ...

Select all	3
1	4
2	5



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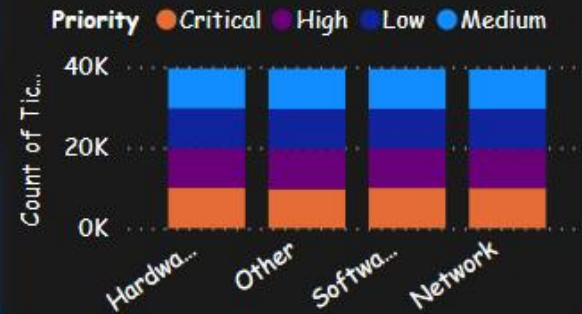
Priority

Critical	Low
High	Medium

Category

Hardware	Other
Network	Software

## Count of Ticket ID by Category and Priority

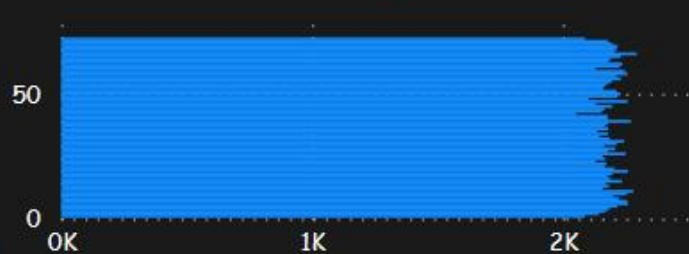


01-01-2023

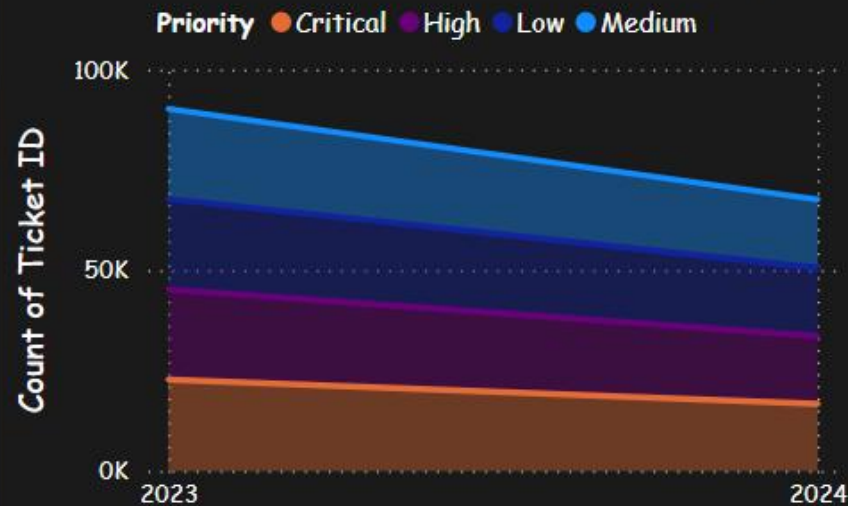
30-09-2024



## Count of Ticket ID by Resolution Time (hrs)



## Count of Ticket ID by Year and Priority



## Average of Customer Satisfaction Score by Year

