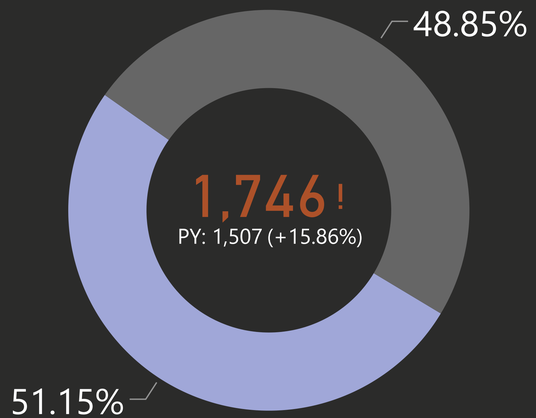
Ticketing Analysis

2019 | Feb | Home | Details

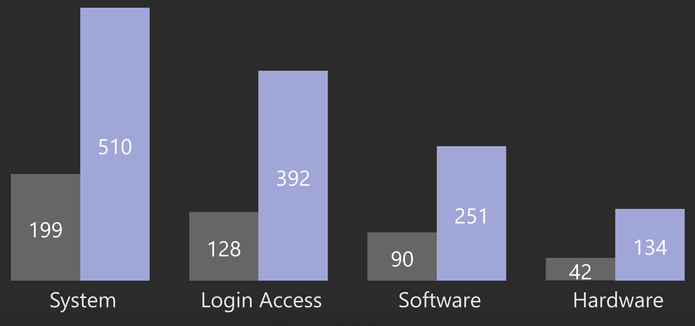
SLA Status

Outside SLA Within SLA



Tickets by Request Category

Issue Type IT Error IT Request



Most Tickets Raised

Sun-17

Severity	Priority
Urgent	High
30	650

Most Tickets Closed

Thu-14

Severity	Priority
Unclassified	Unassigned
6	525

Avg. Satisfaction Rate

4.1 ✓

Target Rating: 4

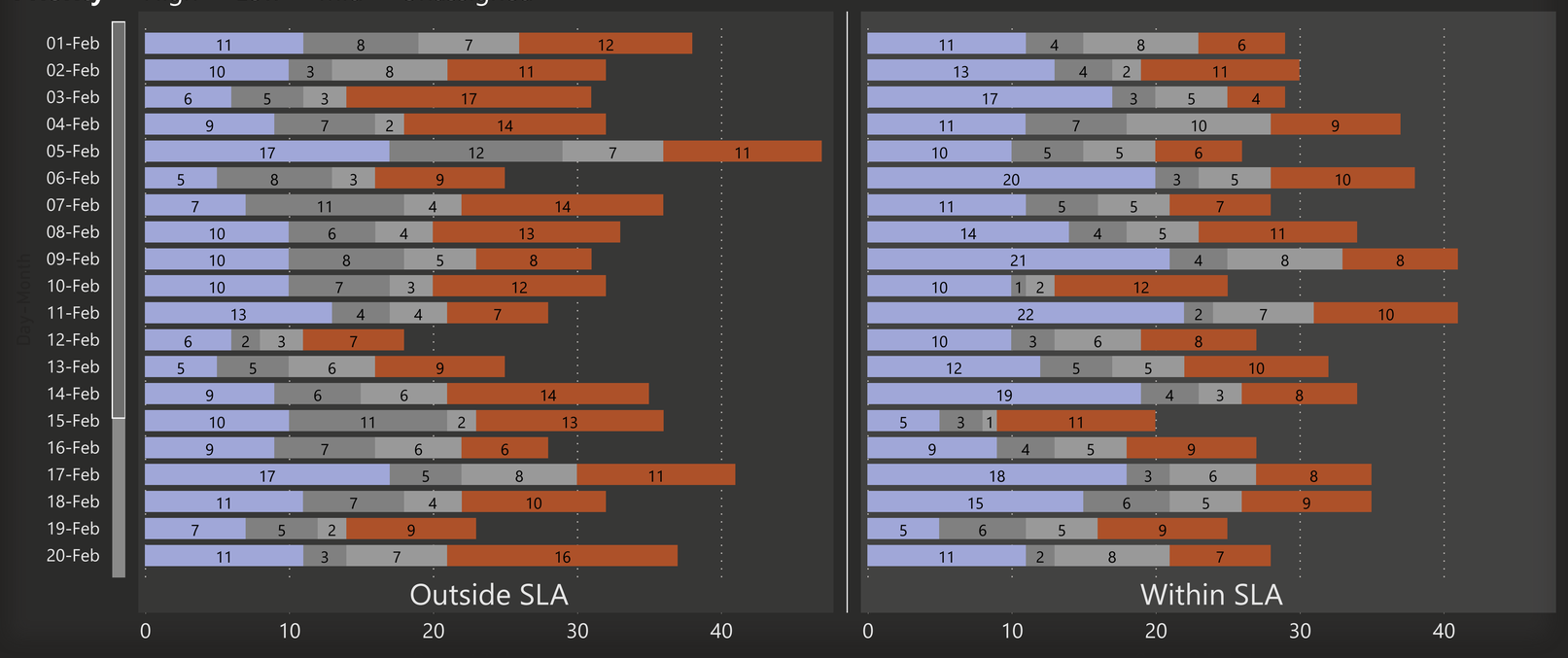
Avg. Resolution Time

4.7 !

Target days: 2

Severity | Priority

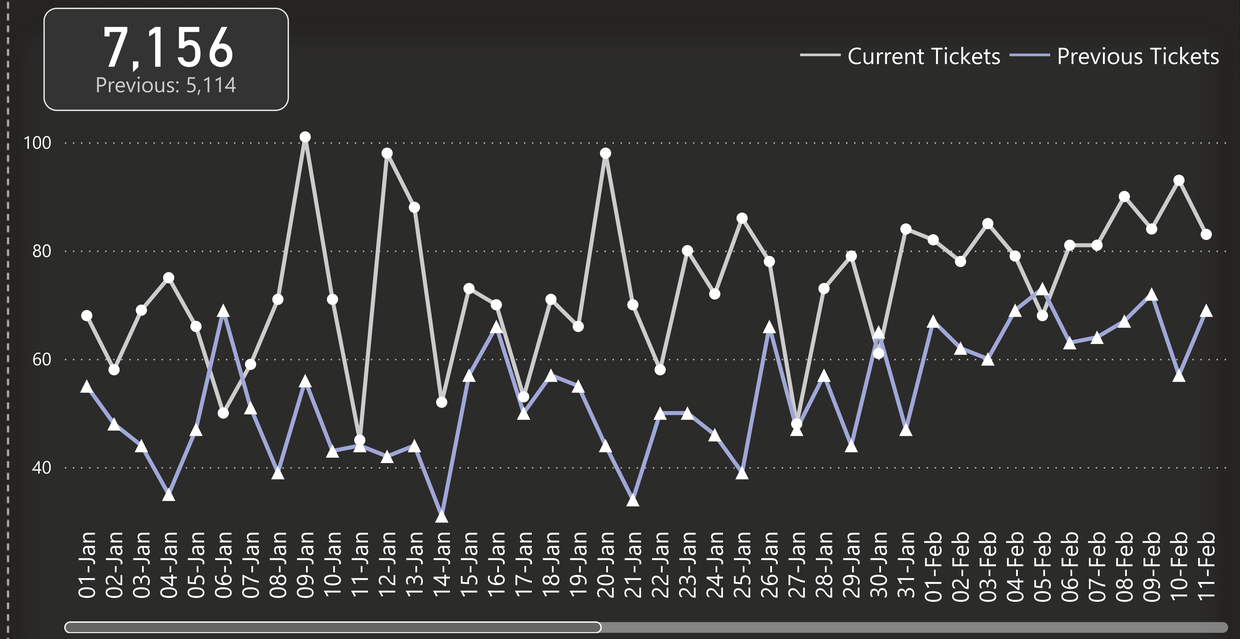
Priority High Low Mid Unassigned



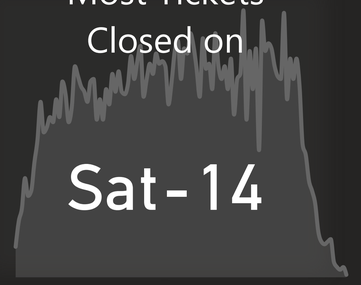
Ticketing Analysis

2020 | Q1 | Home | Details

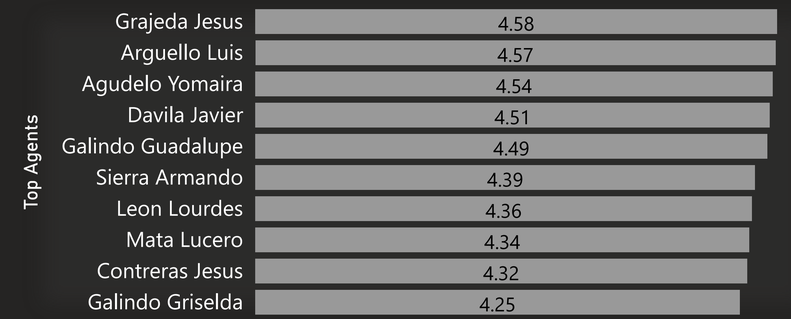
7,156
Previous: 5,114

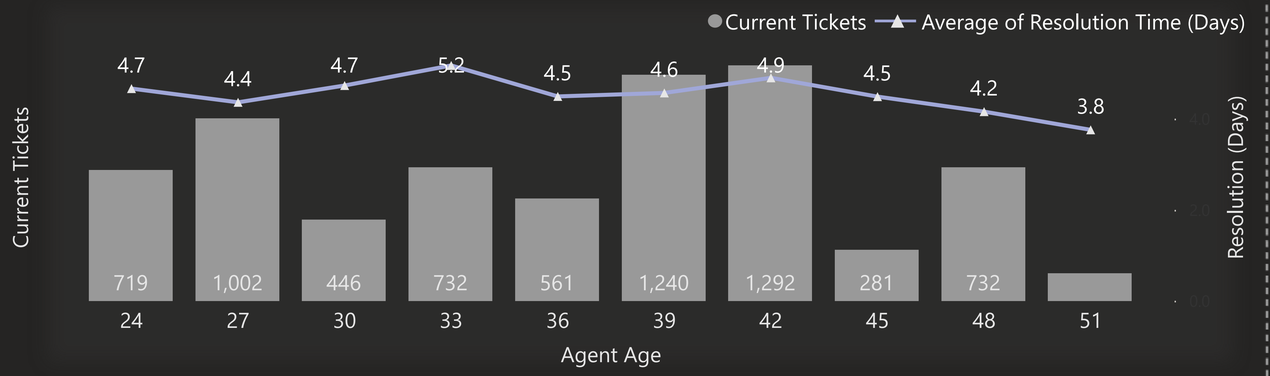
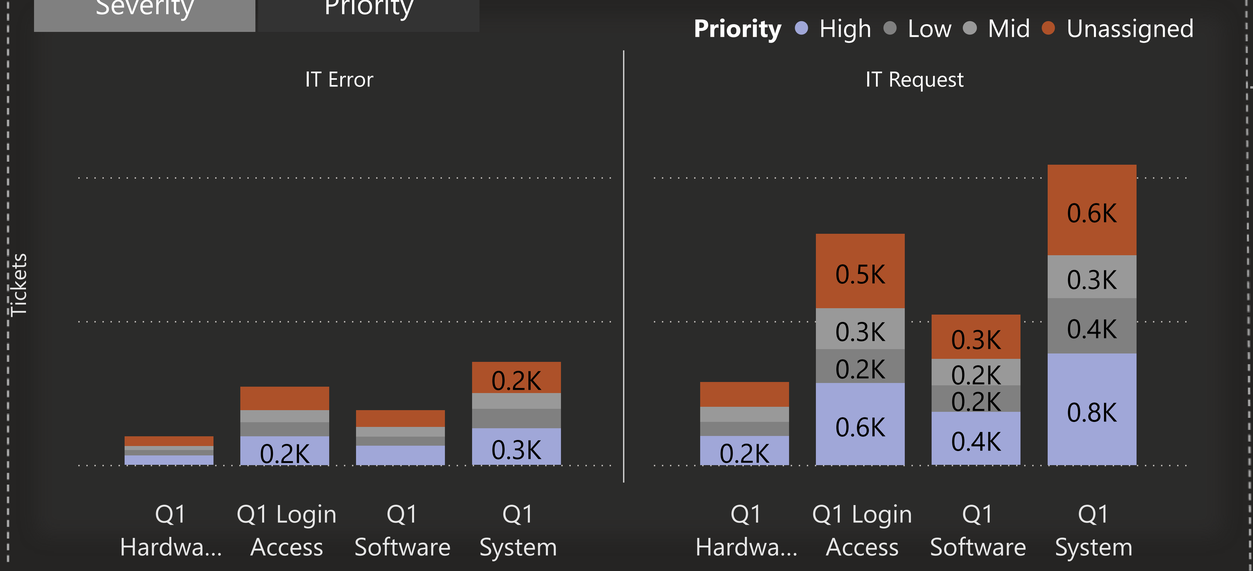
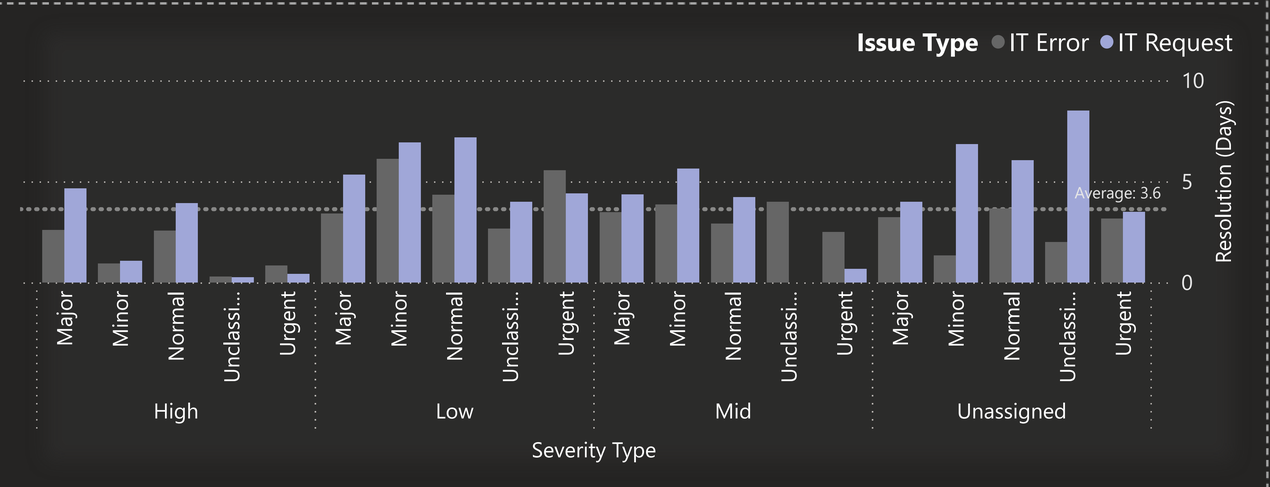


Most Tickets Closed on



Sat-14





Severity | Priority