

# Ticketing Analysis

2019



Feb



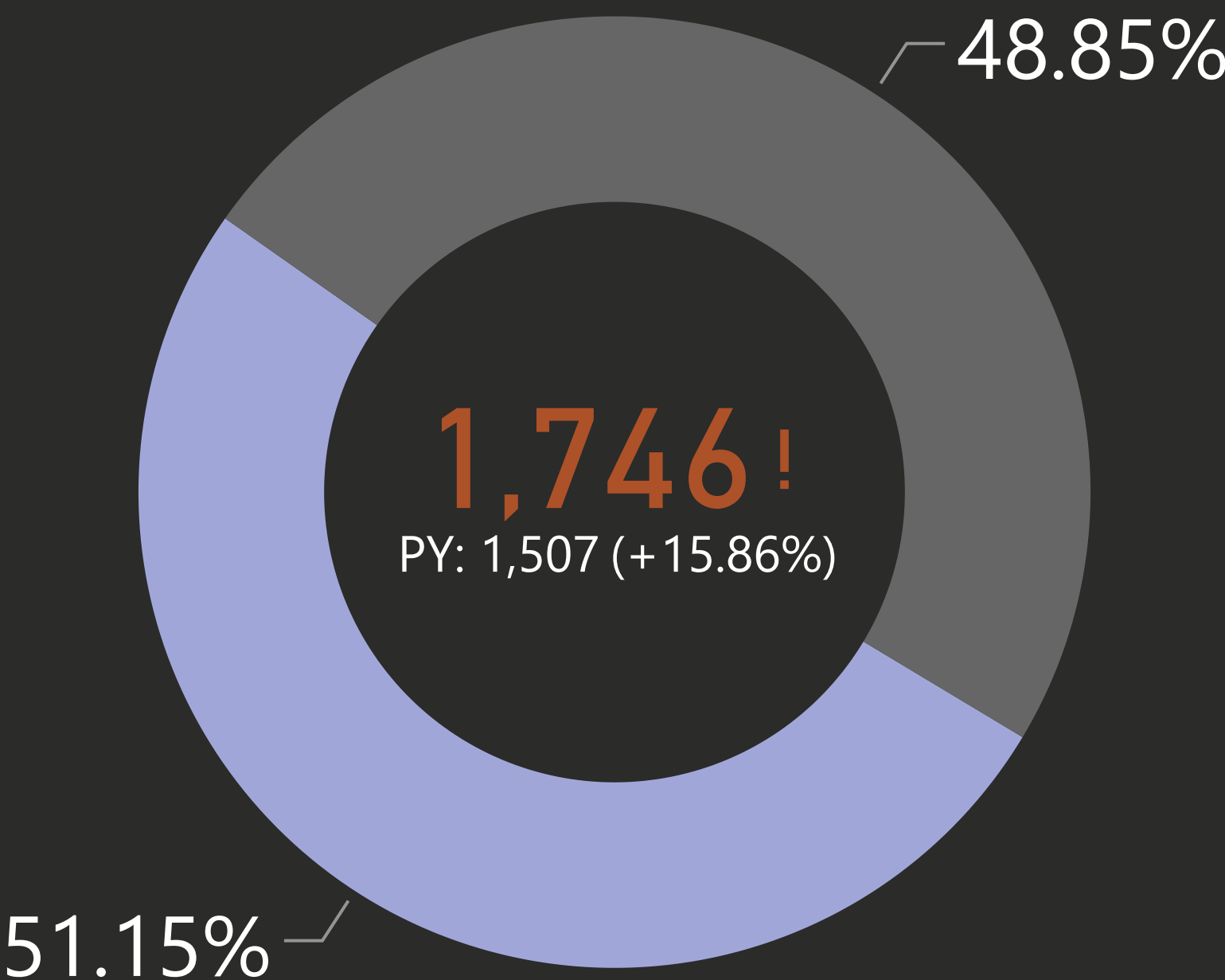
Home

Details



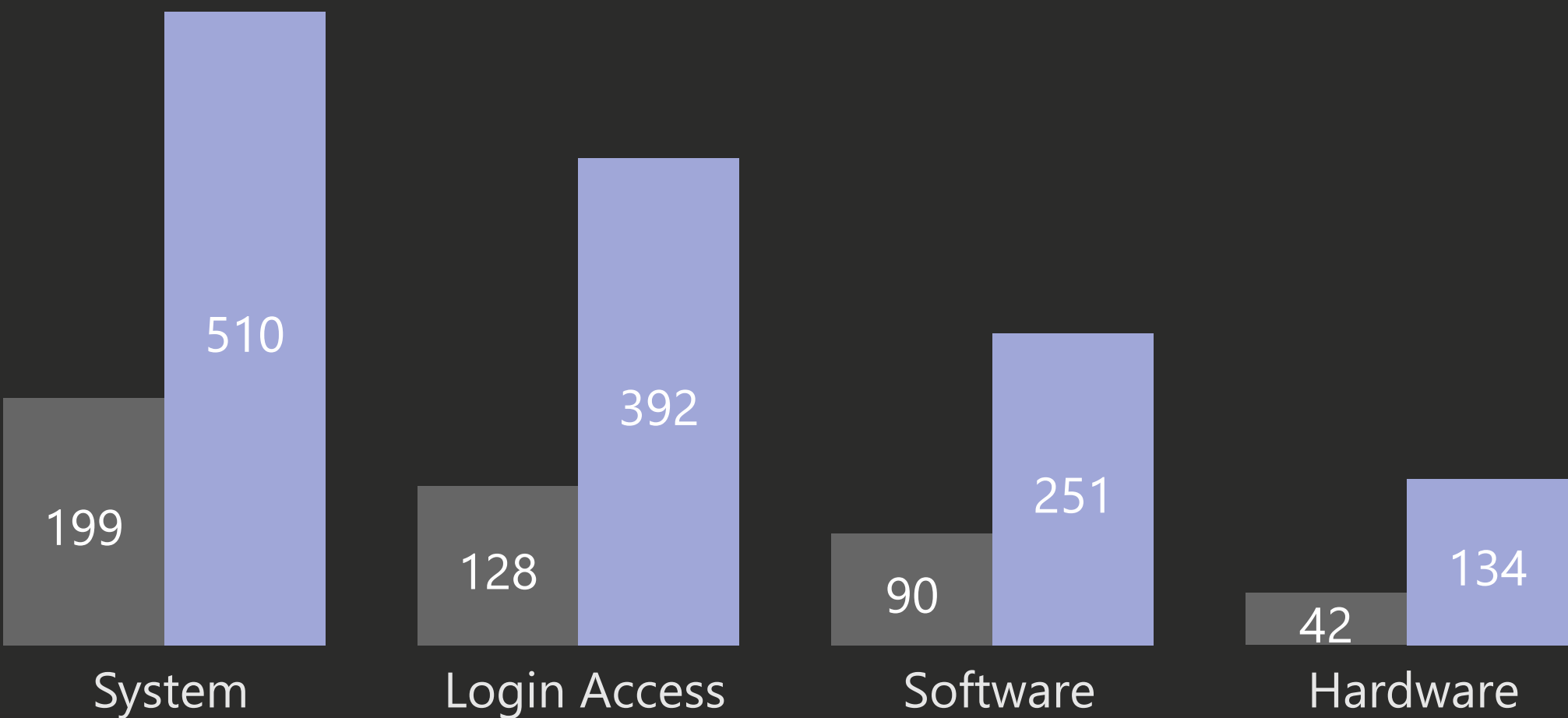
## SLA Status

● Outside SLA ● Within SLA



## Tickets by Request Category

Issue Type ● IT Error ● IT Request



## Most Tickets Raised

Sun-17

Severity  
Urgent

30

Priority  
High

650

## Most Tickets Closed

Thu-14

Severity  
Unclassified

6

Priority  
Unassigned

525

## Avg. Satisfaction Rate

4.1✓

Target Rating: 4

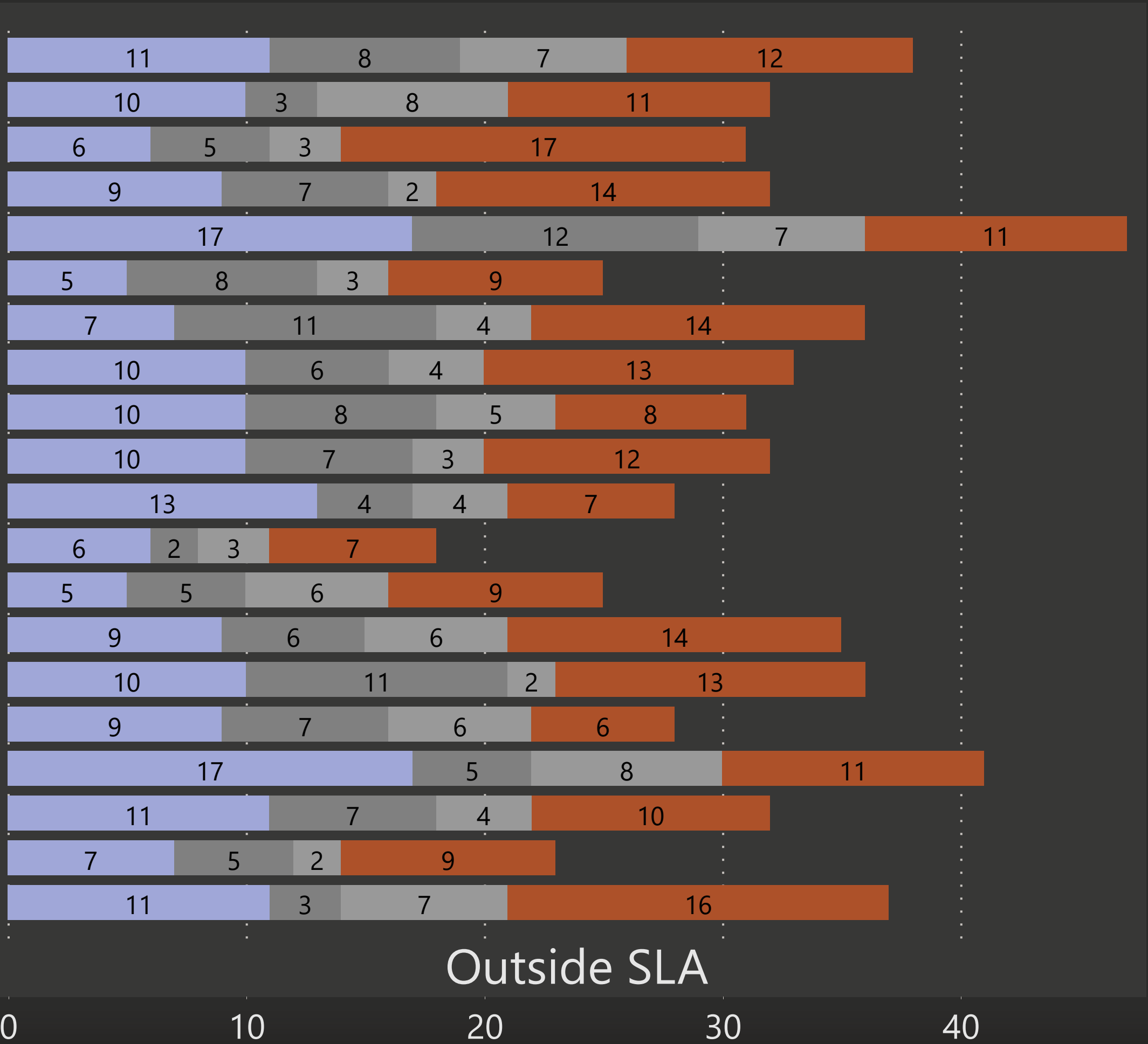
## Avg. Resolution Time

4.7!

Target days: 2

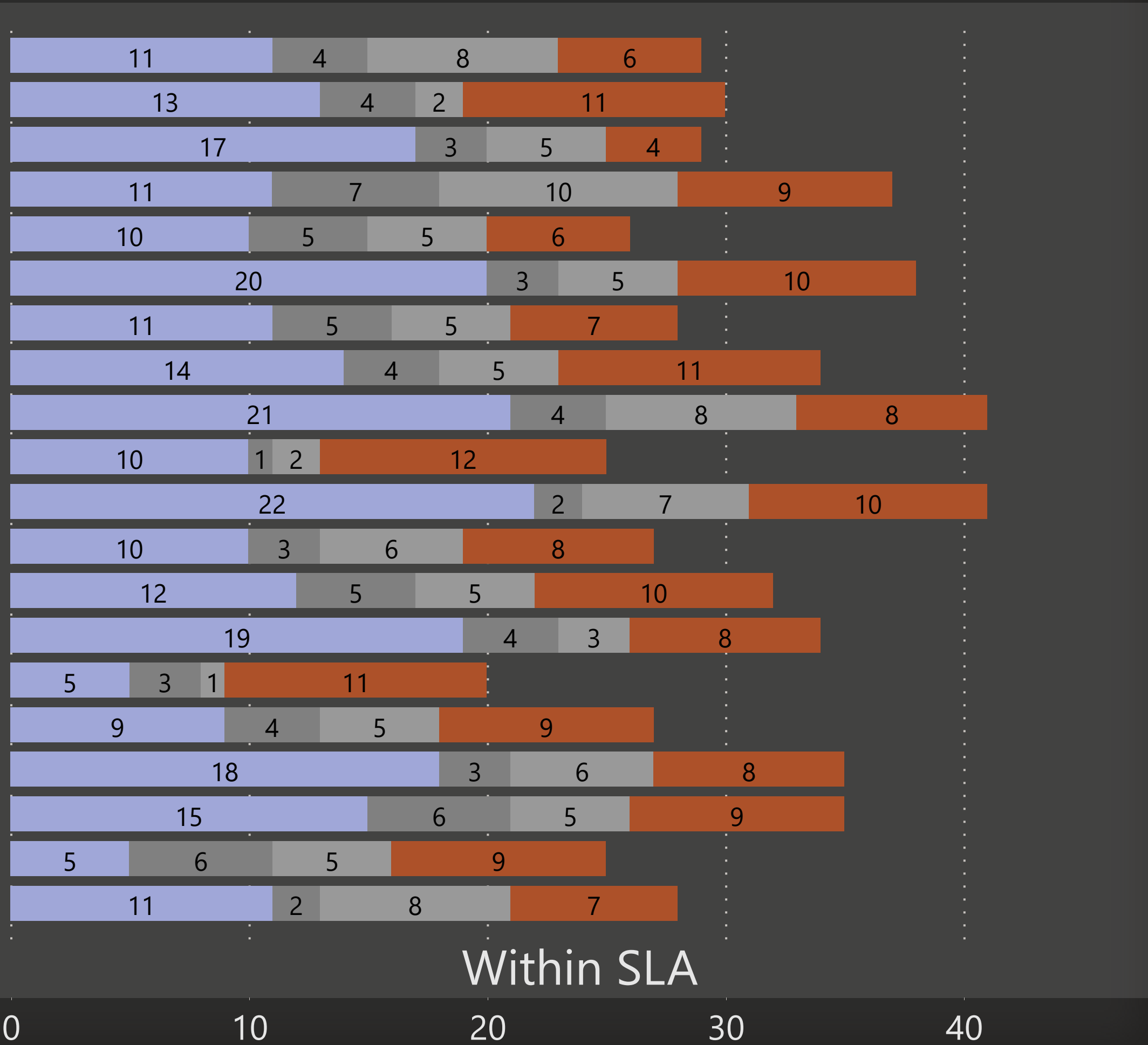
Priority ● High ● Low ● Mid ● Unassigned

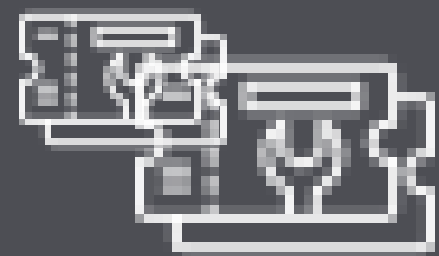
01-Feb  
02-Feb  
03-Feb  
04-Feb  
05-Feb  
06-Feb  
07-Feb  
08-Feb  
09-Feb  
10-Feb  
11-Feb  
12-Feb  
13-Feb  
14-Feb  
15-Feb  
16-Feb  
17-Feb  
18-Feb  
19-Feb  
20-Feb



Severity

Priority





# Ticketing Analysis

2020

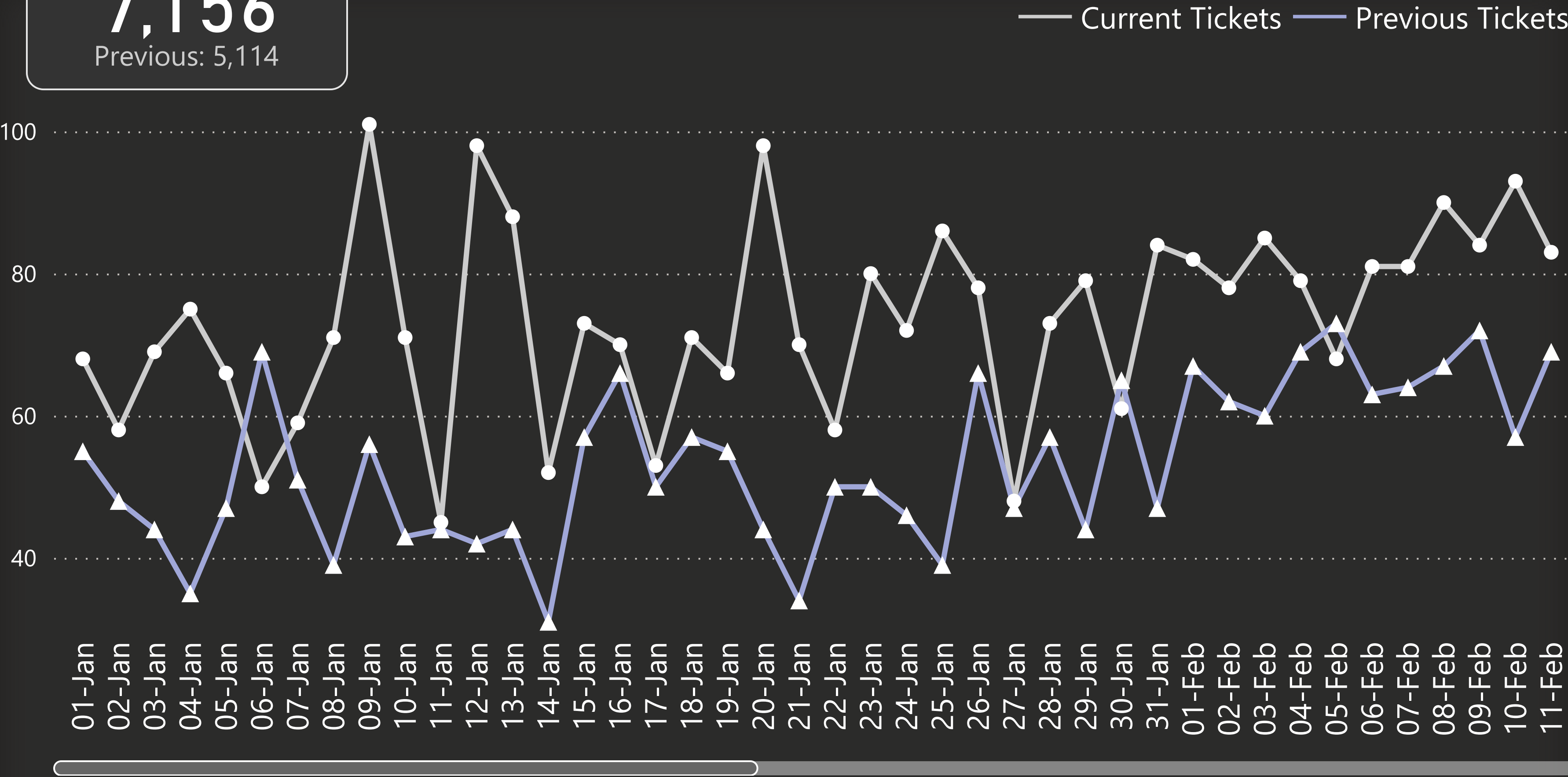
Q1

Home

Details



7,156  
Previous: 5,114



Top Agents

Grajeda Jesus	4.58
Arguello Luis	4.57
Agudelo Yomaira	4.54
Davila Javier	4.51
Galindo Guadalupe	4.49
Sierra Armando	4.39
Leon Lourdes	4.36
Mata Lucero	4.34
Contreras Jesus	4.32
Galindo Griselda	4.25

Severity

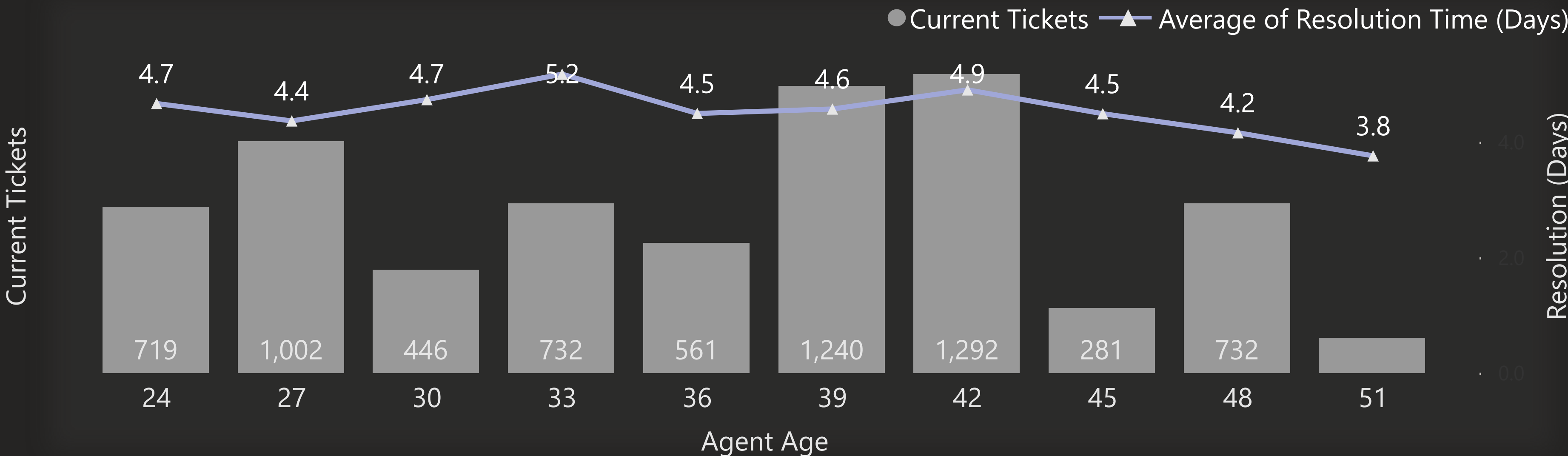
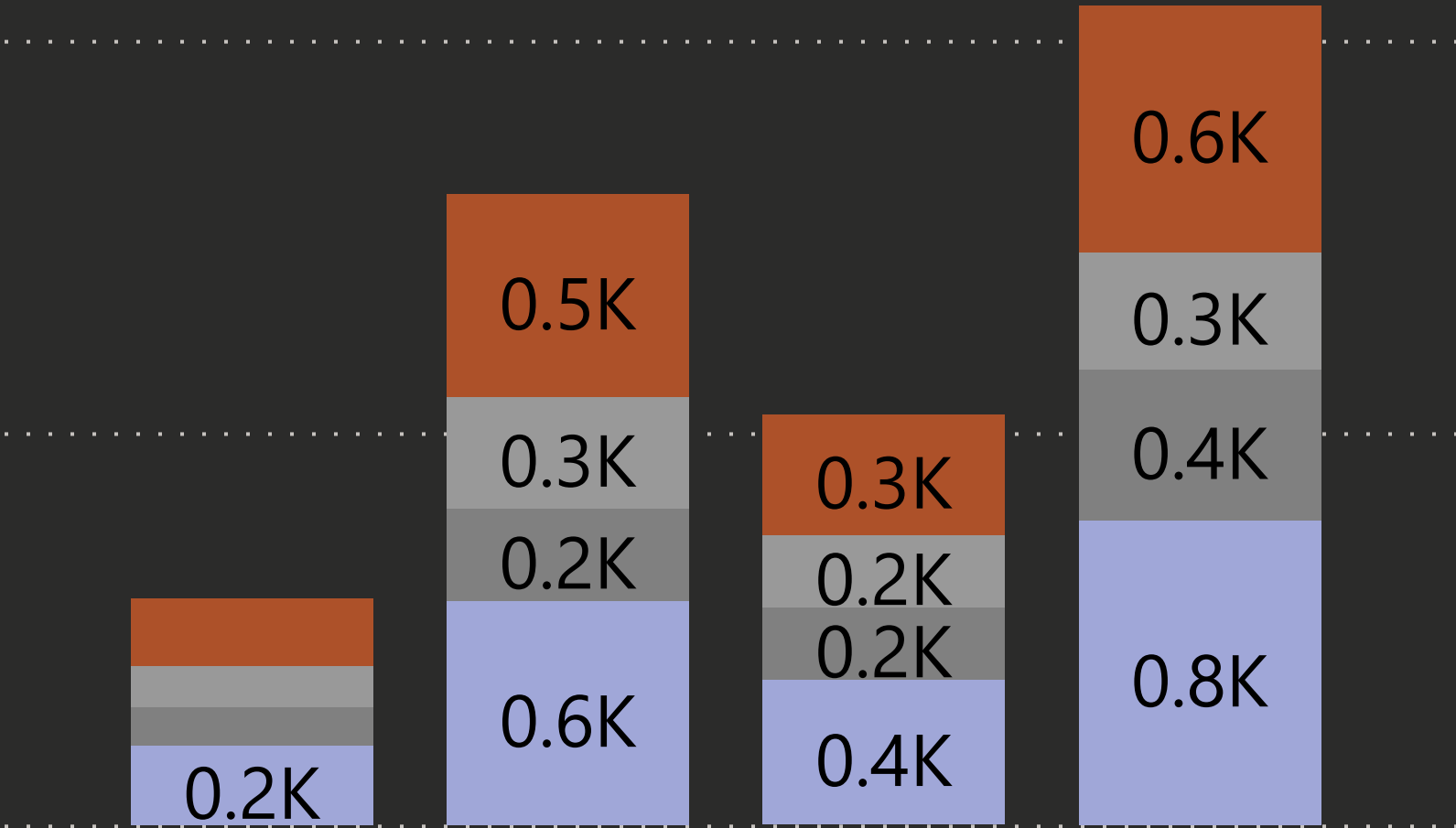
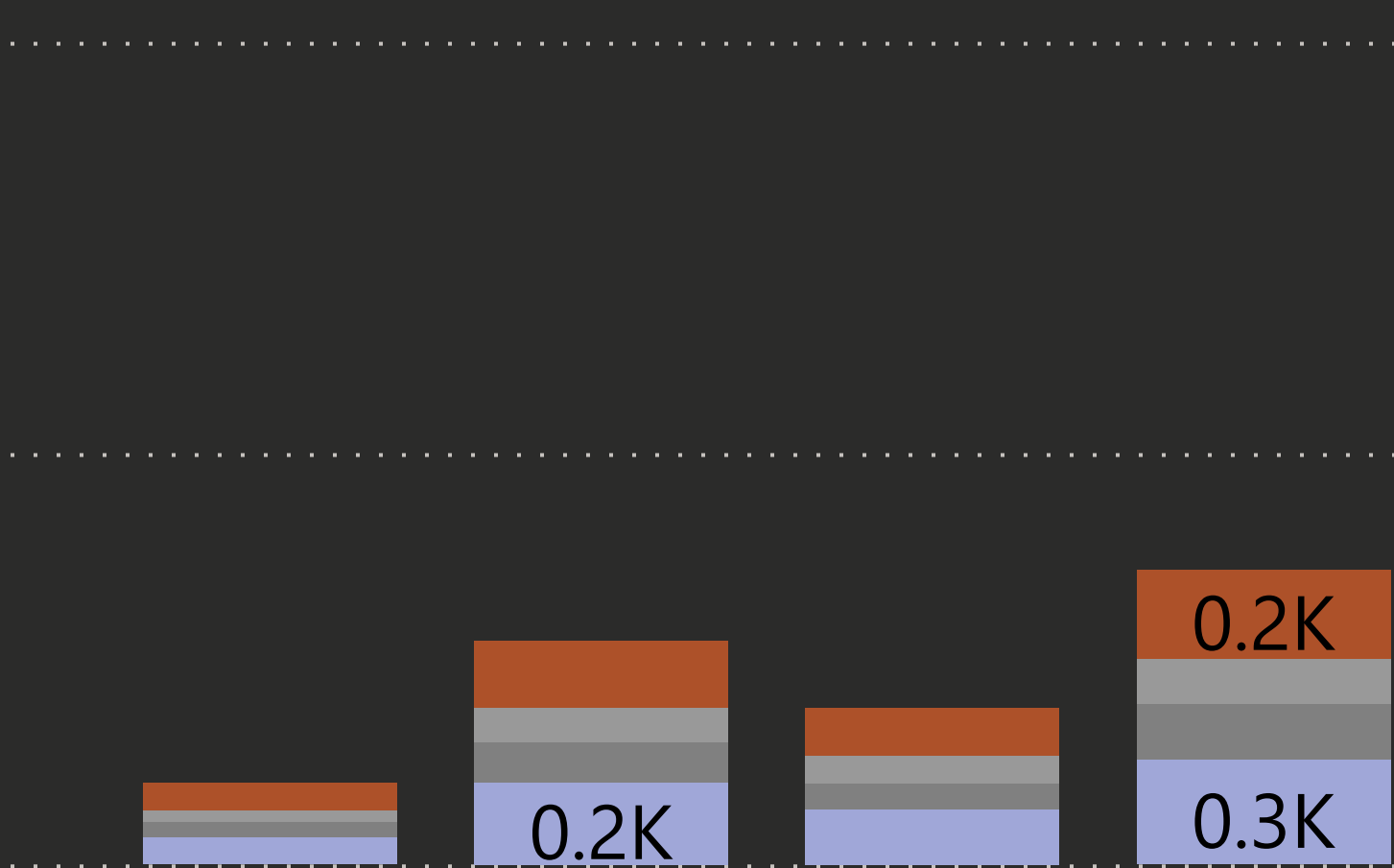
Priority

Priority High Low Mid Unassigned

IT Error

IT Request

Tickets



Issue Type IT Error IT Request

