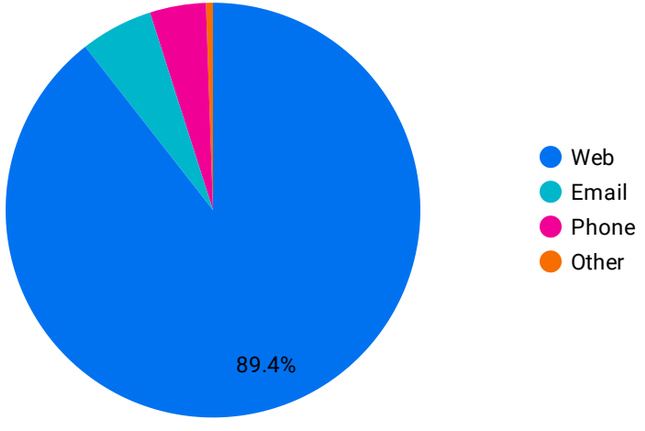
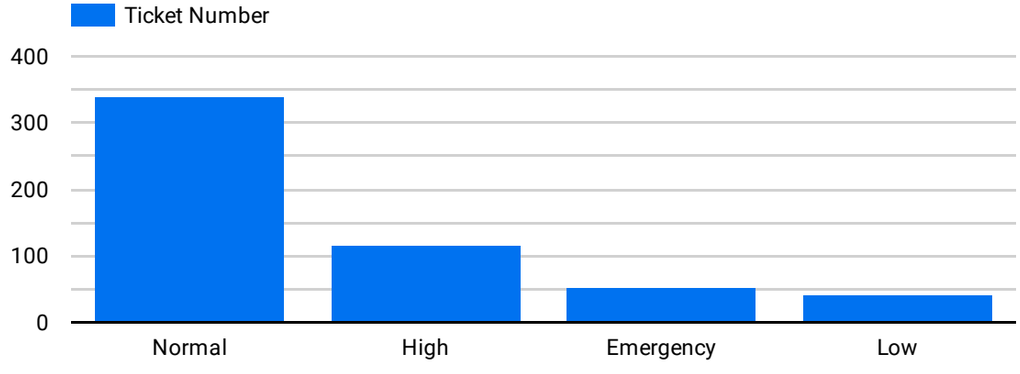
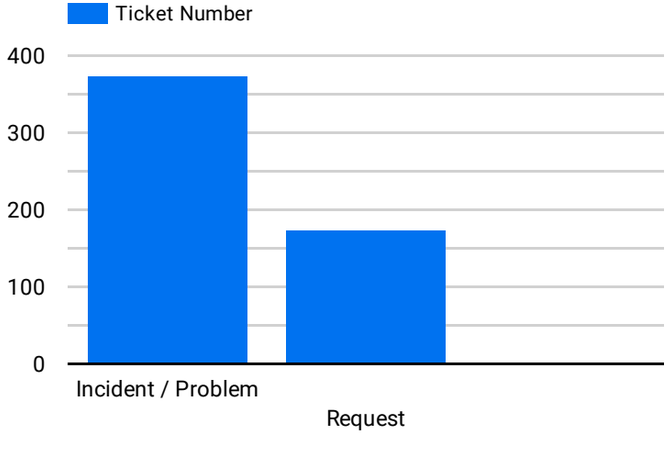
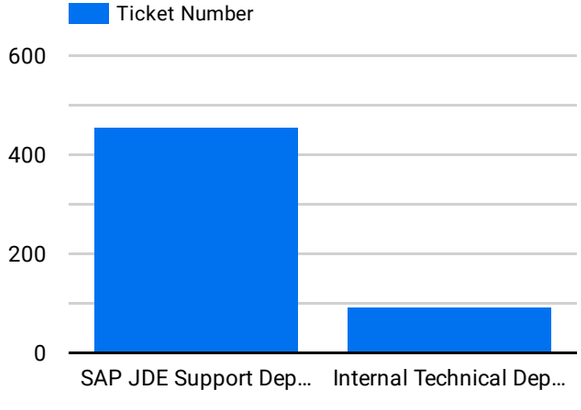
Total Record Count

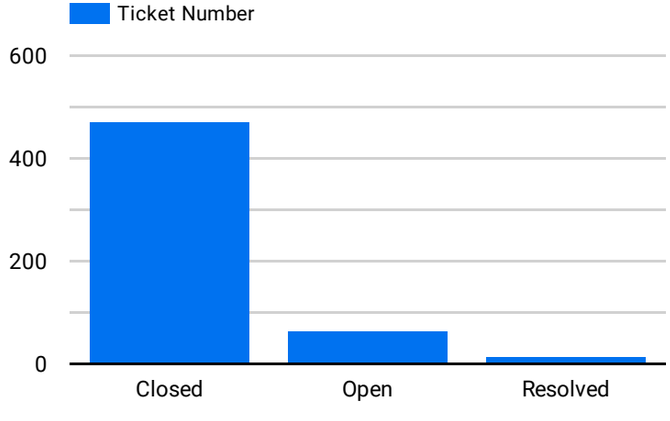
549









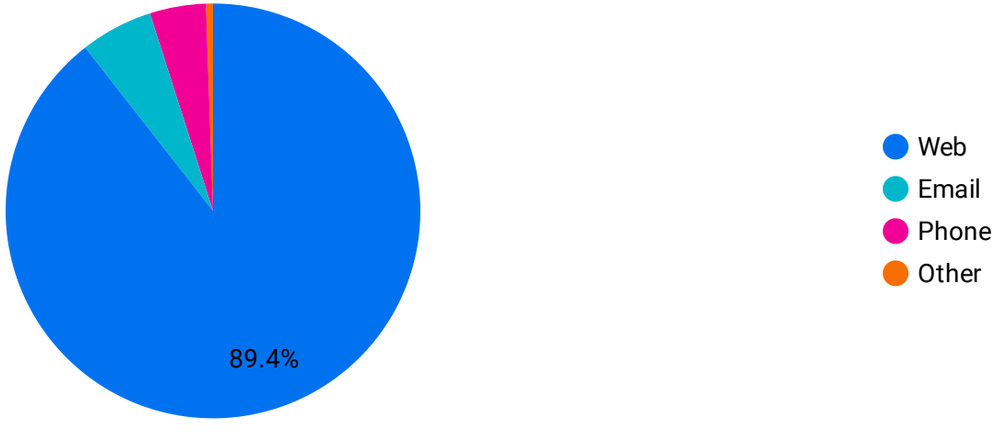


Total Record Count

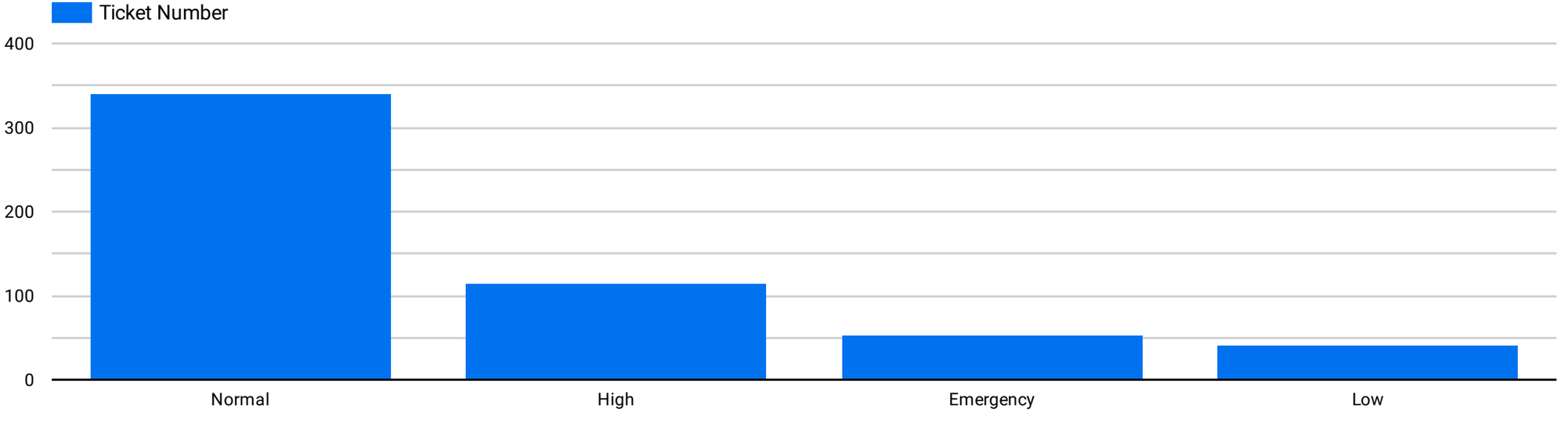
549

This scorecard displays the total number of helpdesk tickets recorded in the dataset. This gives an overall idea of the volume of tickets handled.

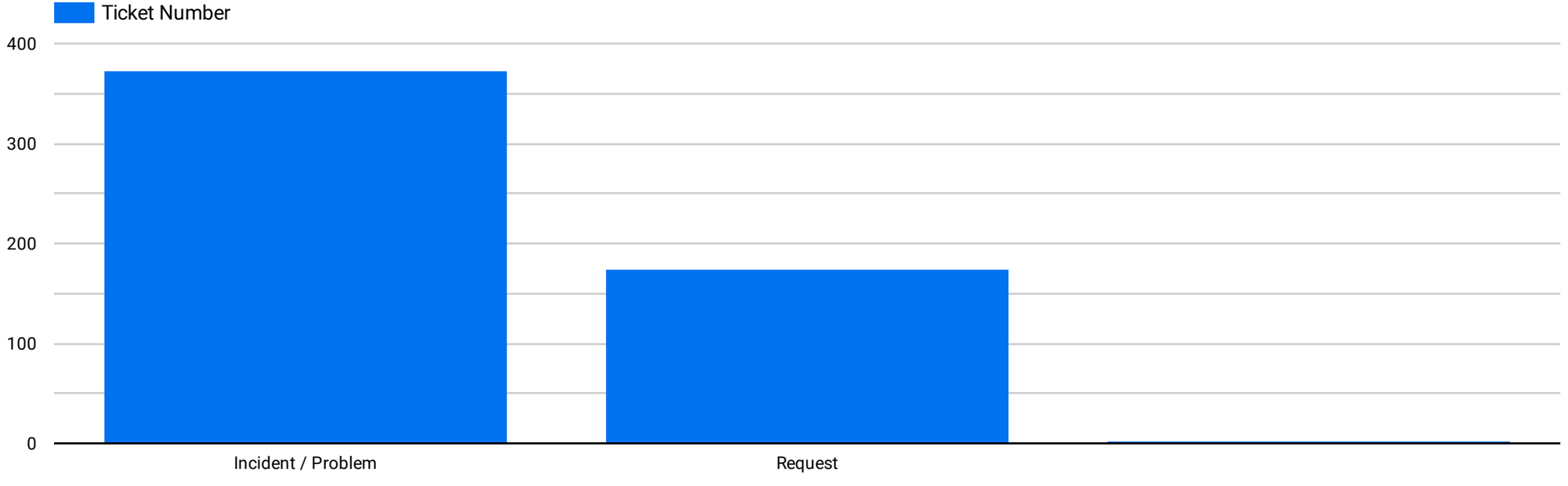
The pie chart provides a breakdown of tickets by their source. It helps in understanding which channels are most frequently used by users to raise tickets.



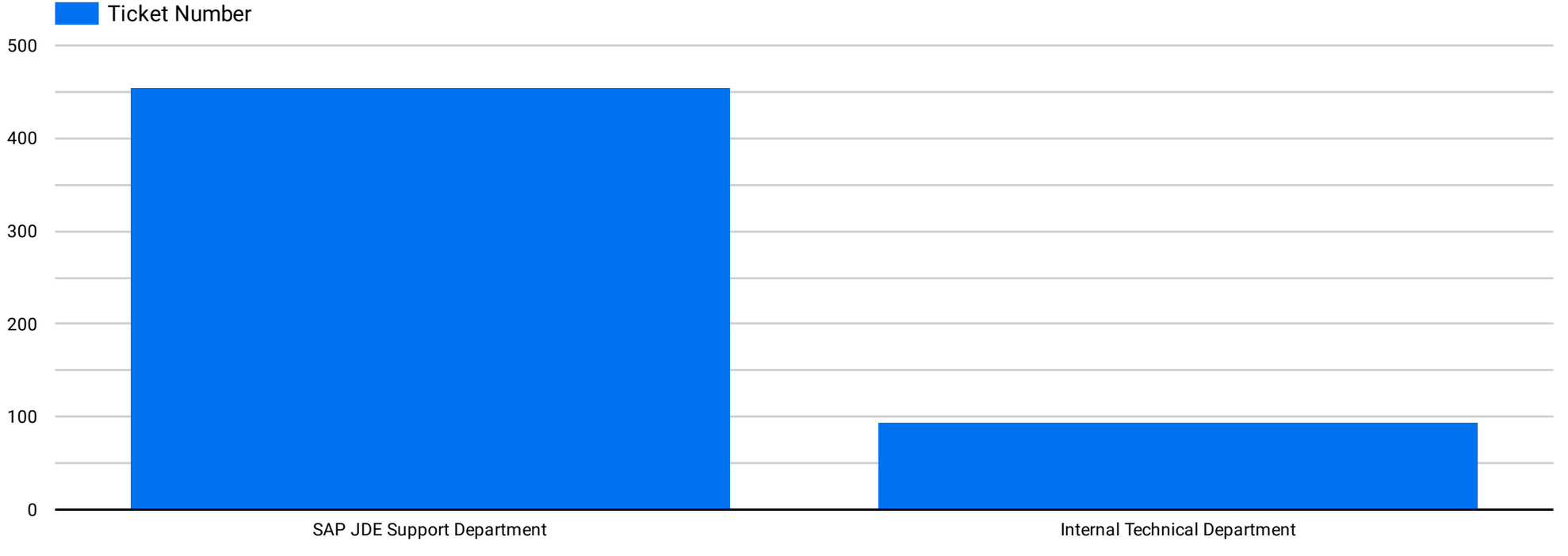
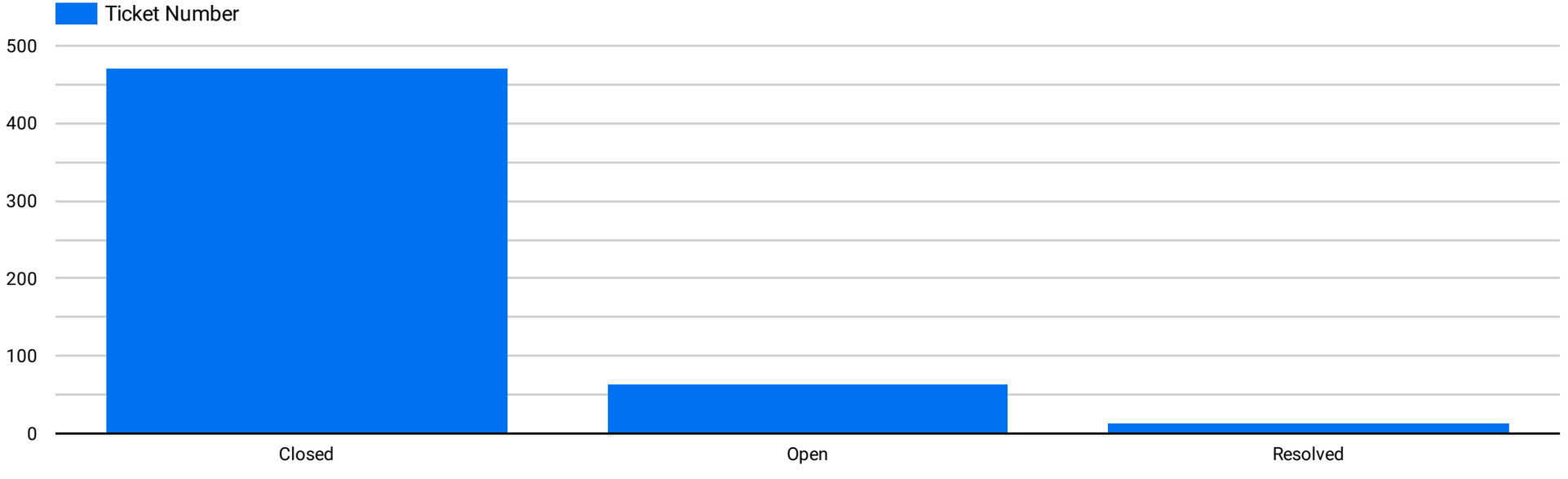
This bar chart shows the distribution of tickets based on their priority. It highlights the number of high, medium, and low-priority tickets, helping to identify the urgency level of the issues reported.



This chart categorizes tickets by type. It helps in understanding the common issues or requests received, such as technical support, service requests, or inquiries.



The bar chart displays the number of tickets assigned to different departments. It helps in identifying which departments handle the most tickets and may require additional resources.



This chart shows the distribution of tickets based on their current status. It helps in tracking the workflow, such as how many tickets are open, in progress, or resolved.