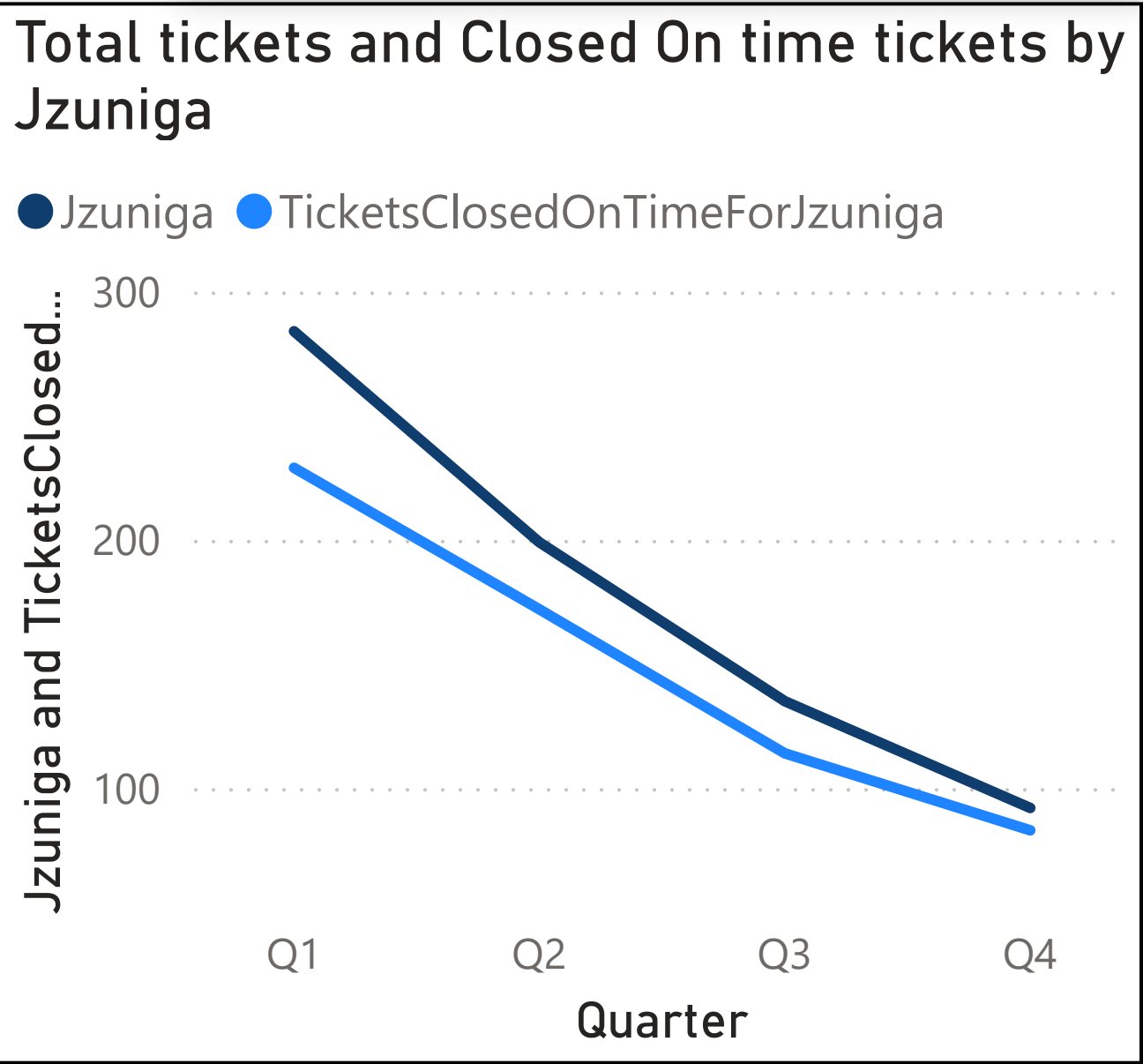
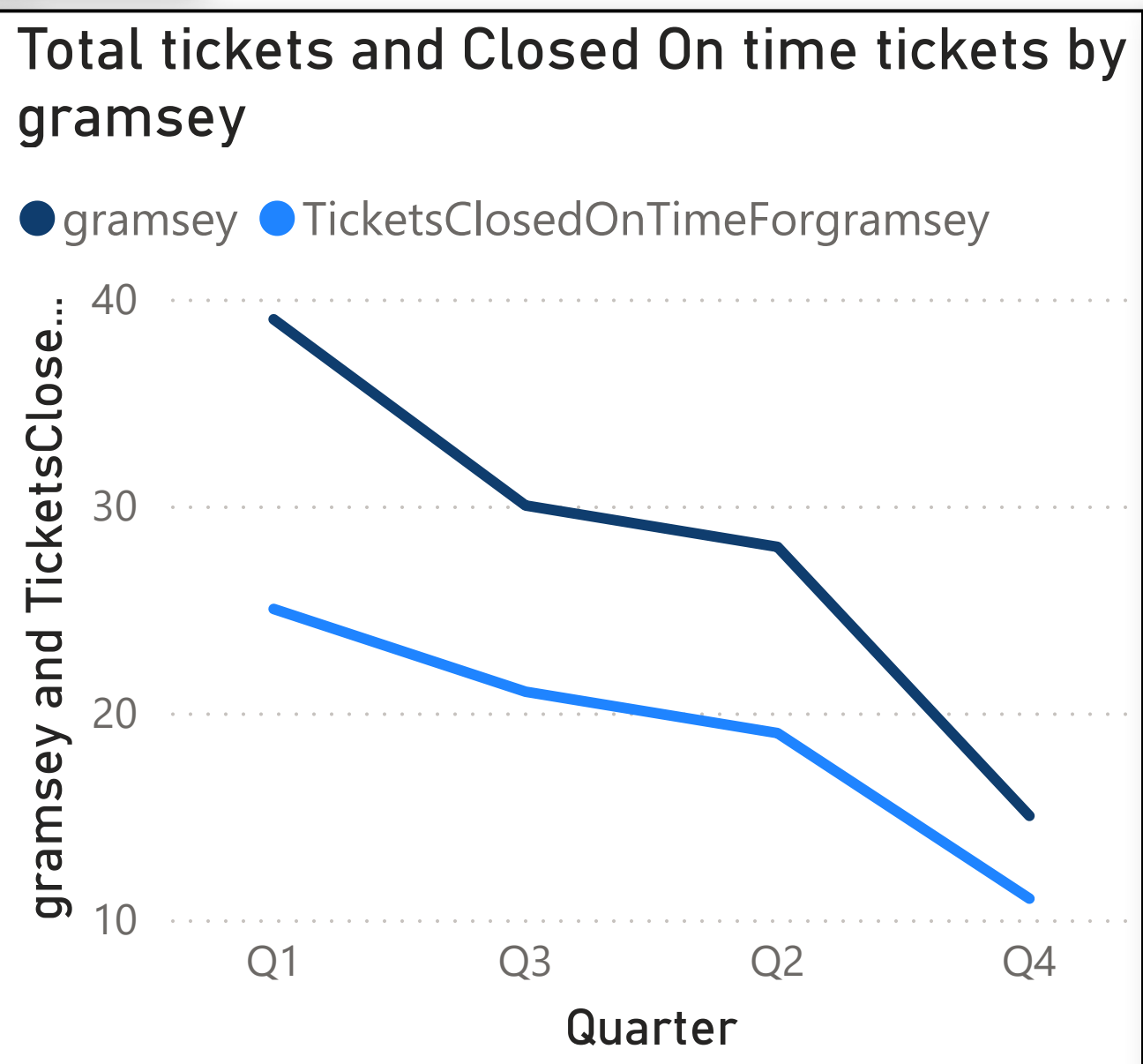
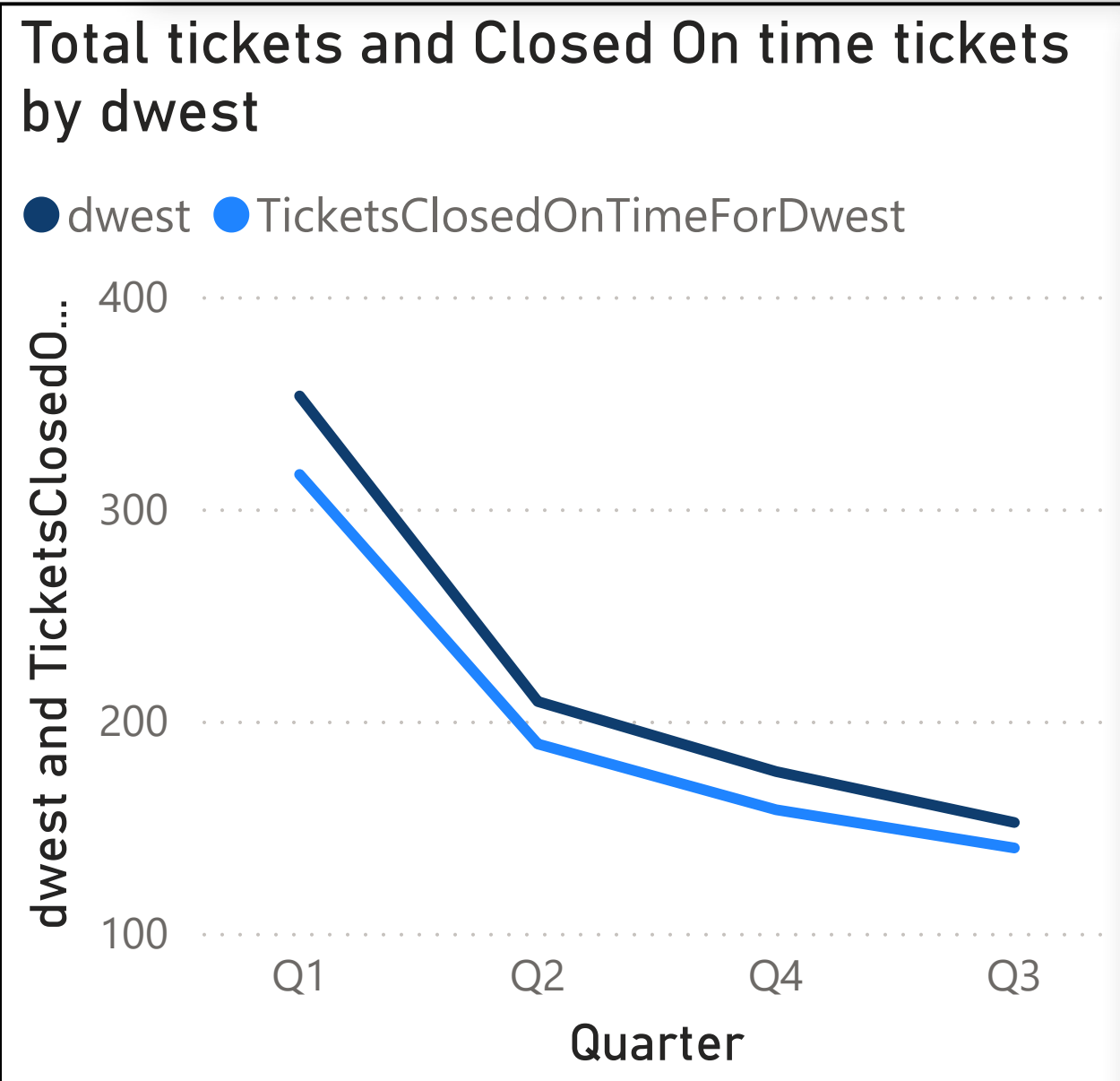
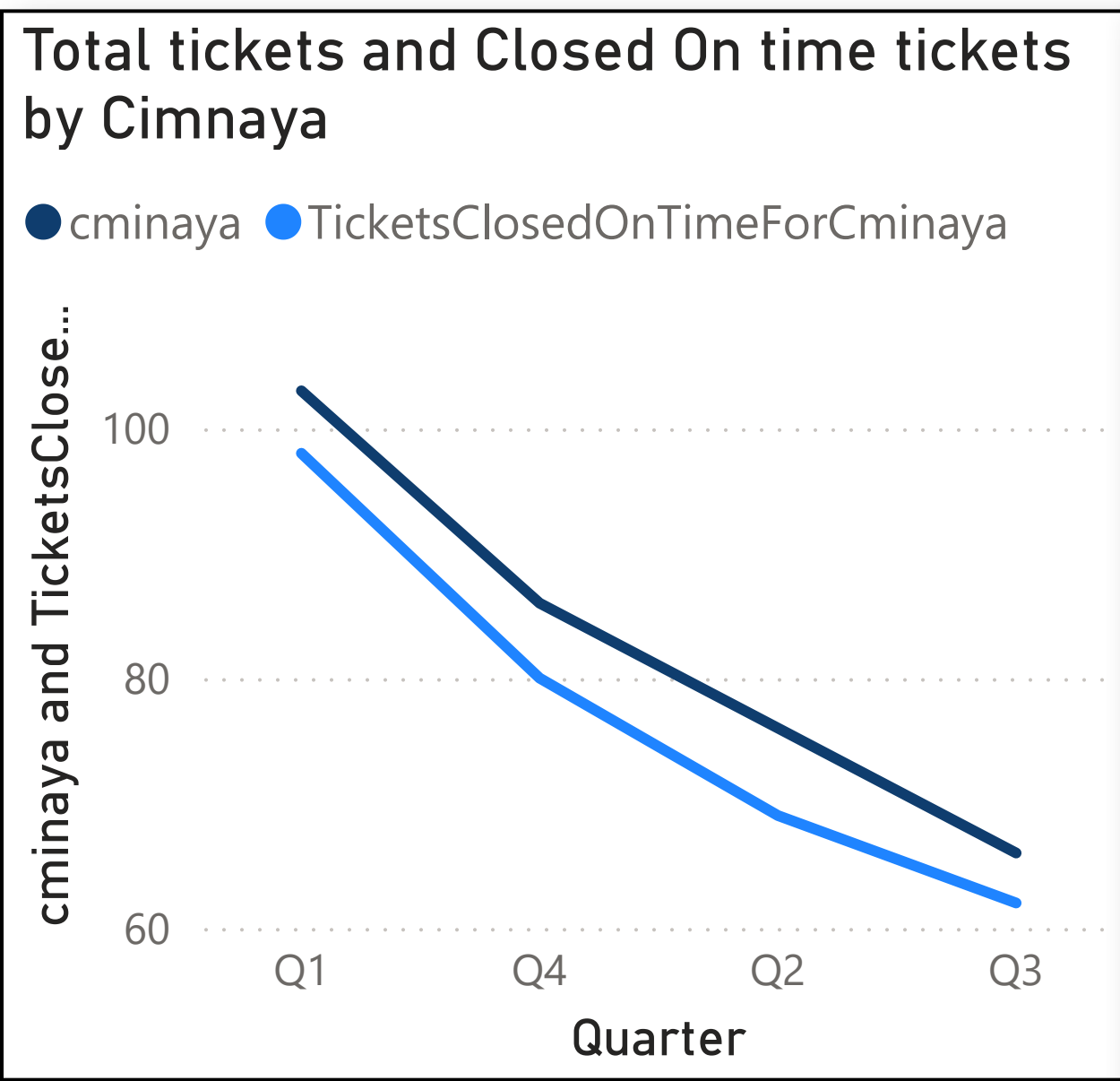
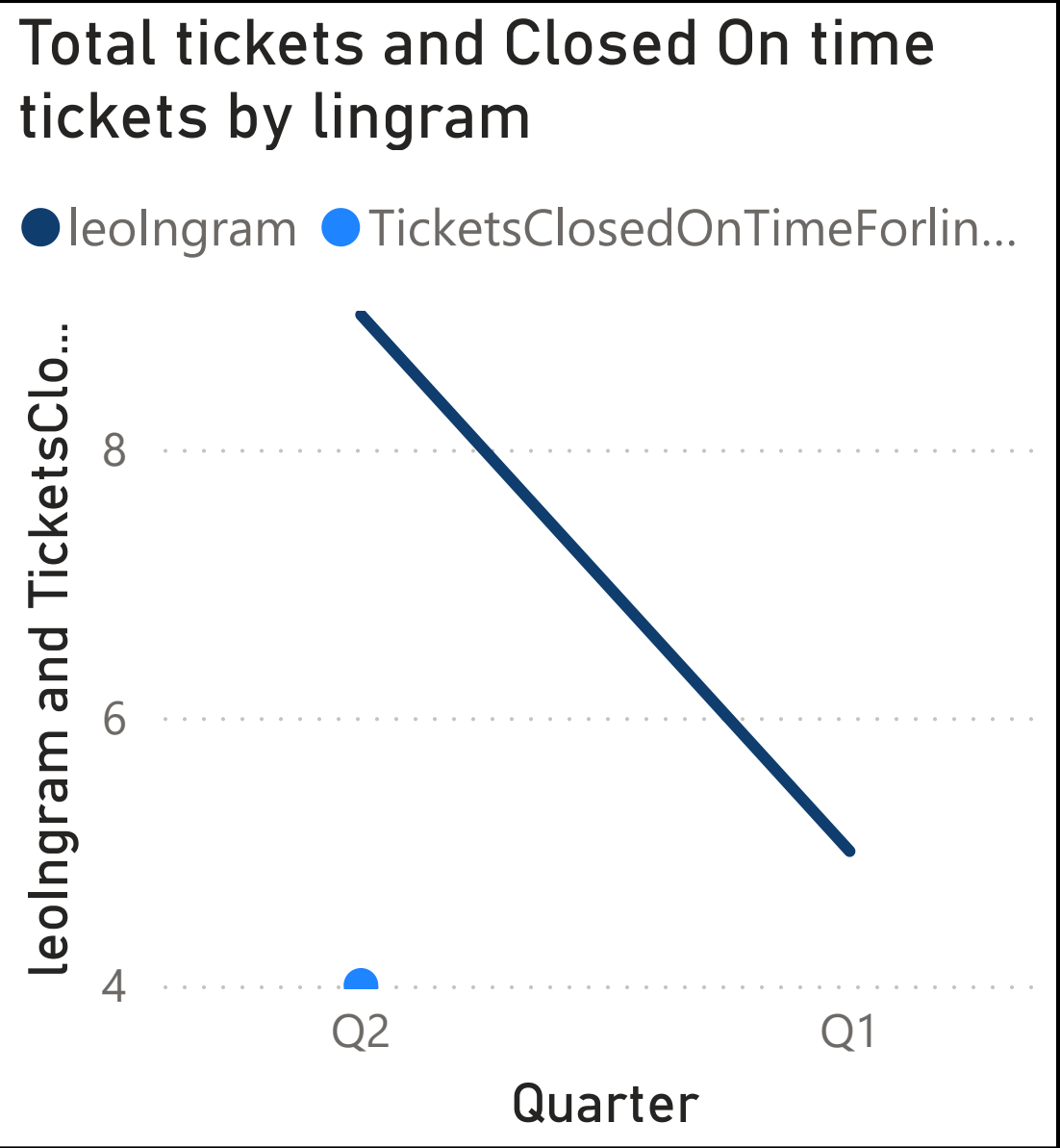
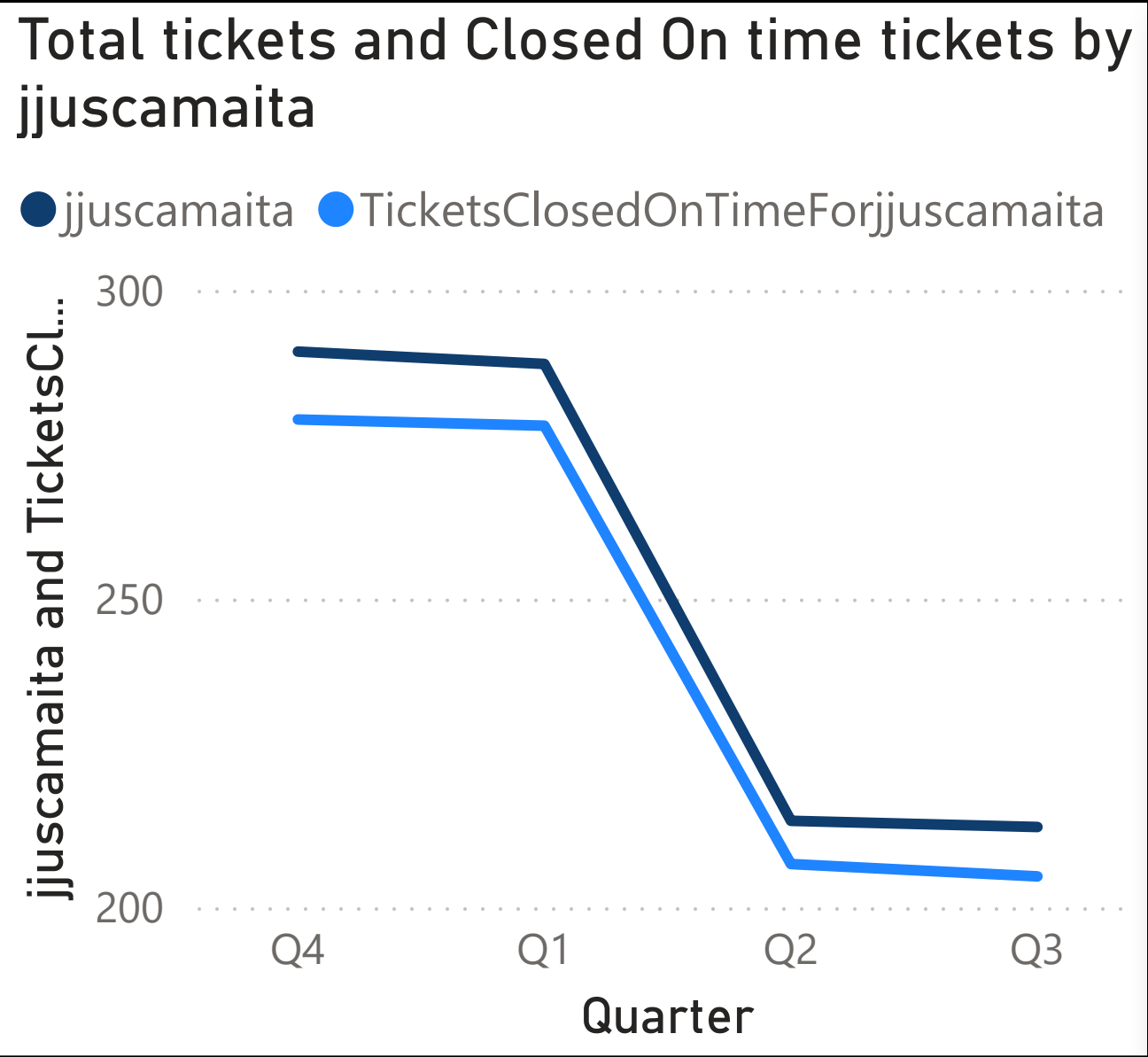
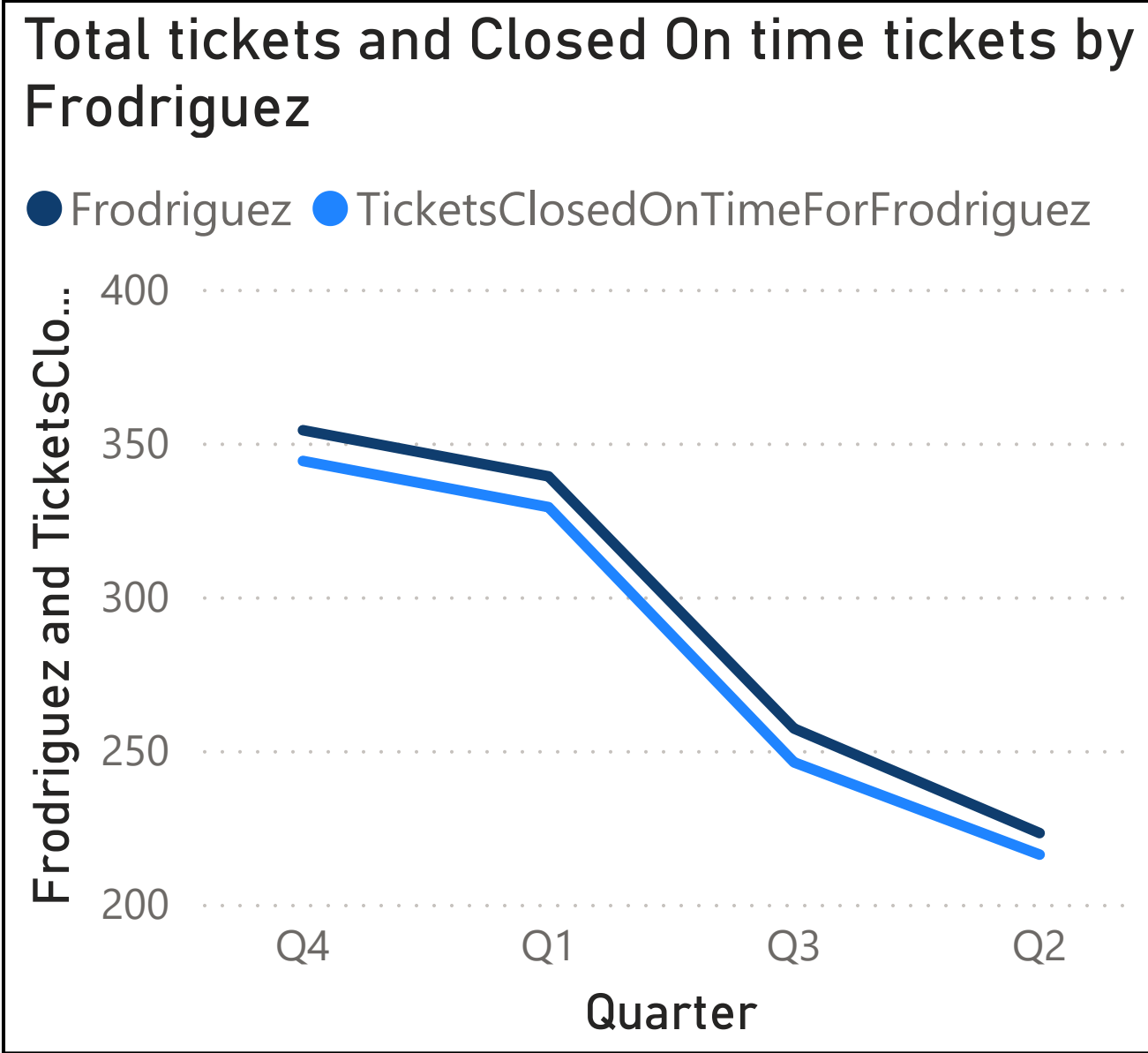
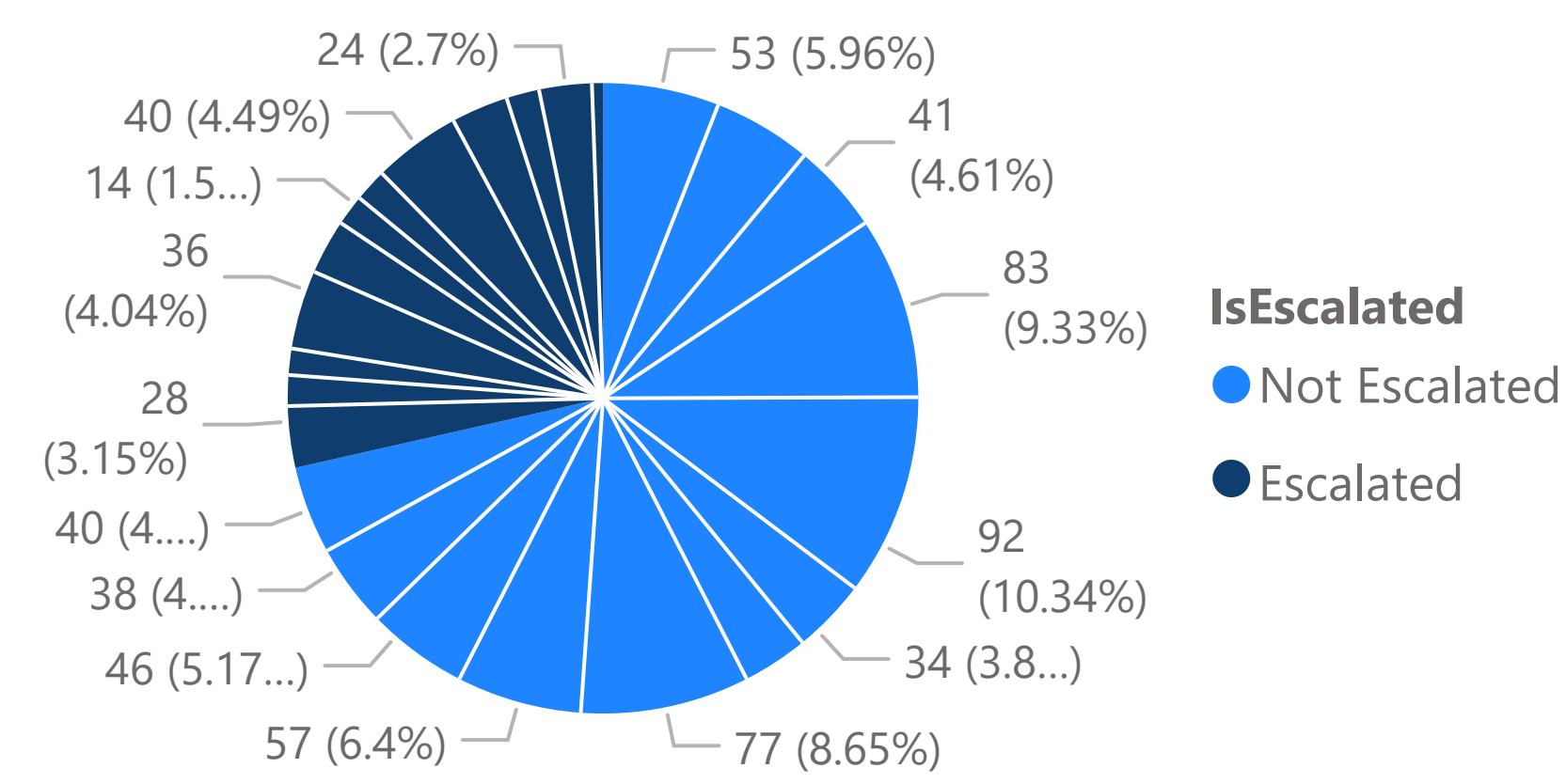


IT SERVICES TEAM PERFORMANCE

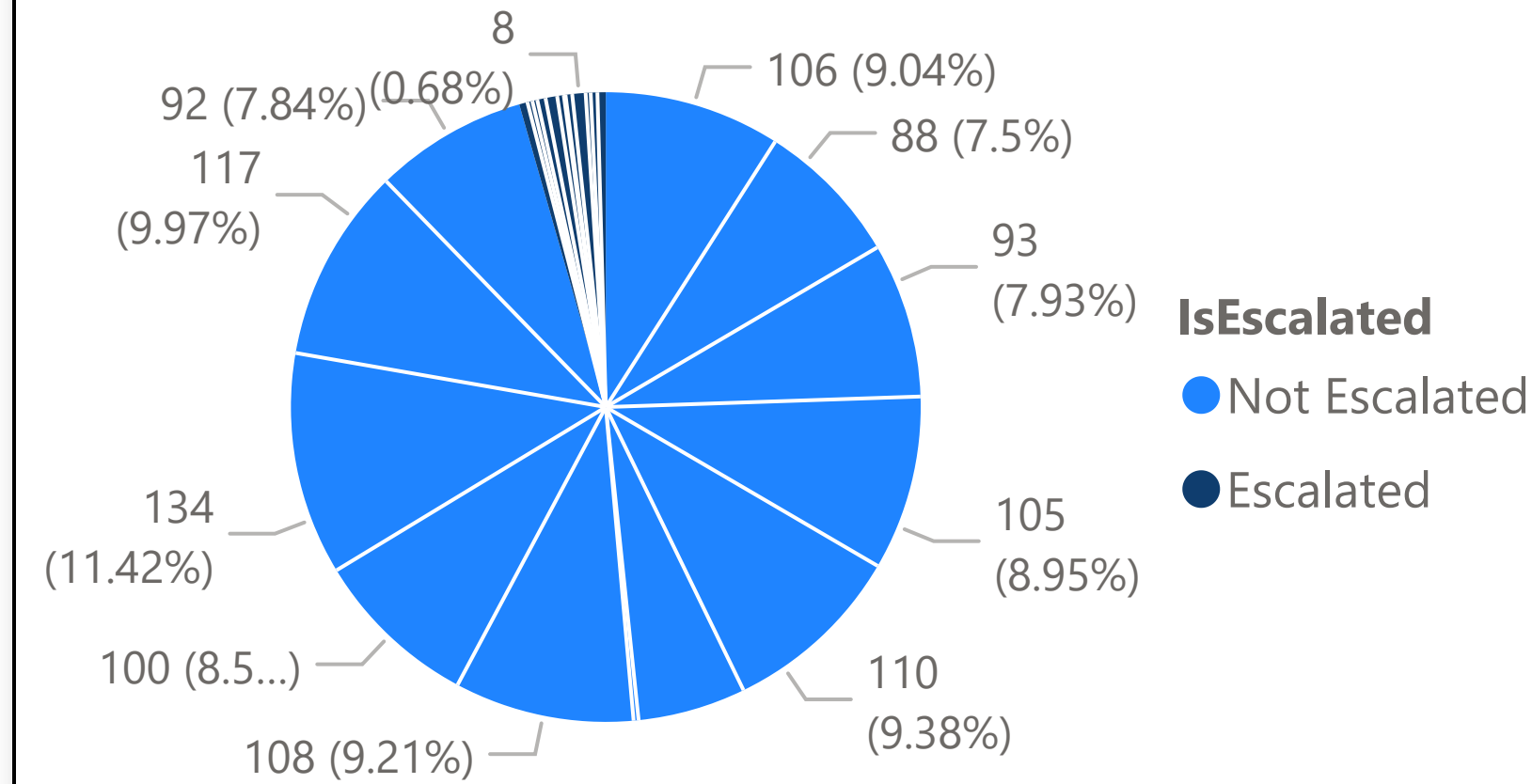


Escalated Tickets

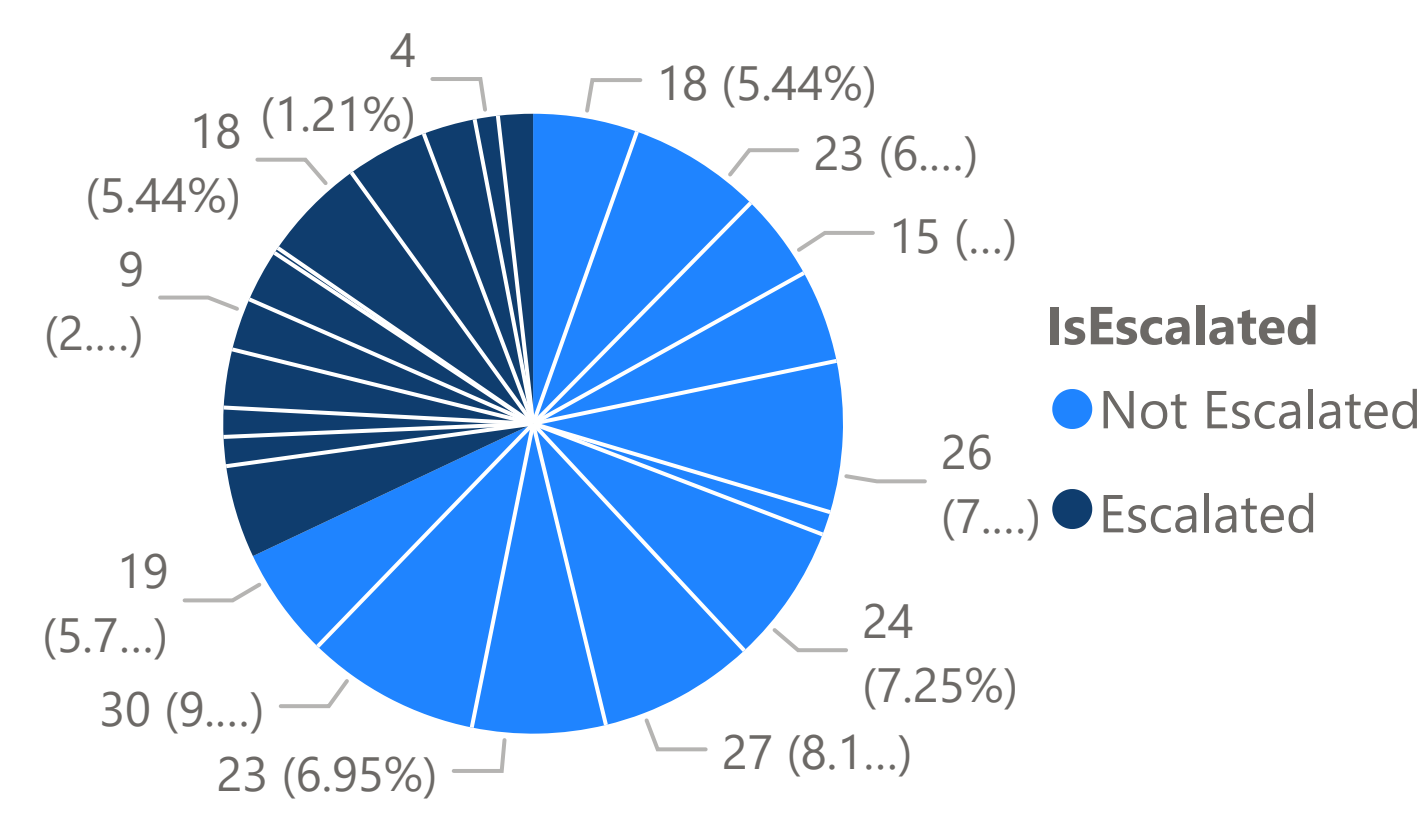
dwest by IsEscalated and MonthNumber



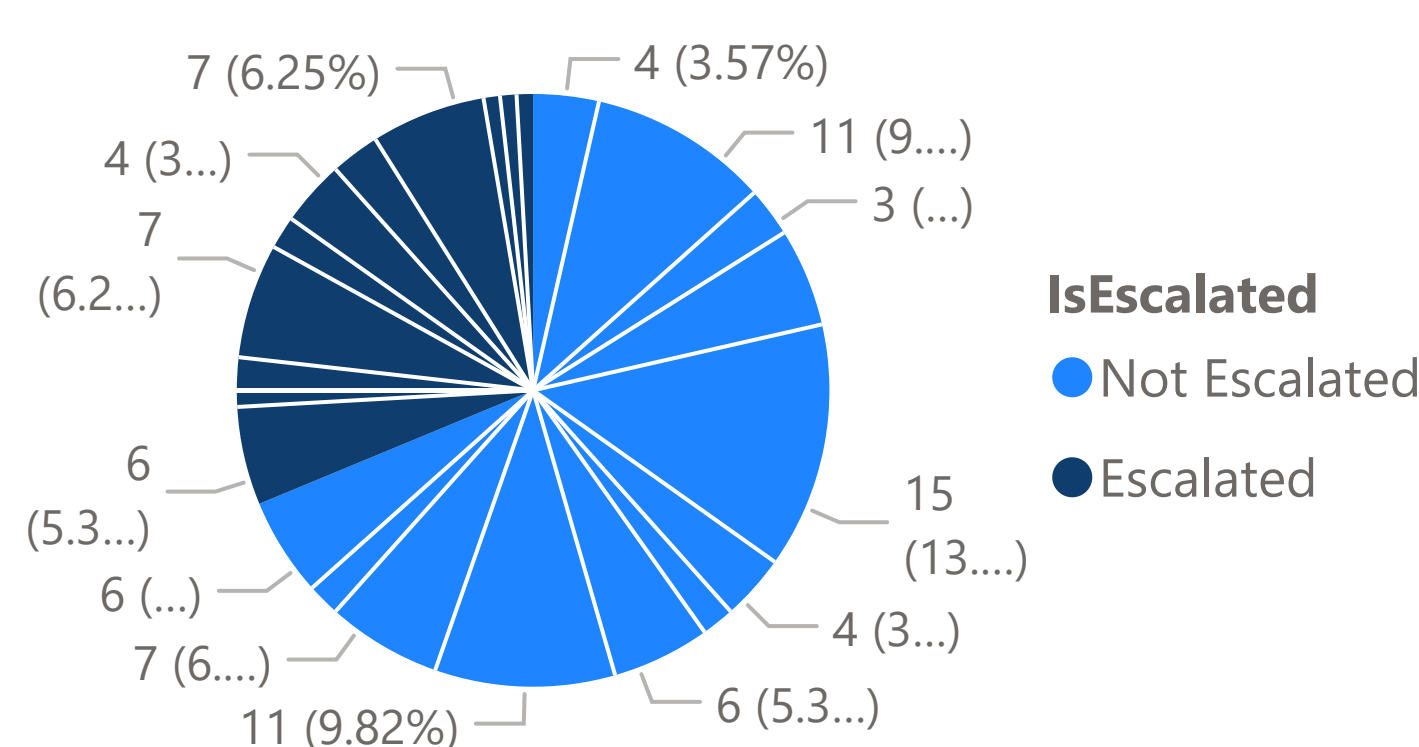
Frodriguez by IsEscalated and MonthNumber



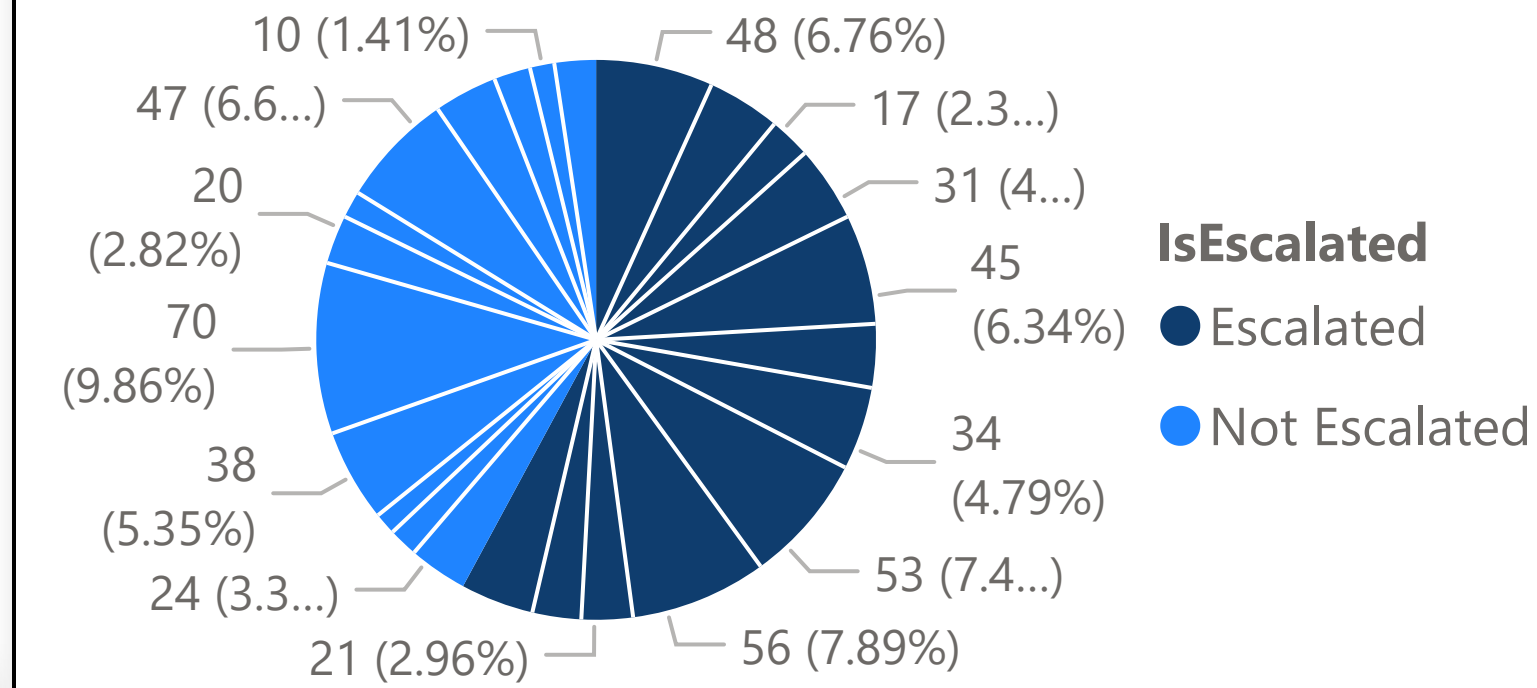
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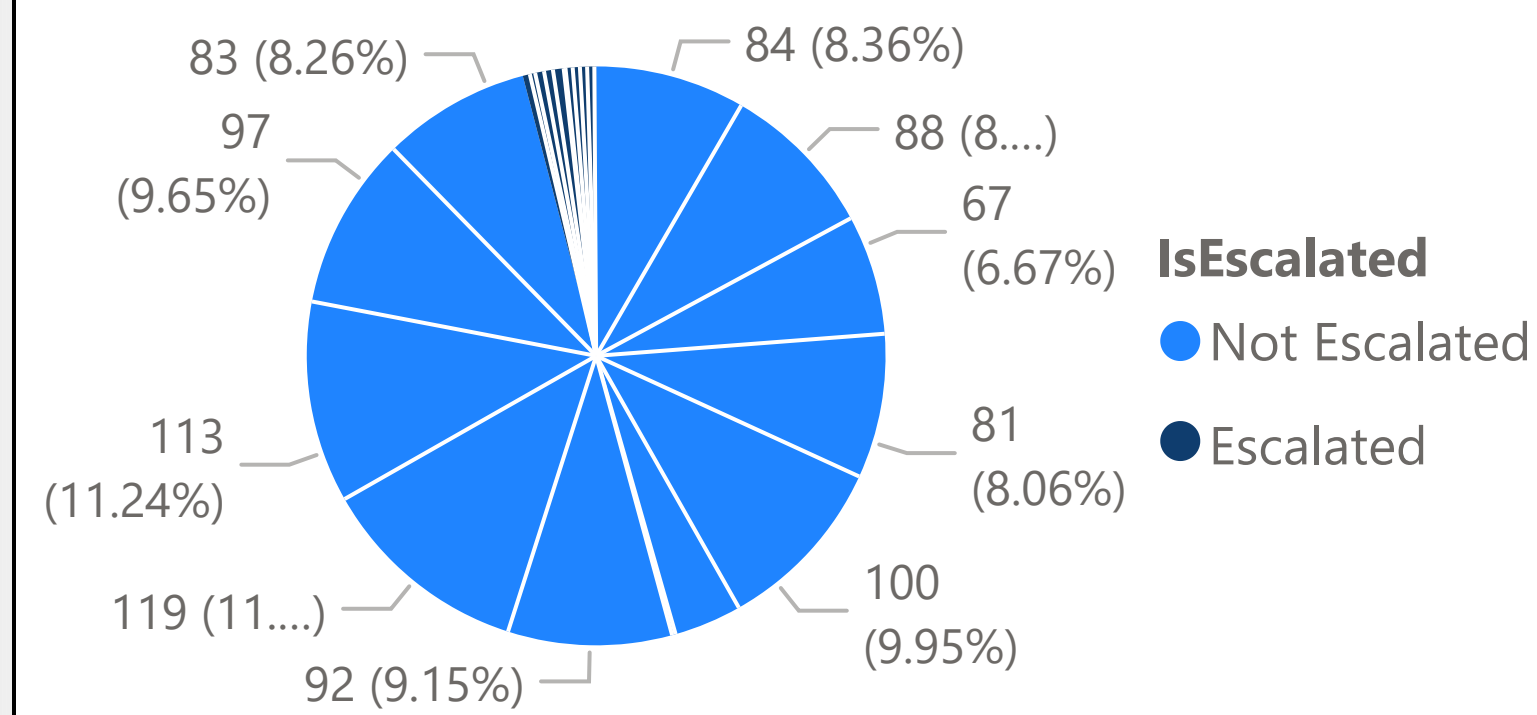
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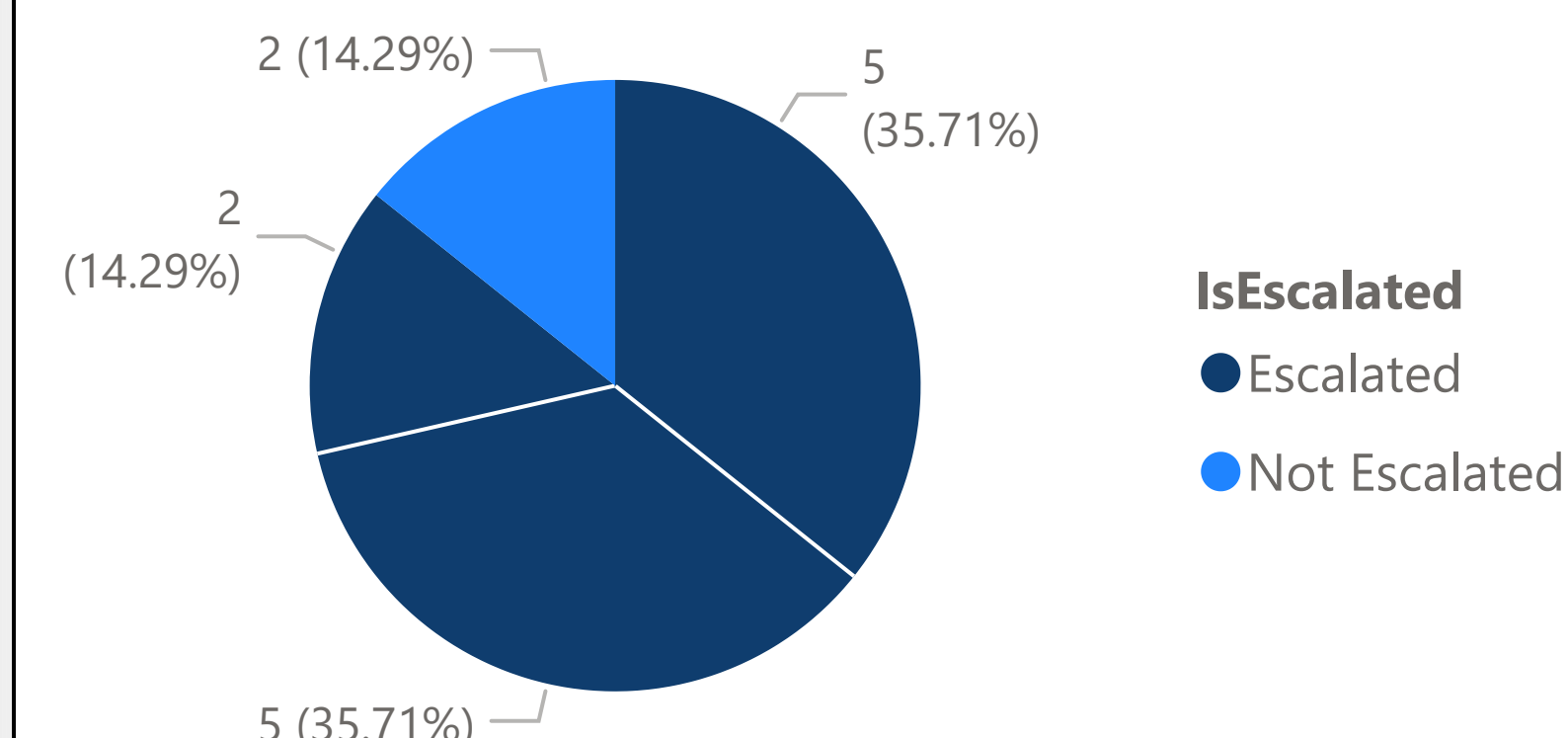
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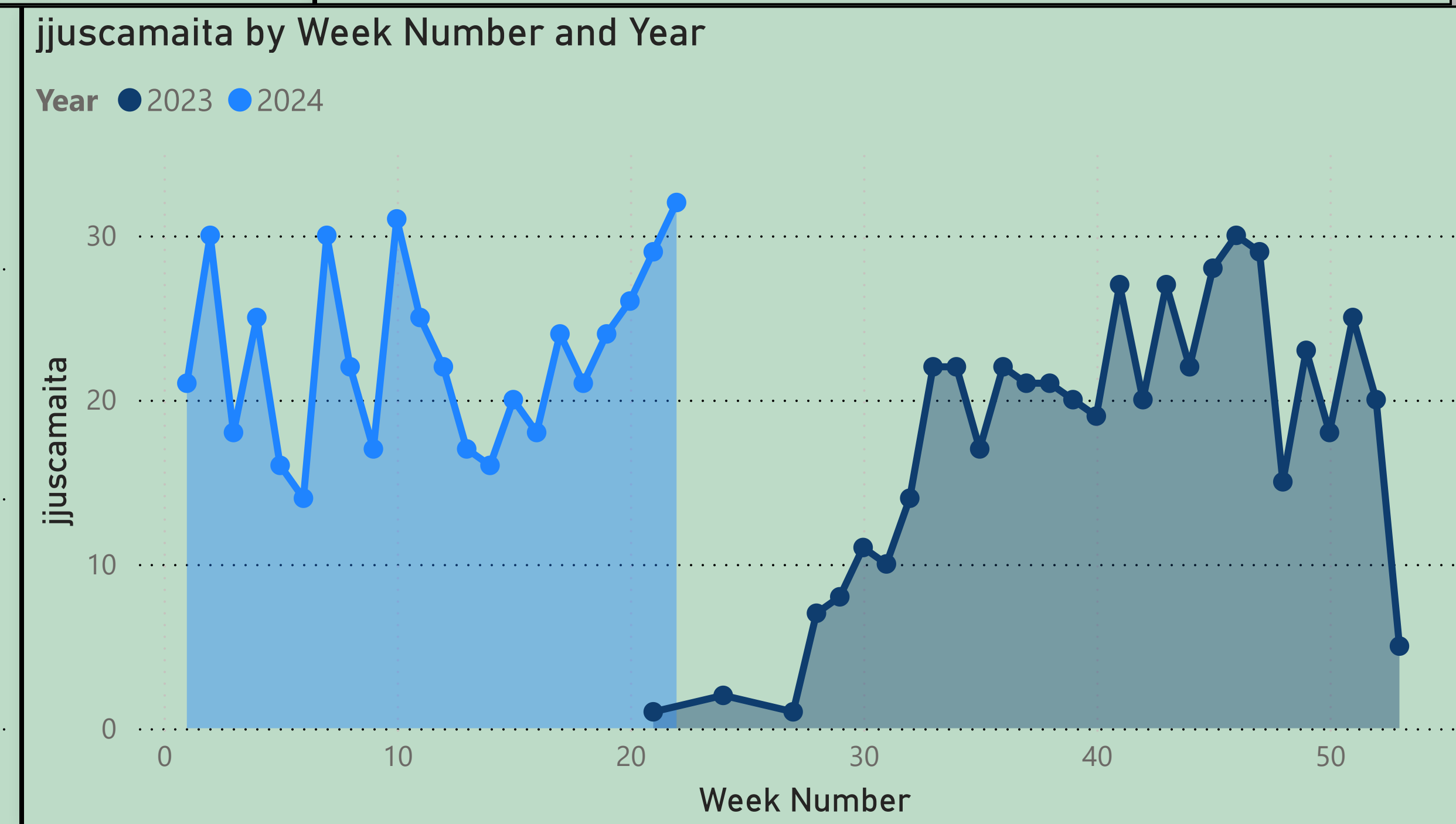
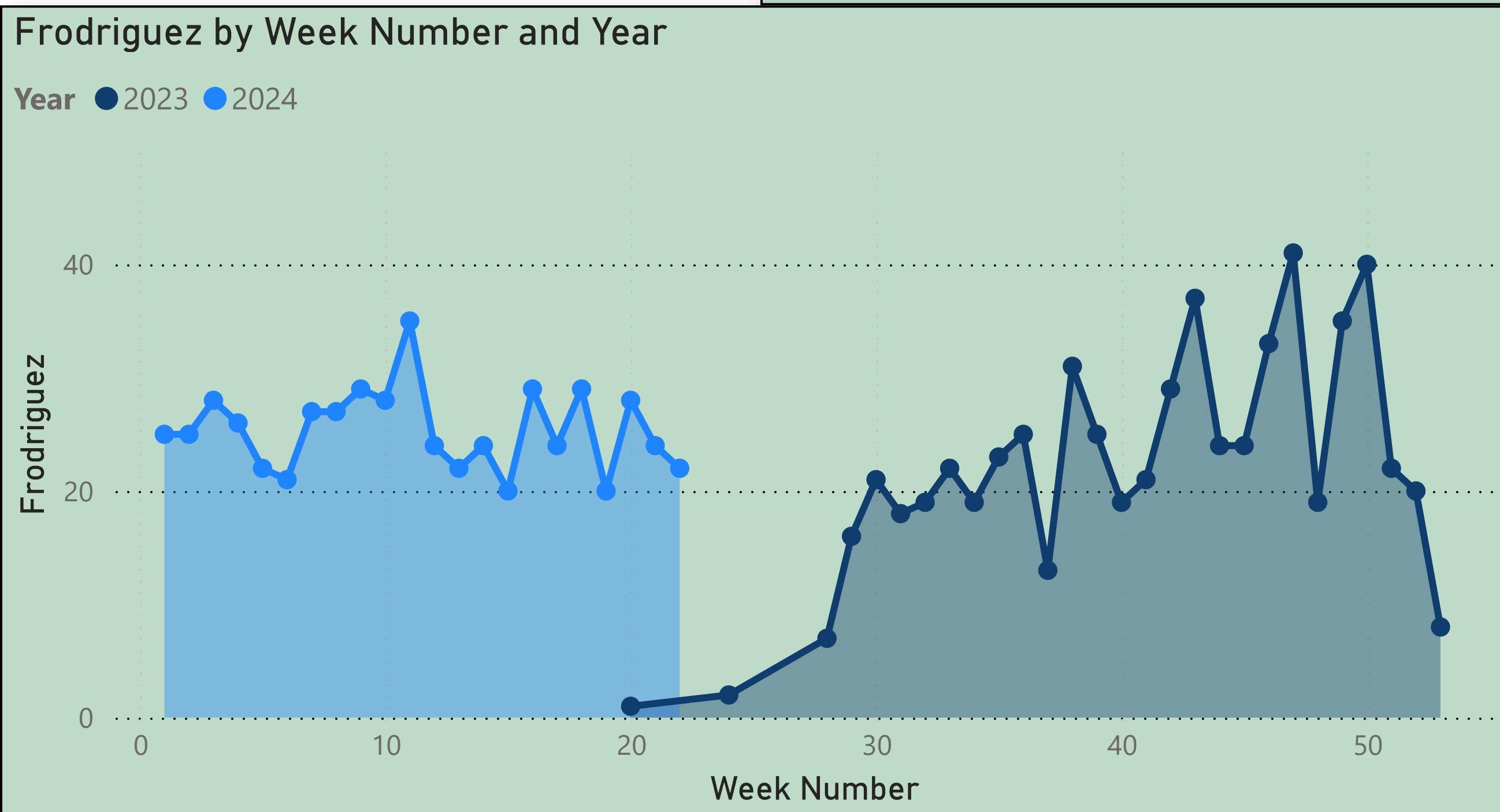
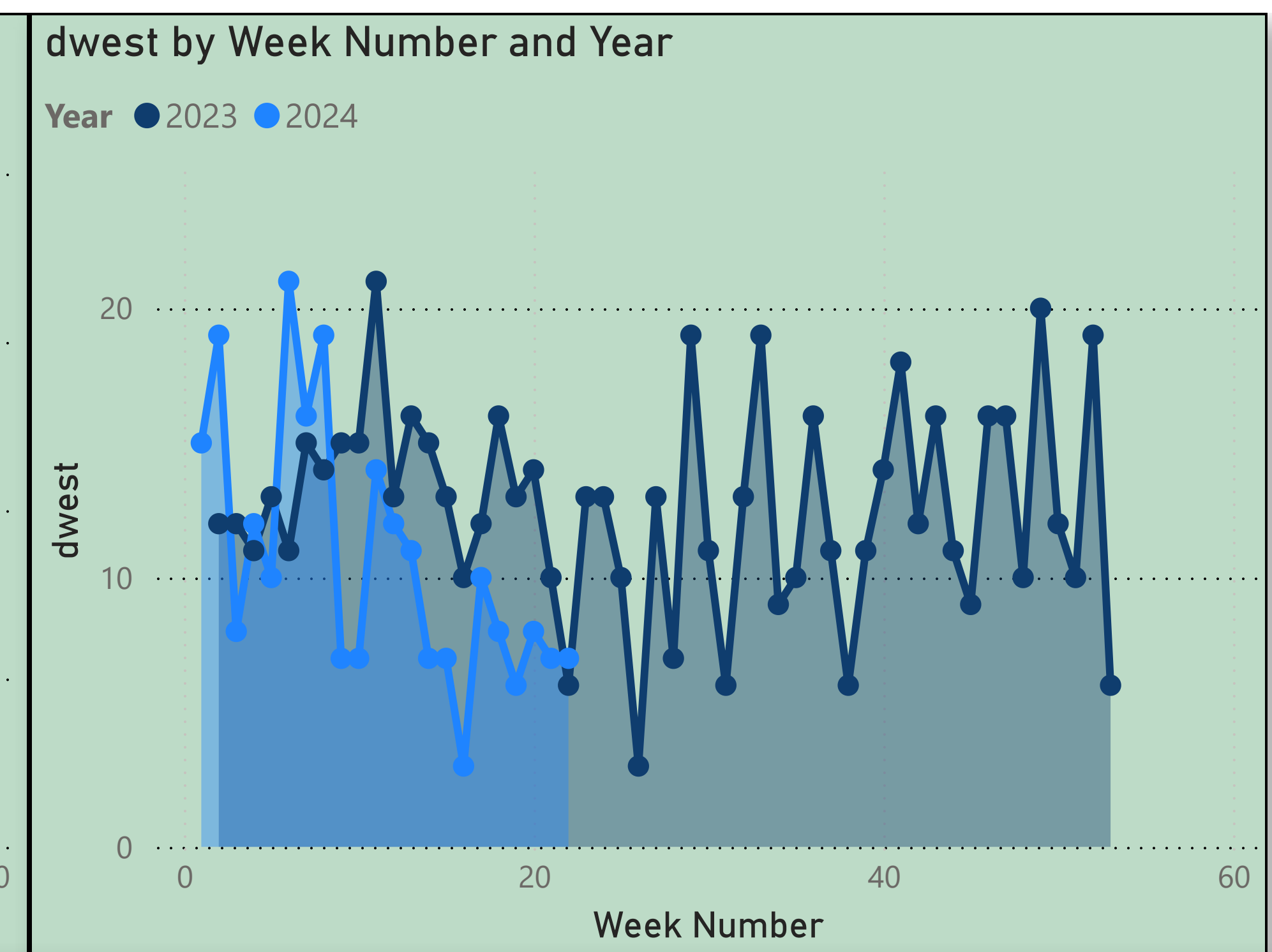
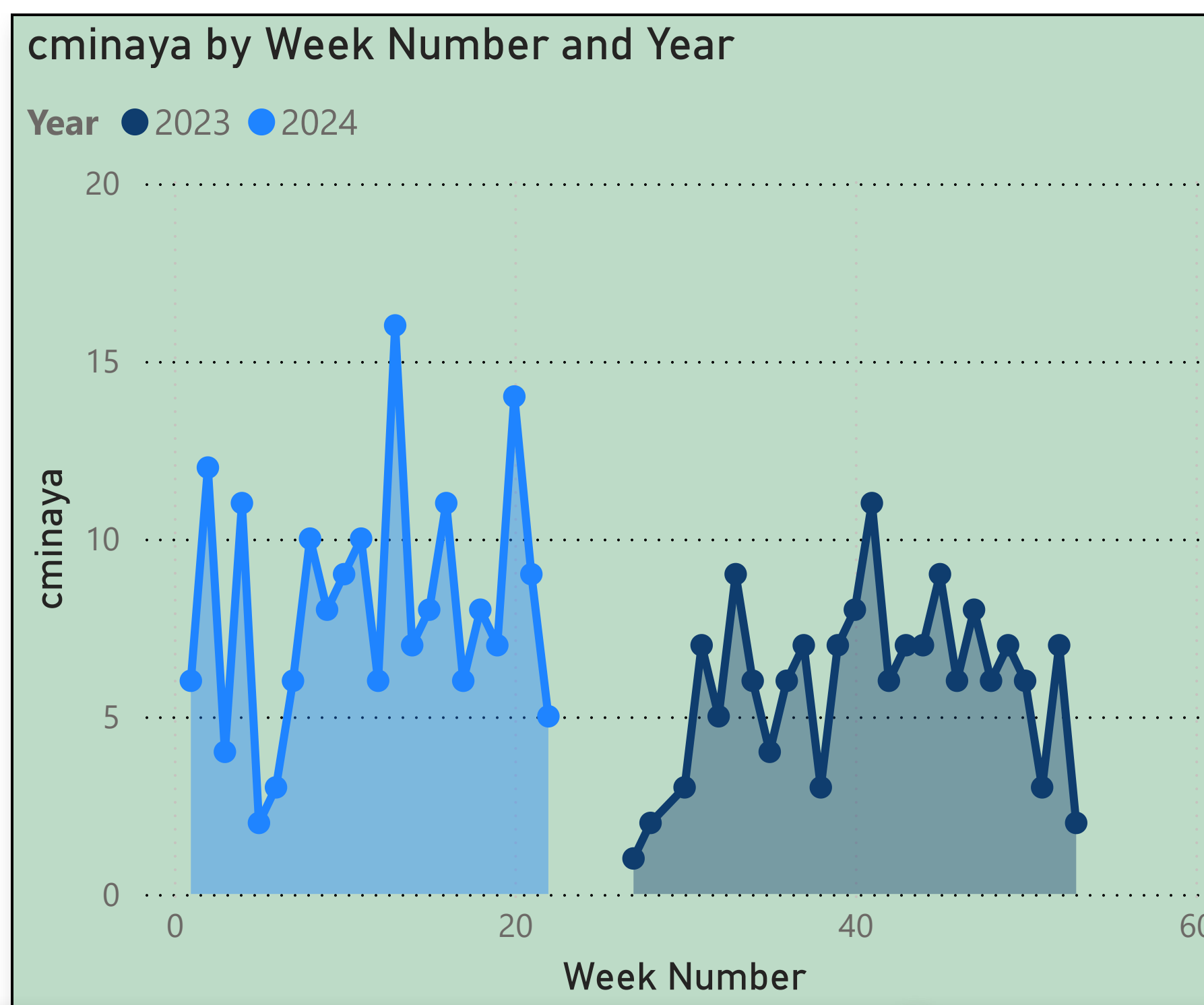
jjuscamaita by IsEscalated and MonthNumber



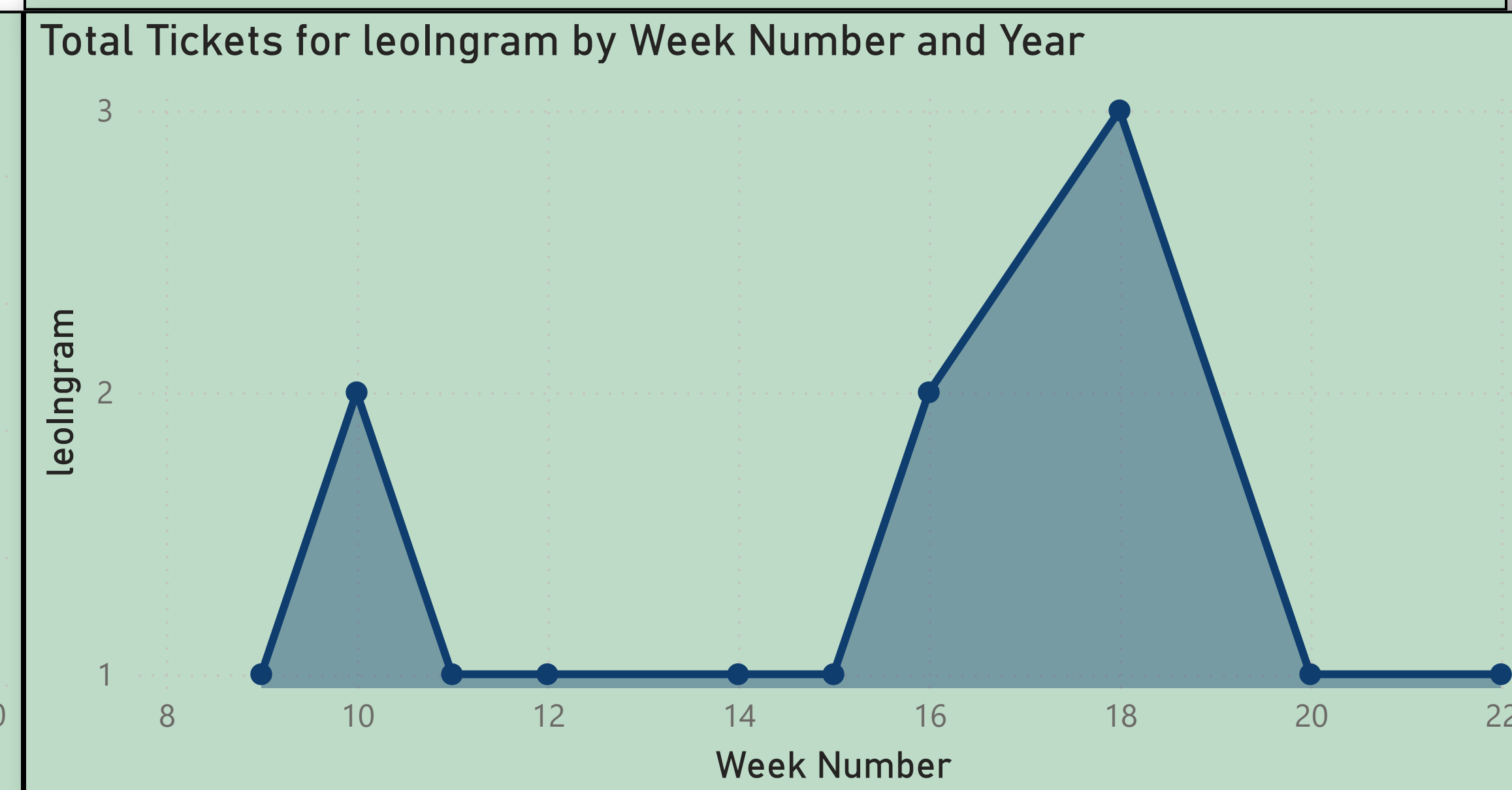
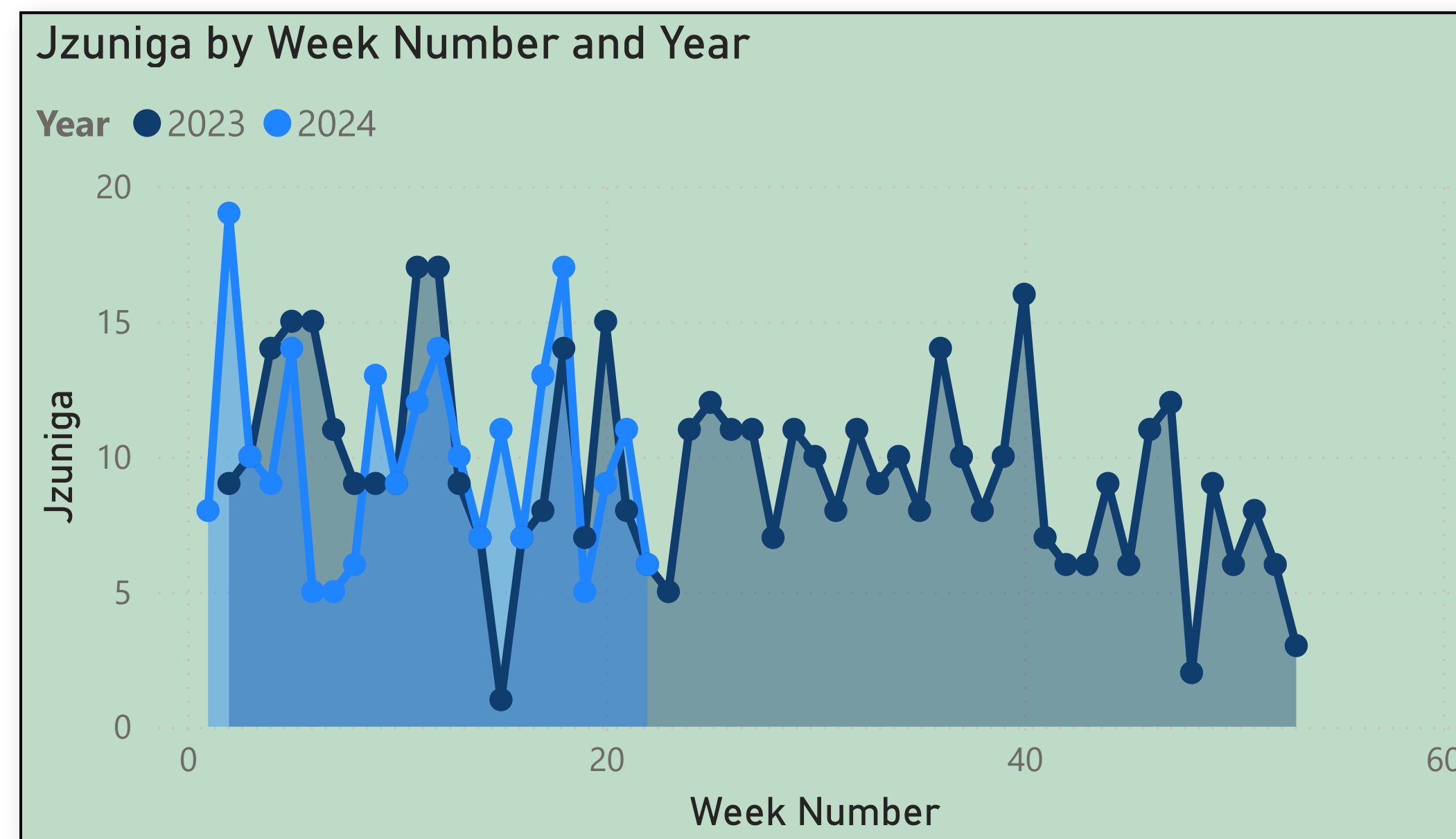
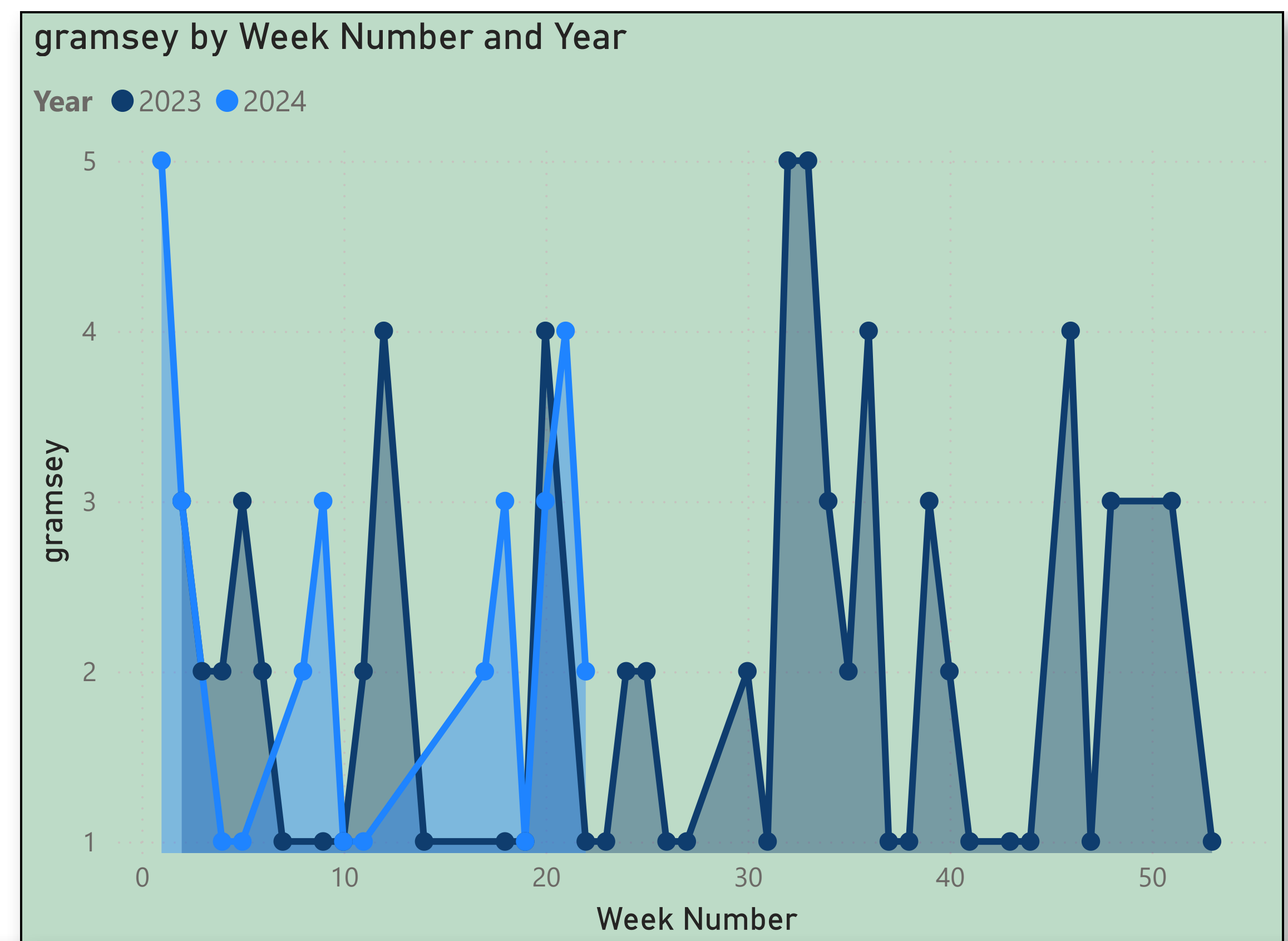
leolngram by IsEscalated and MonthNumber



Number of Tickets Opened per user per week



Number of Tickets Opened per user per week

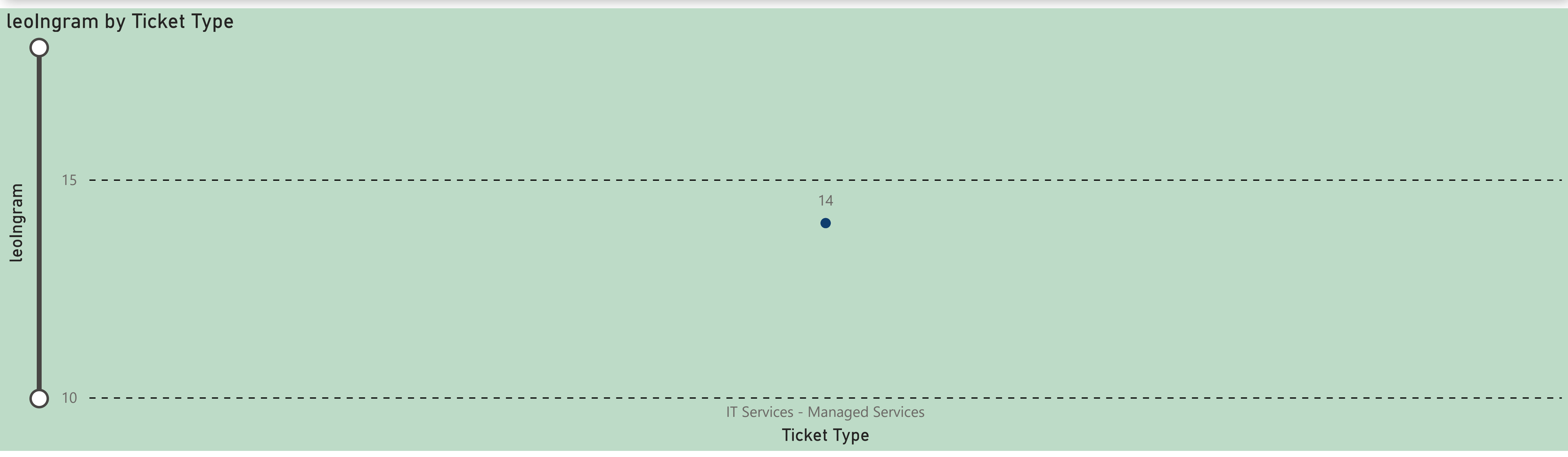
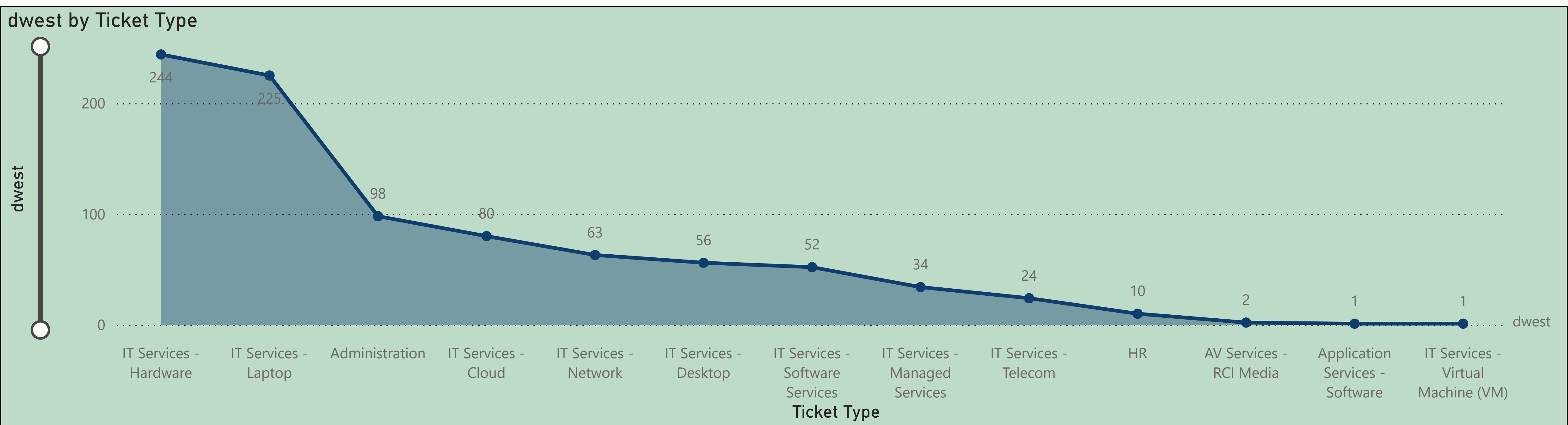


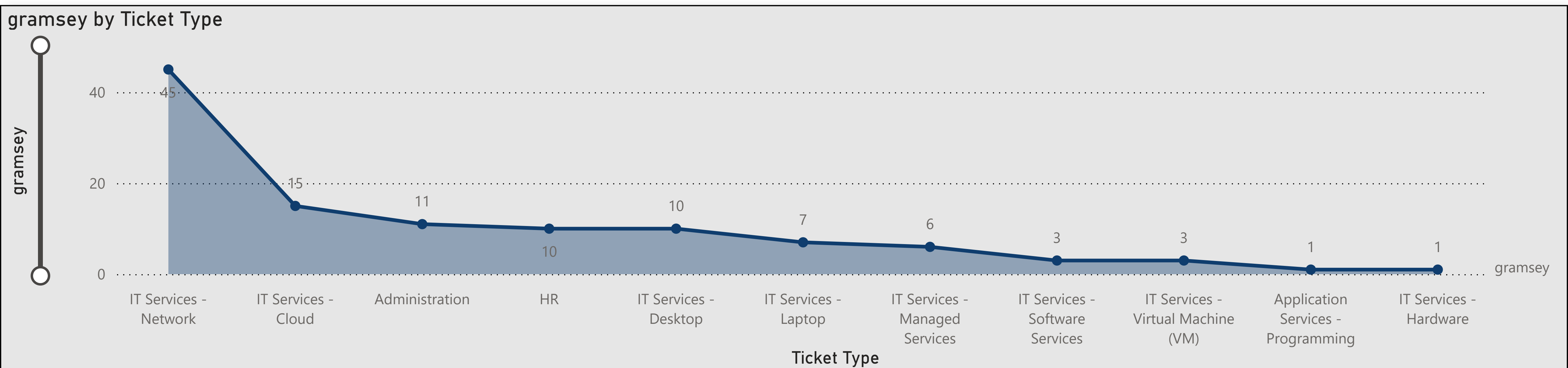
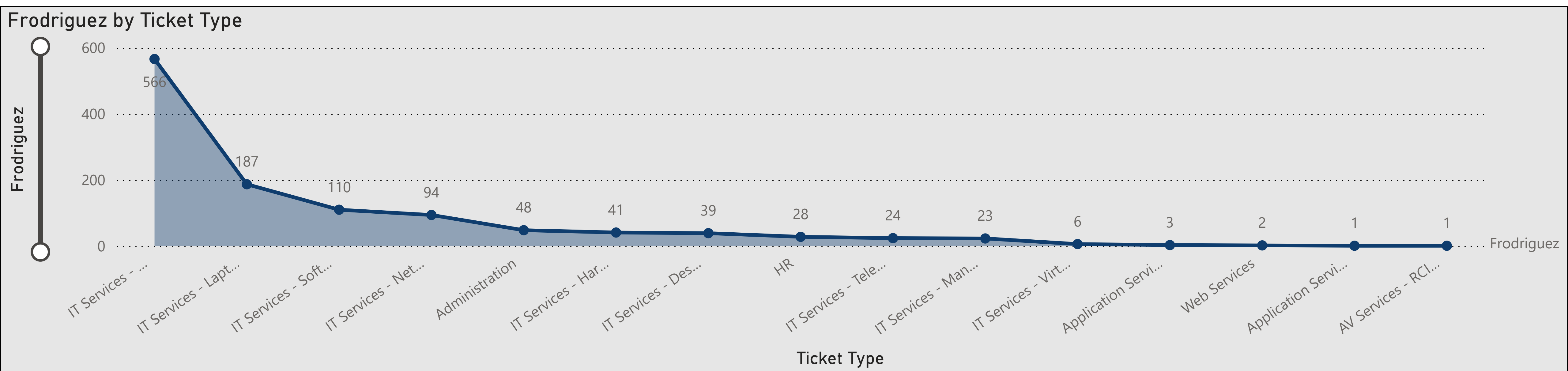
Average Time spent

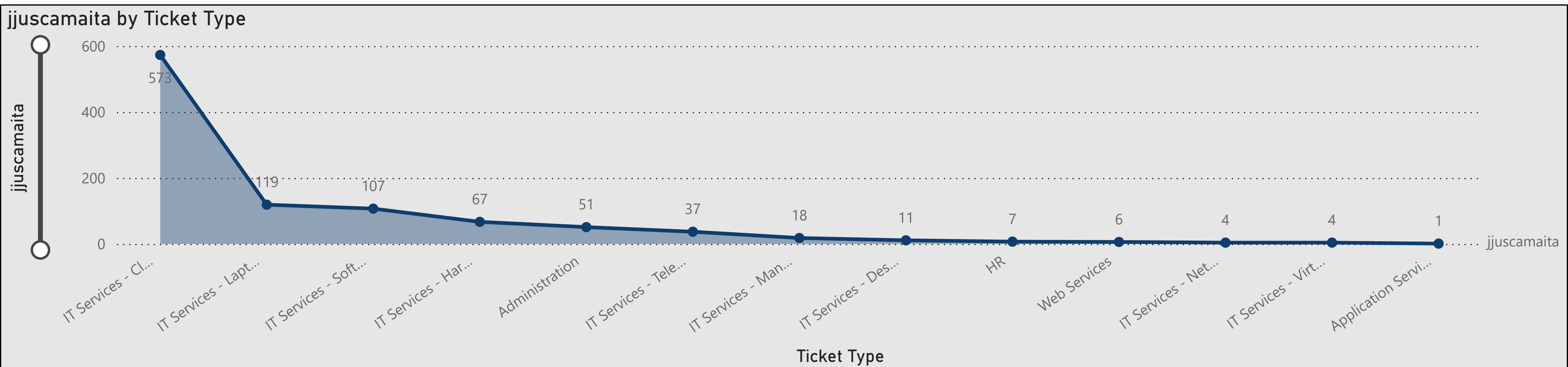
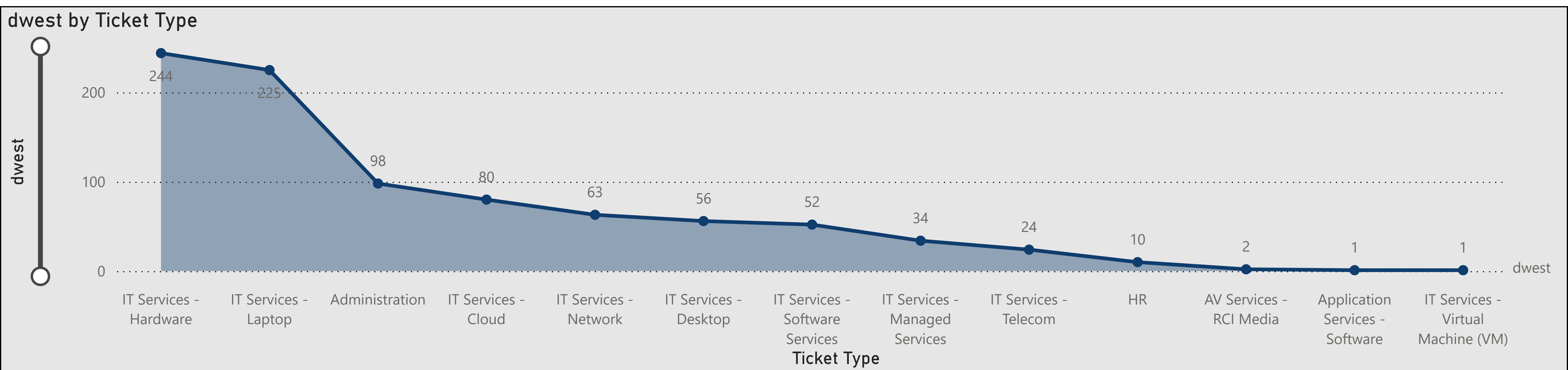
Entered On	Avg time	Closed On	Ticket Type
1/3/2023 5:07:12 PM	15.00	1/4/2023 8:57:04 AM	Administration
1/3/2023 5:56:50 PM	140.00	1/9/2023 1:05:02 PM	Administration
1/4/2023 12:06:07 AM	35.00	1/5/2023 11:58:50 AM	Administration
1/4/2023 12:06:08 AM	139.00	1/9/2023 7:00:39 PM	Administration
1/4/2023 9:17:42 AM	27.00	1/5/2023 12:32:11 PM	Administration
1/4/2023 6:21:57 PM	18.00	1/5/2023 12:30:58 PM	Administration
1/4/2023 6:23:37 PM	18.00	1/5/2023 12:31:24 PM	Administration
1/9/2023 8:06:09 AM	175.00	1/16/2023 3:00:42 PM	Administration
1/9/2023 8:06:11 AM	192.00	1/17/2023 8:40:00 AM	Administration
1/10/2023 11:52:40 AM	70.00	1/13/2023 9:35:42 AM	Administration
1/10/2023 12:56:46 PM	190.00	1/18/2023 10:22:02 AM	Administration
1/13/2023 9:05:40 AM	406.00	1/30/2023 7:35:33 AM	Administration
1/15/2023 9:00:32 AM	1,022.00	2/26/2023 11:05:25 PM	Administration
1/16/2023 8:06:08 AM	203.00	1/24/2023 7:57:35 PM	Administration
1/16/2023 8:06:10 AM	169.00	1/23/2023 9:27:08 AM	Administration
1/22/2023 10:29:18 PM	252.00	2/2/2023 10:00:10 AM	Administration
1/23/2023 8:06:09 AM	349.00	2/6/2023 9:35:08 PM	Administration
1/23/2023 8:06:10 AM	177.00	1/30/2023 5:06:42 PM	Administration
1/23/2023 9:36:08 AM	839.00	2/27/2023 8:37:13 AM	Administration
1/23/2023 9:38:40 AM	669.00	2/20/2023 6:35:47 AM	Administration
1/23/2023 9:44:59 PM	23.00	1/24/2023 8:14:50 PM	Administration
1/23/2023 9:52:29 PM	23.00	1/24/2023 8:45:52 PM	Administration
1/28/2023 2:57:26 AM	5.00	1/28/2023 7:30:09 AM	Administration
1/30/2023 12:06:07 AM	189.00	2/6/2023 9:34:46 PM	Administration
1/30/2023 12:06:10 AM	176.00	2/6/2023 8:58:13 AM	Administration
1/30/2023 12:23:23 AM	353.00	2/13/2023 5:00:08 PM	Administration
1/30/2023 7:58:54 AM	1,369.00	3/28/2023 8:15:05 AM	Administration
Total	270.74		

Avg time

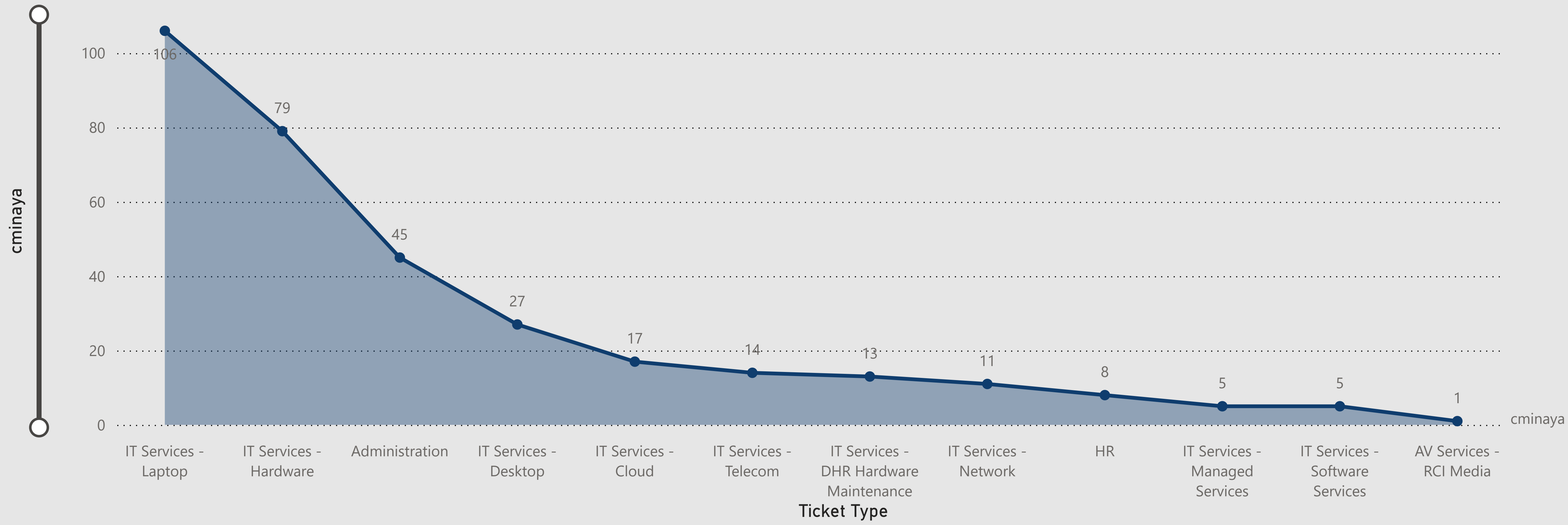
Avg time270.74







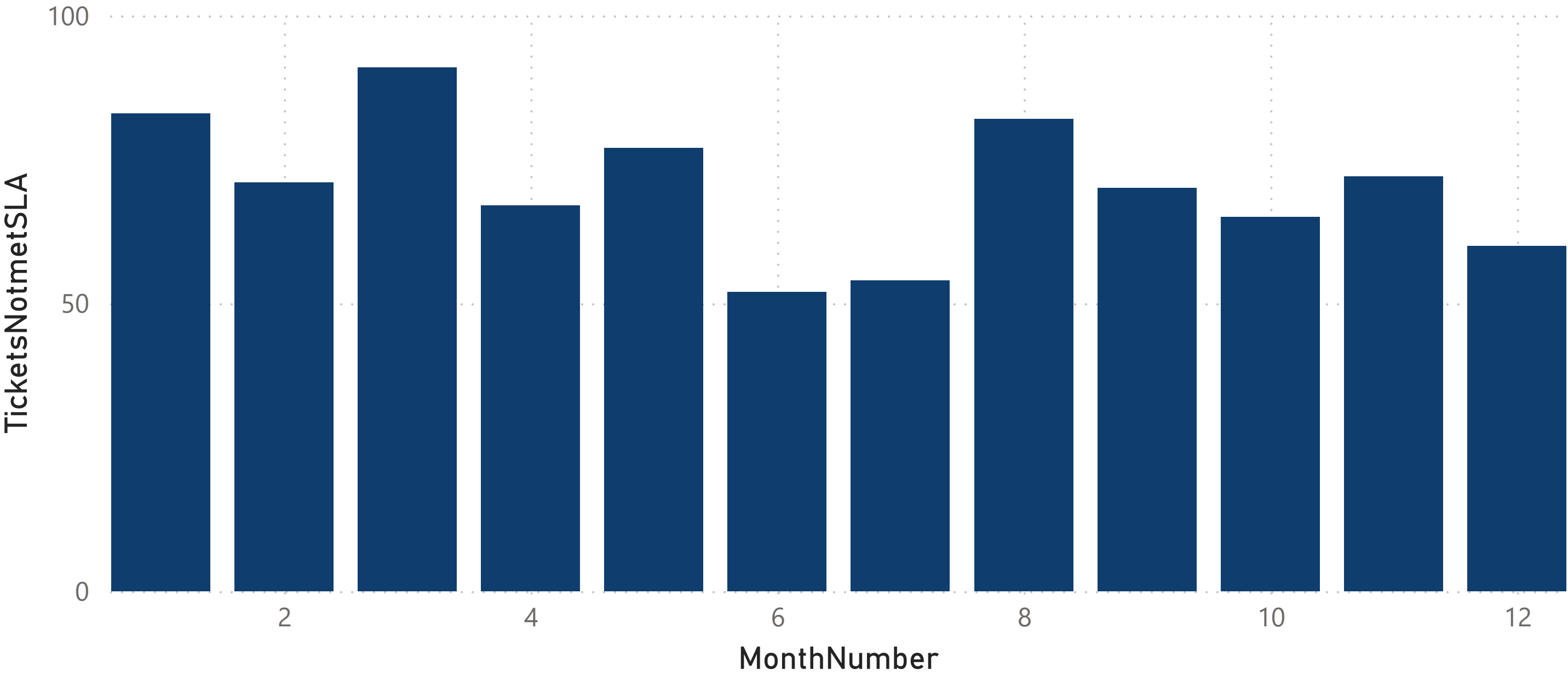
cminaya by Ticket Type



PercentageMetSLA

78.36

TicketsNotmetSLA by MonthNumber



Year

2023

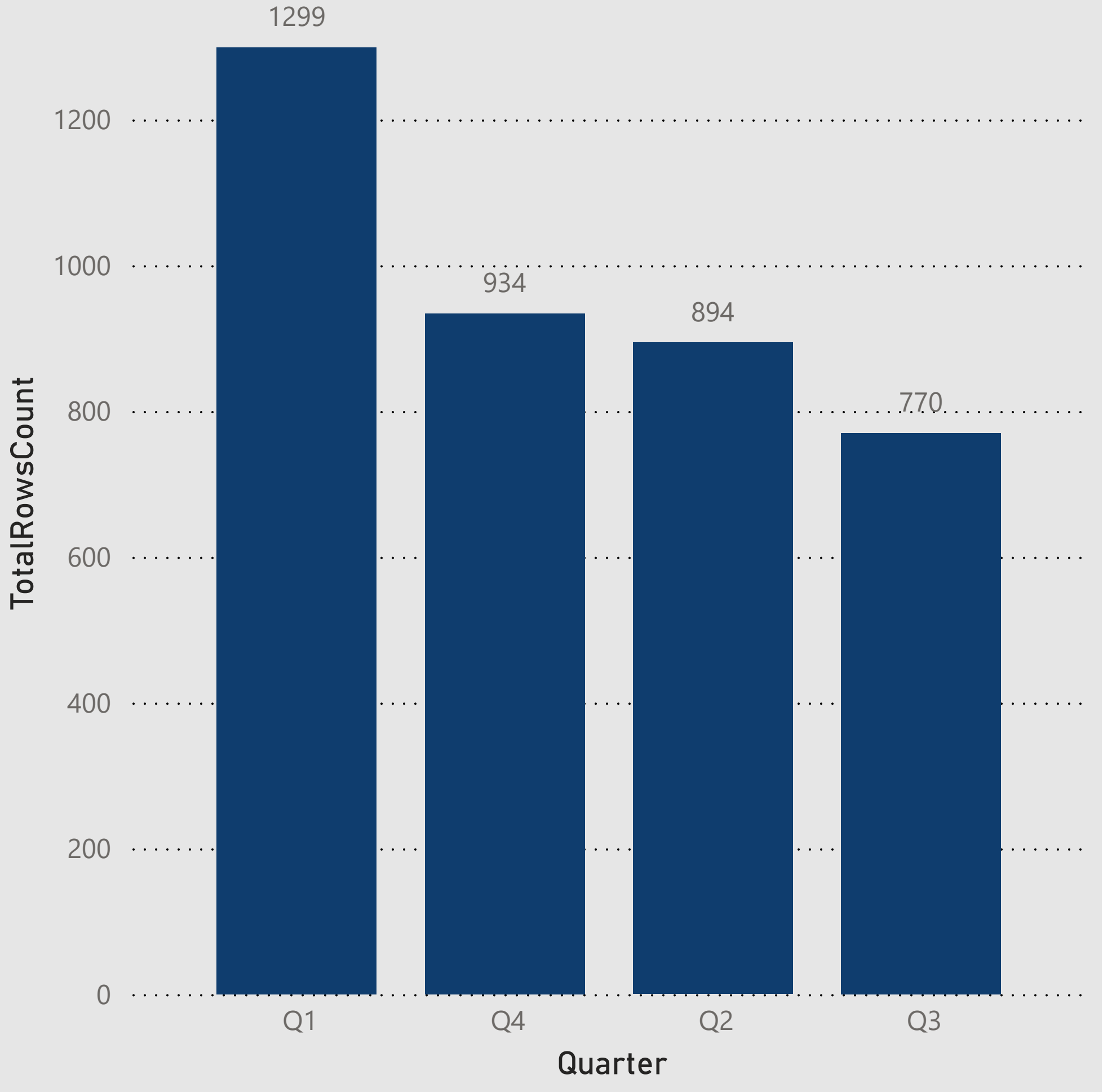
2024



TotalRowsCount

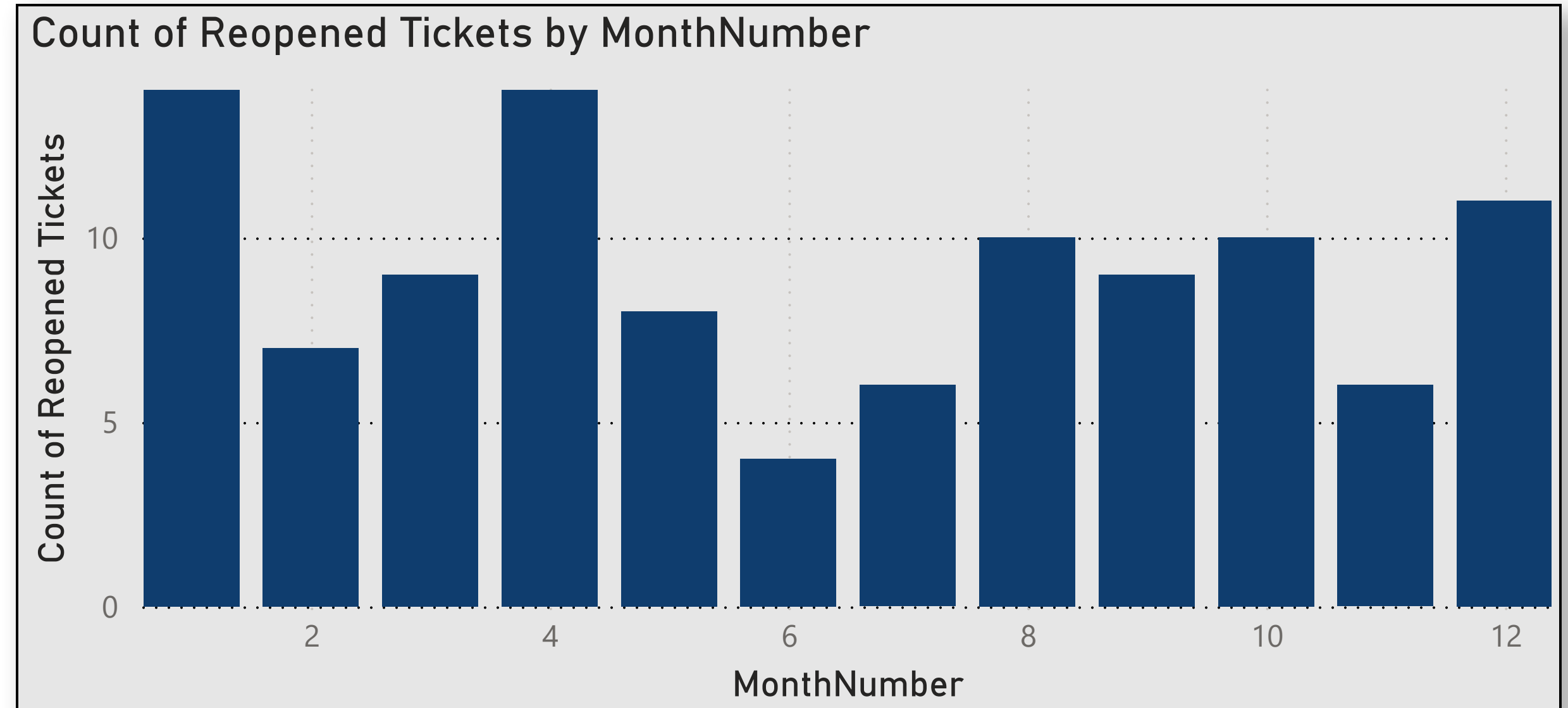
4K

Number of Tickets received within specific period



PercentageNotReopened

97.23



Ticket Number	Average of Total Money Earned
71877	30.00
71884	160.00
71885	170.00
71887	30.00
71889	490.00
71891	0.00
71898	65.00
71902	15.00
71903	5.00
71905	60.00
71907	35.00
71913	85.00
71920	20.00
71921	30.00
71922	35.00
71924	165.00
71927	55.00
71928	85.00
71939	110.00
71951	115.00
71953	105.00
71970	600.00
71978	125.00
71988	25.00
71989	155.00
72000	45.00
72004	40.00
72018	10.00
72027	55.00
72028	60.00
72034	0.00
Total	54.52



Unresolved Tickets

Unresolved Tickets

● Unresolved Tickets Cminaya ● Unresolved Tickets Frodriguez ● Unresolved Tickets dwest ● Unresolved Tickets gramsey ● Unresolved Tickets jjuscamaita ● Unresolved Tickets Jzuniga ● Unresolved Tickets lingr...

