



Siddharth's Power BI

Help Desk - Service Level Agreement Scorecard

Here are few details about the dashboard :-

- 1) The data is all mocked up. I used Enter Data Option to enter the data inside Power BI Desktop. Therefore, you should be able to see the data in the query editor if needed.
- 2) The Dashboard reports on SLA for the Help Desk.
- 3) If a ticket is resolved within 33 working hours, then the ticket is said to be IN-SLA else Out of SLA. I have created a company calendar table, that shows whether a day is a working day or not.
- 4) Then I created DAX some Columns that helps me to find out the adjusted created date time. For example, if a ticket is submitted in non-business hour then it gets moved to the next business hour.
- 5) The Due Date-time is 33 business hours from the adjusted created date time.
- 6) Business hours on working days are 7 AM - 6 PM.
- 7) Row Level Security is also enabled on the dashboard with the team names.

Some Complex Calculated Columns Used in SLA Scorecard Overall View Dashboard

```
IssueStartTime_Updated =
VAR NextWorkDay =
    CALCULATE (
        MIN ( tbl_CompanyCalendar[Date] ),
        FILTER ( tbl_CompanyCalendar, tbl_CompanyCalendar[Date] >= tbl_TicketDetails[Issue_start_time].[Date] ),
        tbl_CompanyCalendar[Holiday] = "No" )
RETURN
    IF (
        HOUR ( tbl_TicketDetails[Issue_start_time] ) < 7 || NextWorkDay > tbl_TicketDetails[Issue_start_time].[Date],
        NextWorkDay + TIME ( 7, 0, 0 ), tbl_TicketDetails[Issue_start_time] )
```

```
Issue_Deadline =
VAR Curr_Cumulative =
    LOOKUPVALUE (
        tbl_CompanyCalendar[CumulativeHours],
        tbl_CompanyCalendar[Date], tbl_TicketDetails[IssueStartTime_Updated].[Date] - 1 )
VAR Hours_IntoDay =
    ROUND (
        24 * ( tbl_TicketDetails[IssueStartTime_Updated] - tbl_TicketDetails[IssueStartTime_Updated])
        - 7, 2 )
VAR DueDate =
    CALCULATE (
        MIN ( tbl_CompanyCalendar[Date] ),
        FILTER (
            tbl_CompanyCalendar,
            tbl_CompanyCalendar[CumulativeHours] >= Curr_Cumulative + Hours_IntoDay + 33 ) )
RETURN
    IF ( Hours_IntoDay > 0, DueDate + ( 7 + Hours_IntoDay ) / 24, DueDate + 18 / 24 )
```



Help Desk - Service Level Agreement Scorecard

Tickets Closed Between

1/1/2019

6/30/2019

Issue Description

All

Sub Category

All

Processor

All

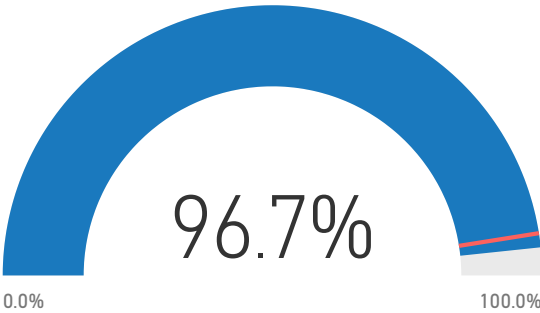
Team Lead

All

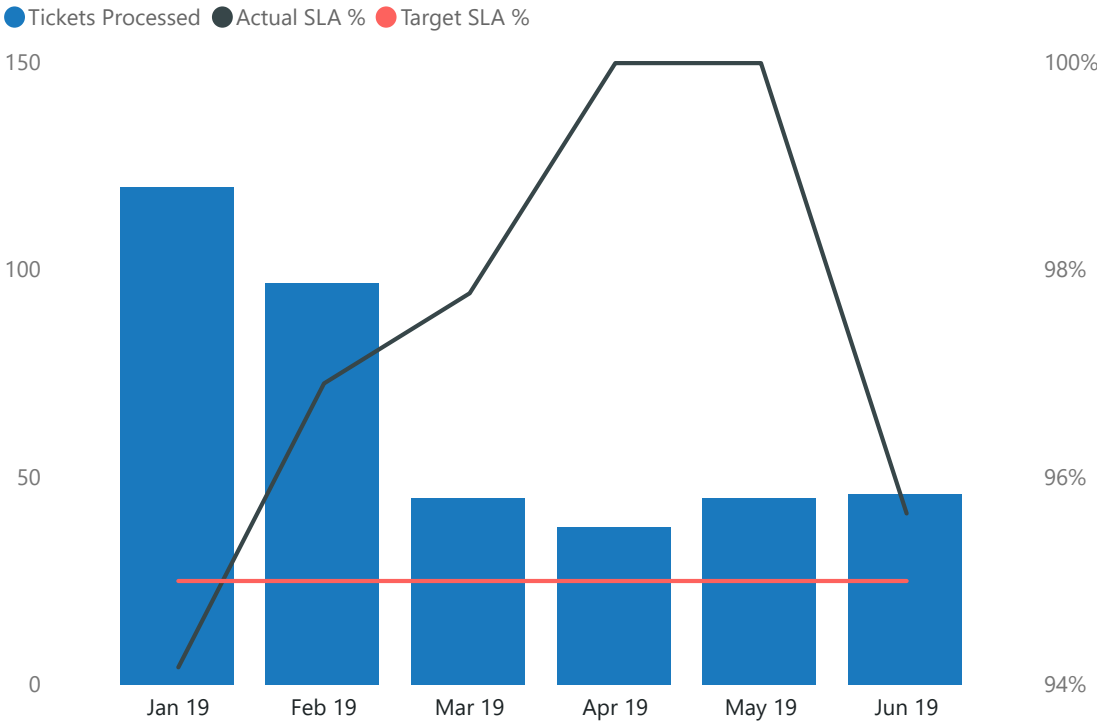
Tickets Processed

391

Service Level



Monthly Volume Vs Service Level



Processor Vs Service Level

Processor Name	# of Tickets Processed	SLA %
Antony	93	94.6%
Alex	83	96.4%
Garry	74	100.0%
Grace	73	95.9%
Robert	68	97.1%
Total	391	96.7%

Issue Description Vs Service Level

Issue Description	# of Tickets Processed	SLA %
Type_4	77	94.8%
Type_1	81	96.3%
Type_5	85	96.5%
Type_3	81	97.5%
Type_2	67	98.5%
Total	391	96.7%

Sub Category Vs Service Level

Sub Category	# of Tickets Processed	SLA %
Sub_Cat_Type_8	23	82.6%
Sub_Cat_Type_11	22	86.4%
Sub_Cat_Type_4	33	93.9%
Sub_Cat_Type_9	35	94.3%
Sub_Cat_Type_7	18	94.4%
Sub_Cat_Type_14	34	97.1%
Total	391	96.7%