

Support Tickets Analysis

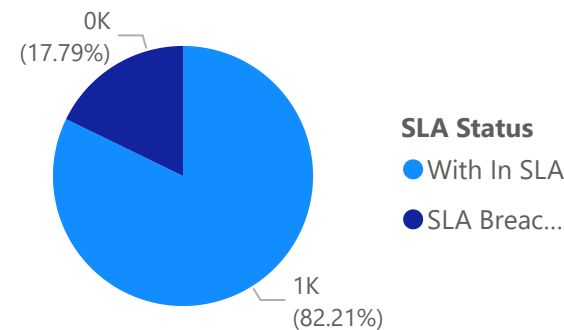
Tickets KPI

1557	1380	177	88.6%	11.4%
Total Tickets	Closed Tickets	Open Tickets	Closed Tickets%	Open Tickets%

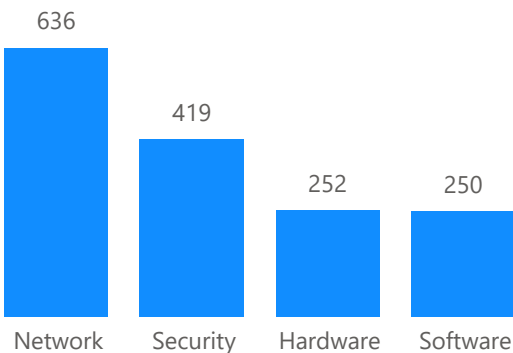
Tickets KPI

- Status
- ☐ Closed
- ☐ Open

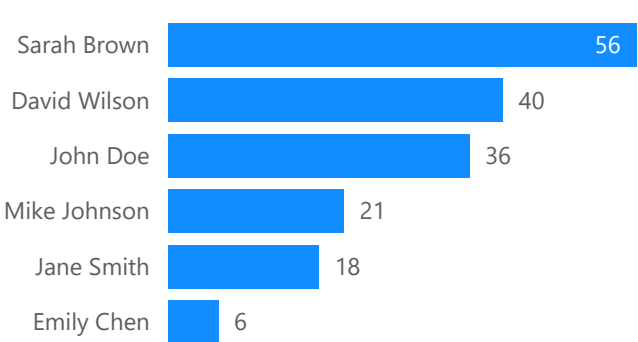
Tickets By SLA Status



Tickets By Category



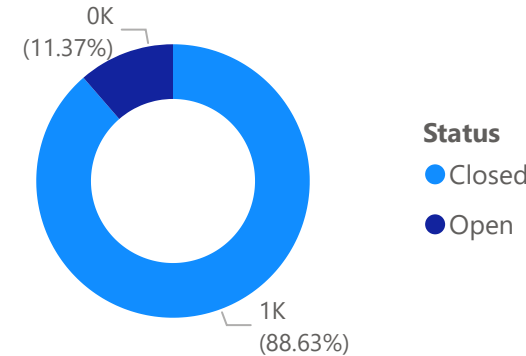
Tickets By Assigned_To



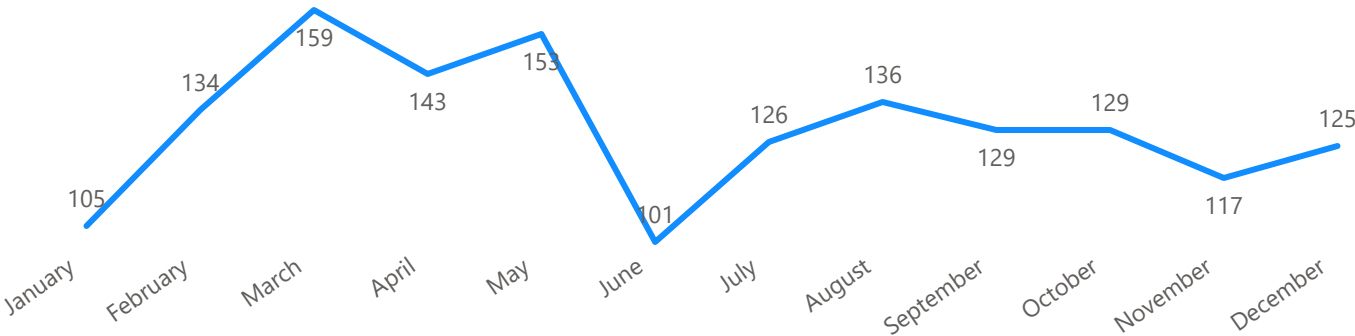
Tickets KPI

- Category
- Hardware
- Network
- Security
- Software

Tickets By Status



Tickets Over Time



Tickets KPI

- Assigned_To
- ☐ David Wilson
- ☐ Emily Chen
- ☐ Jane Smith
- ☐ John Doe
- ☐ Mike Johnson
- ☐ Sarah Brown