



Overview

Detailed View

Year,Quarter,Month

All

Agent's Name

All

Average of Satisfaction Rate



Agent

50



Total Tickets

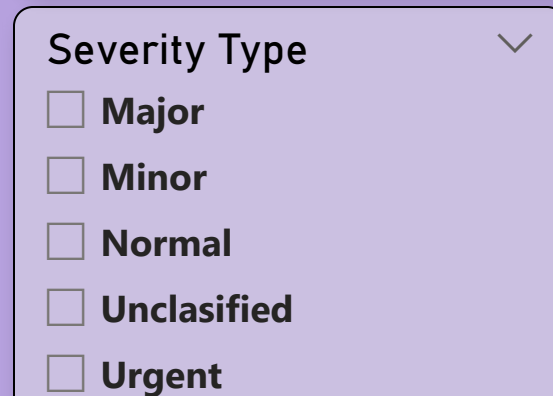
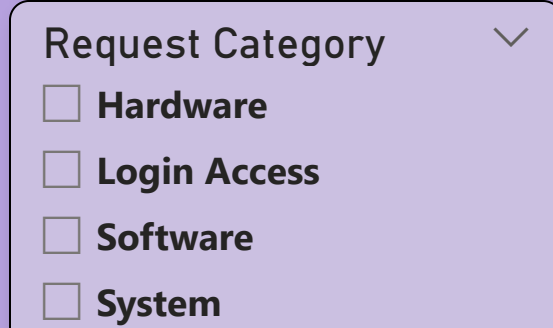
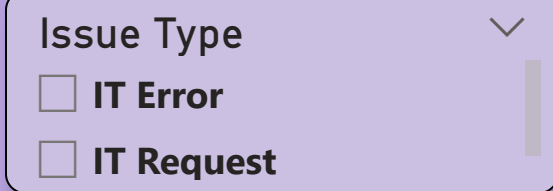
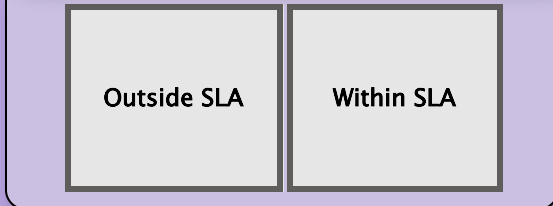
97498



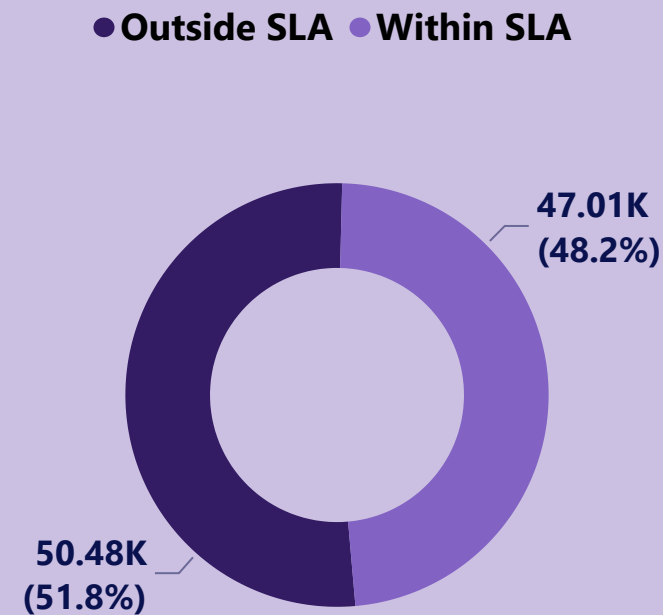
Avg Resolution Time(Days)

4.55

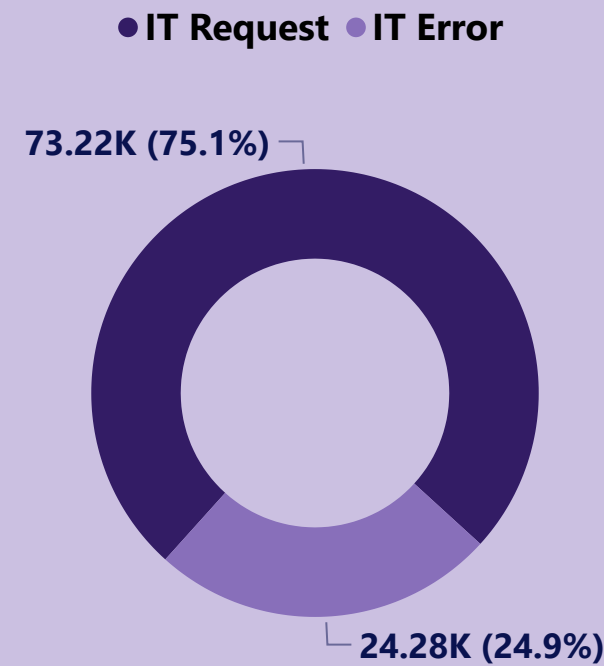
Clear All



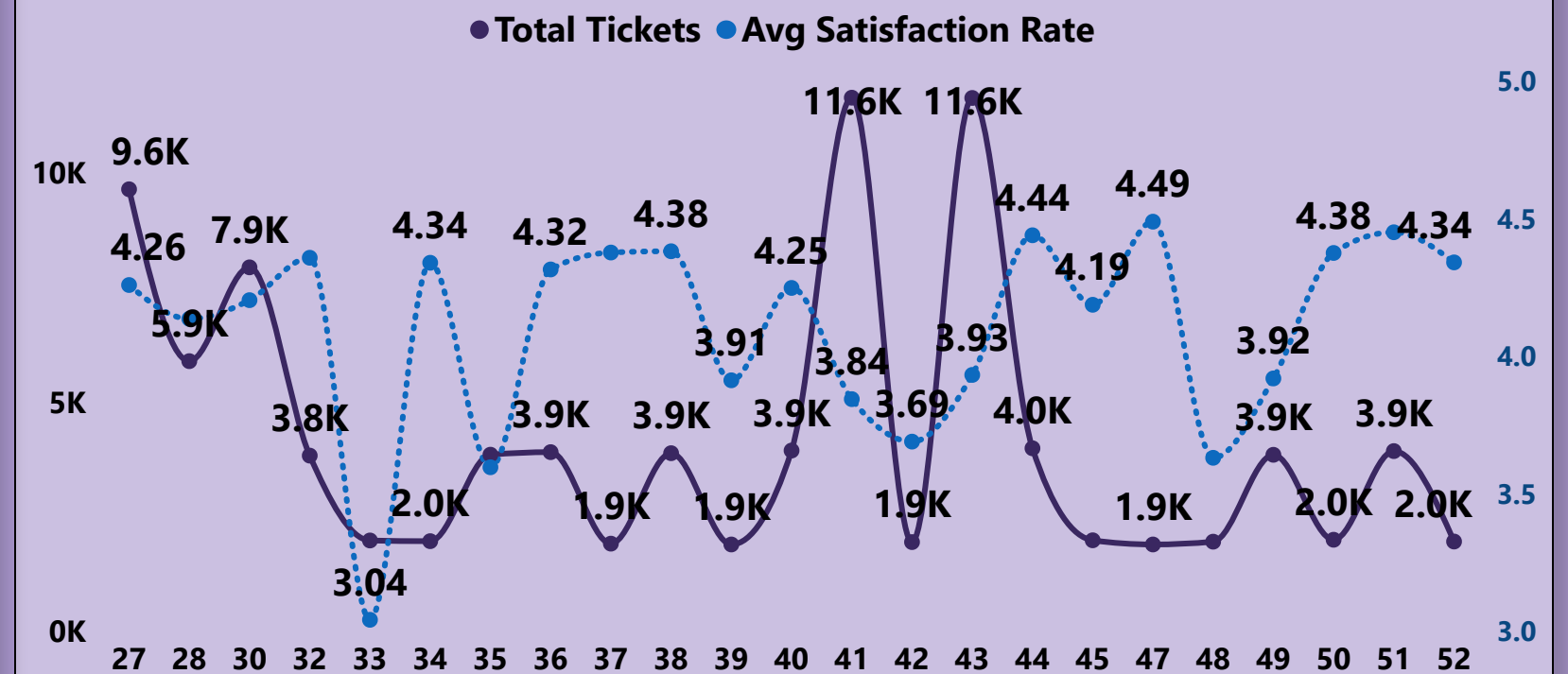
Total Tickets by Resolution Status



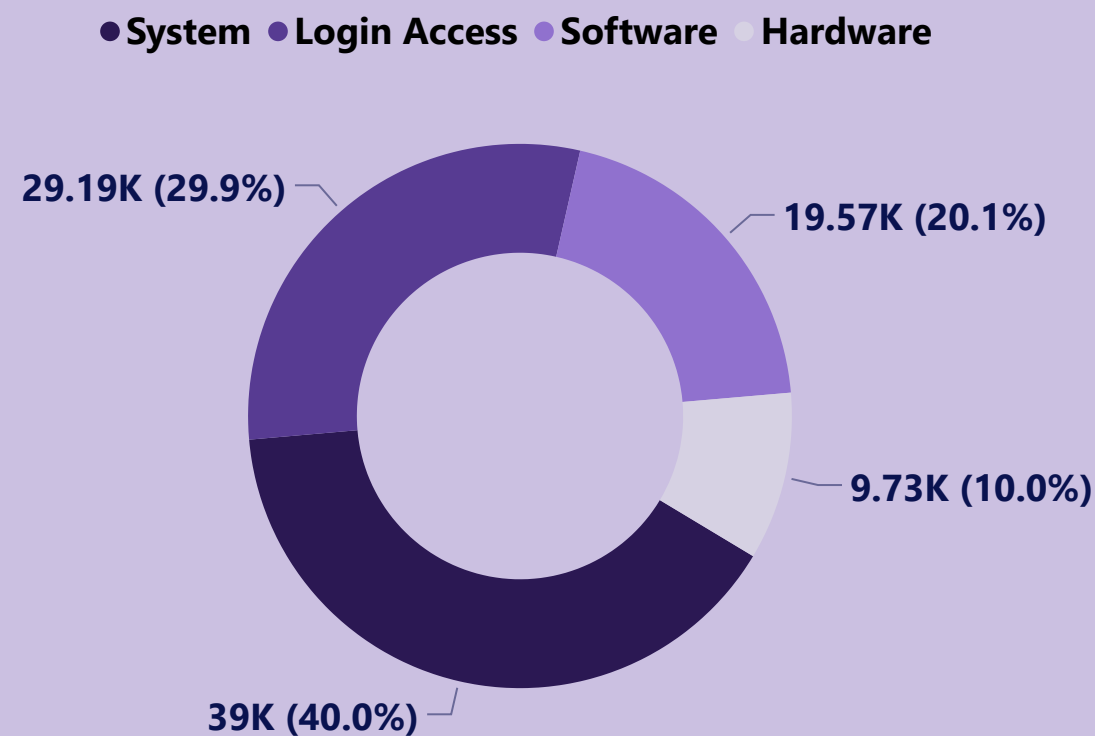
Total Tickets by Issue Type



Total Tickets and Avg Satisfaction Rate by Age



Total Tickets by Request Category



Total Tickets by Year,Quarter





Overview

Detailed View

Year,Quarter,Month

All

Agent's Name

All

Average of Satisfaction Rate



Agent

50



Total Tickets

97498



Avg Resolution Time(Days)

4.55

Clear All



Outside SLA

Within SLA

Issue Type

☐ IT Error

☐ IT Request

Request Category

☐ Hardware

☐ Login Access

☐ Software

☐ System

Priority Type

☐ High

☐ Low

☐ Mid

☐ Unassigned

Severity Type

☐ Major

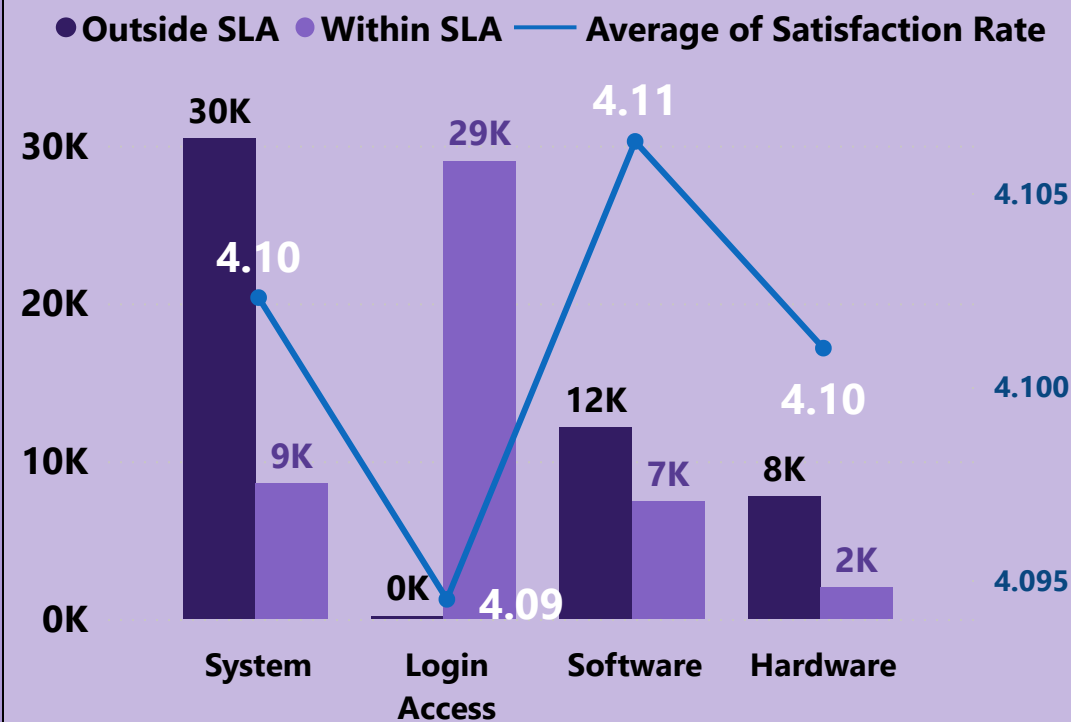
☐ Minor

☐ Normal

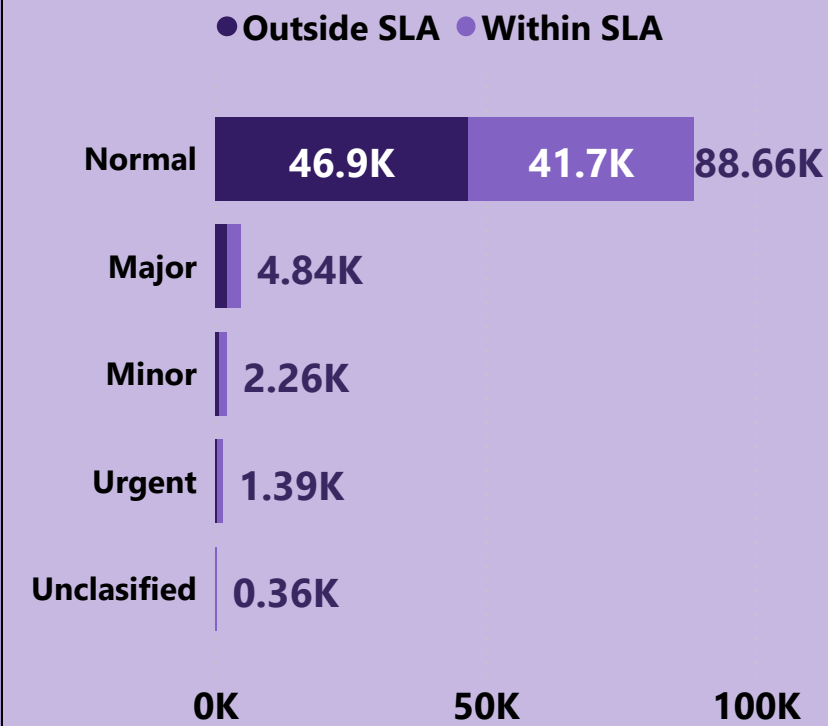
☐ Unclassified

☐ Urgent

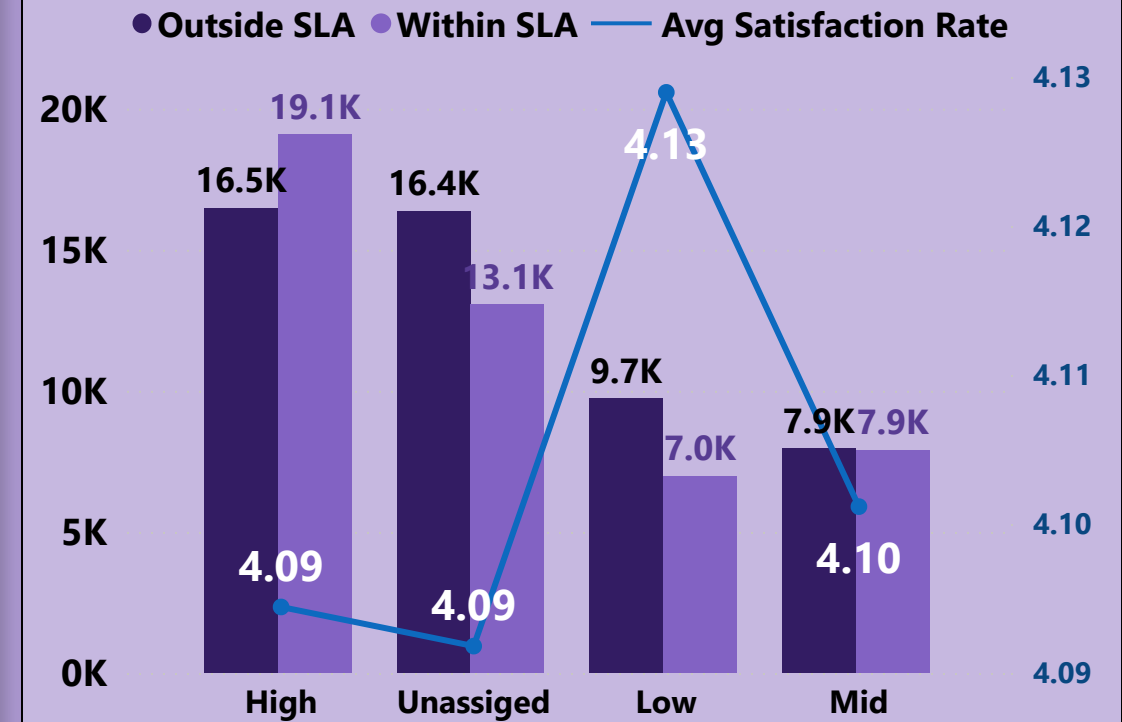
Request Category Wise Total Tickets and Avg Satisfaction Rate



Severity Type Wise Total Tickers



Priority Type Wise Total Tickets and Avg Satisfaction Rate



Top 5 Agents

Bottom 5 Agents

Monthly View

Weekly View

Agent's Name	Age	Total Tickets	Avg Rating	Avg Resolution Time
⊕ Aurelio Tanori	44	2027	★ 4.41	4.51
⊕ Jesus Contreras	40	2026	★ 4.34	5.55
⊕ Elena Velez	30	2021	★ 3.62	5.38
⊕ Melinda Barcelo	27	2007	★ 4.40	4.37
⊕ Barbara Grijalva	51	2003	★ 4.44	4.23
Total	38	10084	4.24	4.81

Day of Week Wise Total Tickets and Avg Satisfaction Rate

