

97,498

Total Ticket

50

Total Agents

2000

Count of Employee ID

IT Desk Analysis

Nisha Thakur

4.10

Average of Satisfaction Rate

4.55

Average of Resolution Time ...

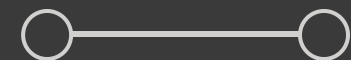
35.40

Average of Agent Age

Year of Birth

1971 2020

SLA Status



Priority Type

- ☐ High
- ☐ Low
- ☐ Mid
- ☐ Unassigned

Severity Type

- ☐ Mayor
- ☐ Minor
- ☐ Normal
- ☐ Unclassified
- ☐ Urgent

Request Cate...

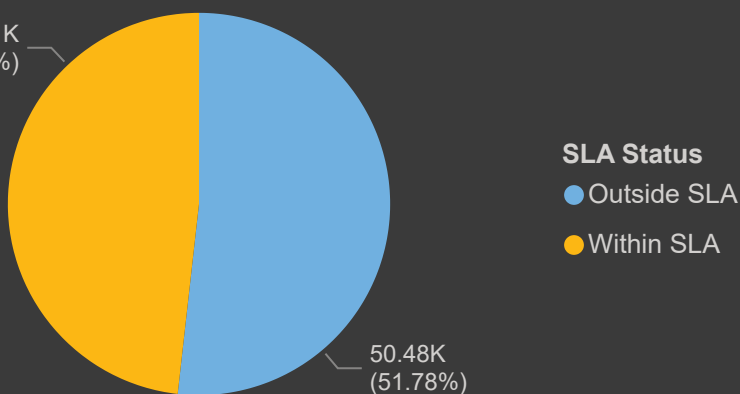
- ☐ Hardware
- ☐ Login Access
- ☐ Software
- ☐ System

Satisfaction R...

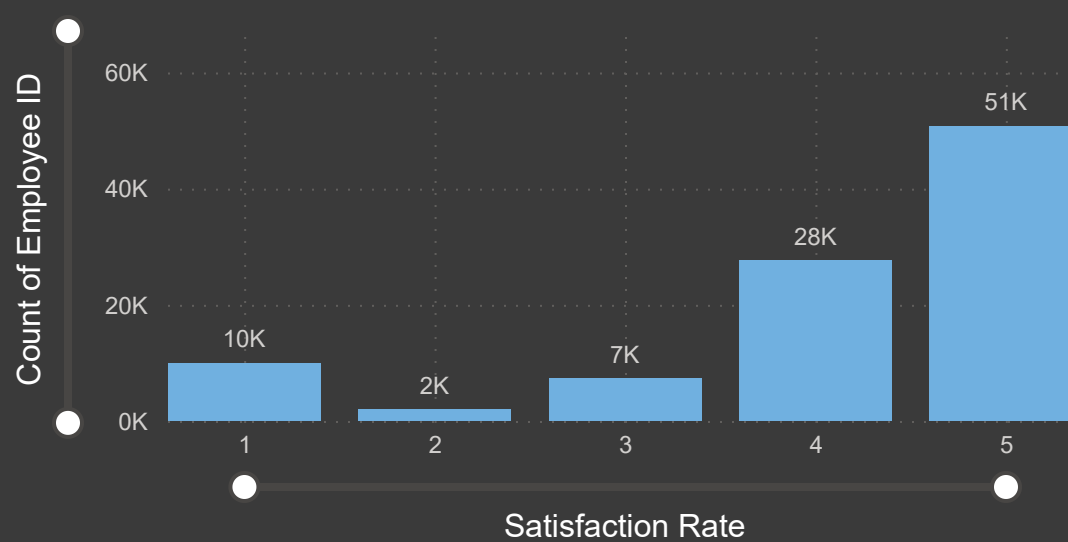
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5

Issue Type

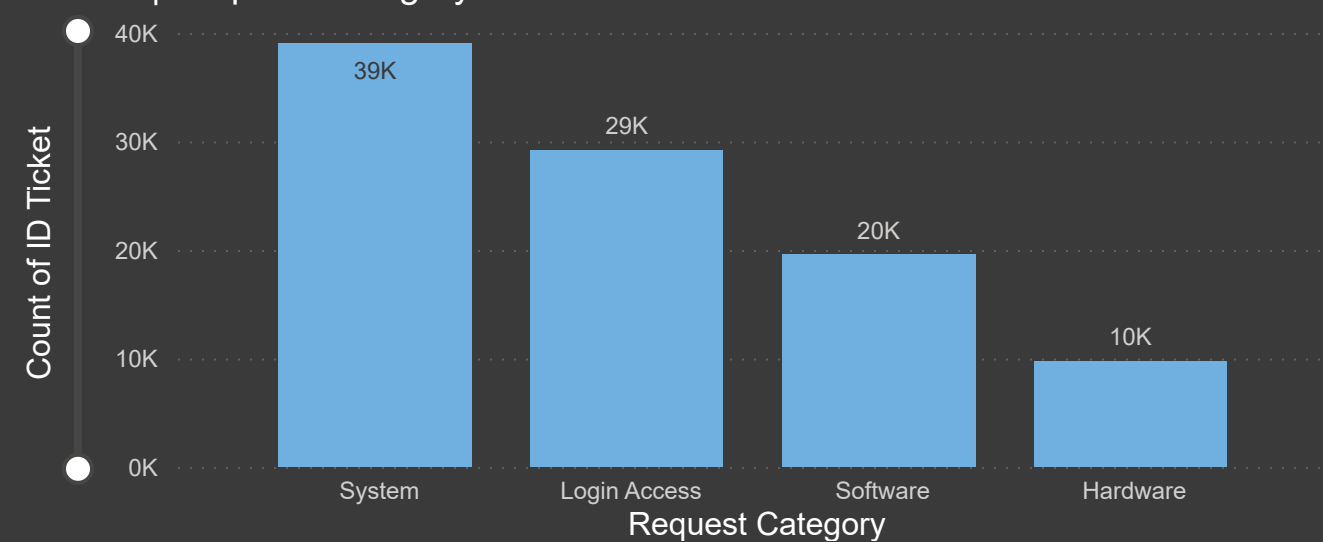
- ☐ IT Error
- ☐ IT Request



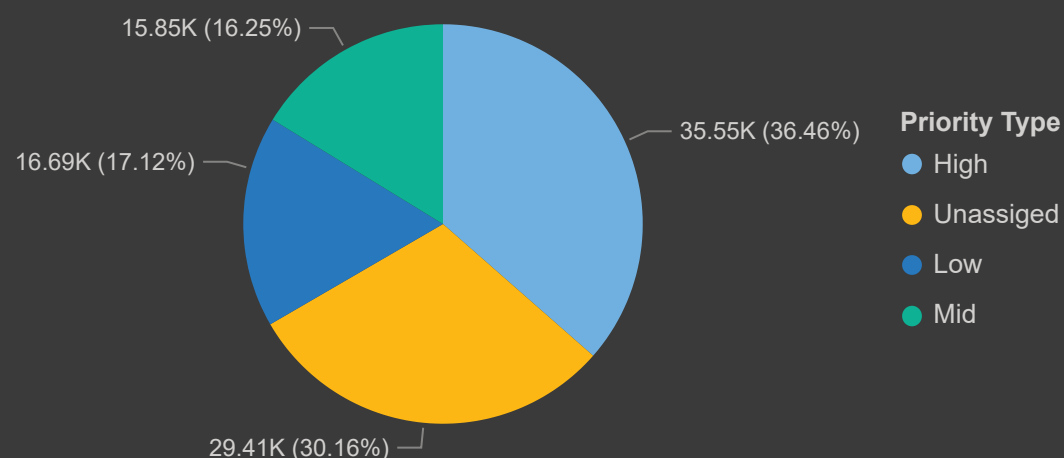
Satisfaction Rate



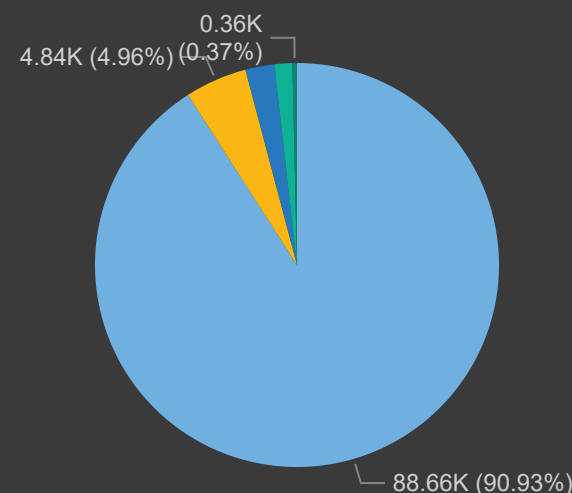
Tickets | Request Category



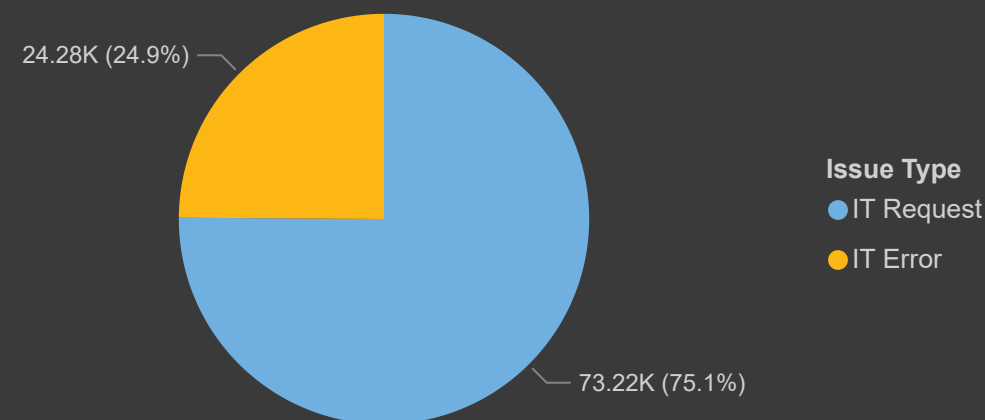
Tickets | Priority Type



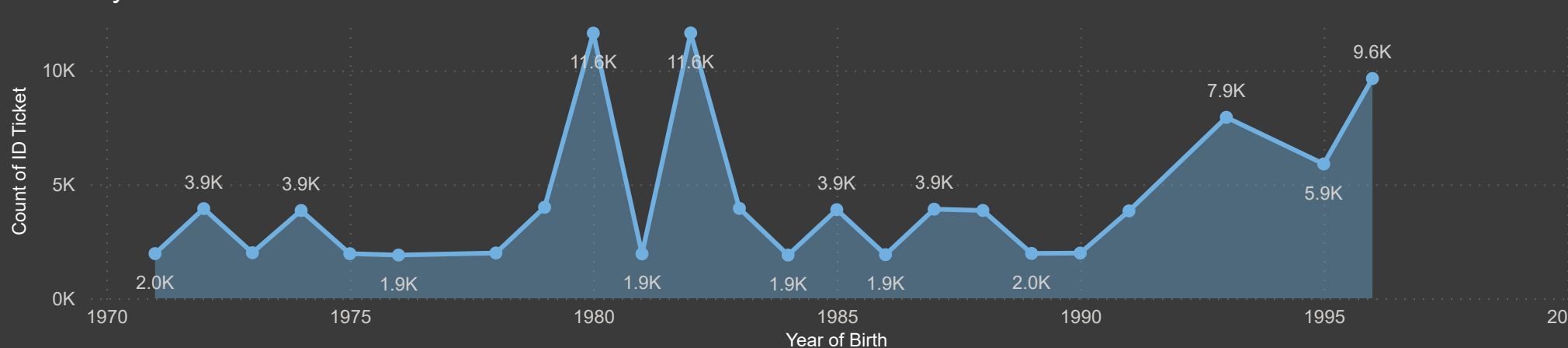
Tickets | Severity Type



Tickets | Issue Type



Ticket by Year of Birth



onth of Birth

