

# Service Desk Dashboard

Year

All

Quarter

All

Month

All

Day

All

Average Age

35.44

Total IT Agents

50

Total Employees

2K

Full Name	Average Resolution Time	SLA Compliant	Total Tiket	Star Rating
AGUDELO Yomaira	3.82	48.89%	1933	★★★★☆
ARGUELLO Luis	3.70	49.87%	1929	★★★★☆
BARCELO Melinda	4.37	48.28%	2007	★★★★☆
BARRAZA Alberto	5.24	46.78%	1988	★★★★☆
BARRAZA Alfonso	5.00	45.51%	1984	★★★★☆
BARRERAS Alfredo	4.29	49.22%	1920	★★★★☆
CARDENAS Eva	4.72	45.19%	1943	★★★★☆
CARRILLO Aldo	4.55	48.47%	1966	★★★★☆
CASILLAS Alberto	4.30	48.68%	1974	★★★★☆
CONTRERAS Jesus	5.55	44.52%	2026	★★★★☆
DAVILA Javier	4.06	50.71%	1897	★★★★☆
ECHEVERRY Darwin	4.06	49.05%	1945	★★★★☆
GALINDO Griselda	5.32	47.20%	1856	★★★★☆
GALINDO Guadalupe	3.66	51.08%	1991	★★★★☆
GARCIA Susana	3.72	52.67%	1931	★★★★☆
Total	4.55	48.22%	97498	★★★★☆

## Insights

. 5 in Issue Type IT Request made up 39.12% of Total Tiket.

Average Total Tiket was higher for IT Request (14644) than IT Error (4,855.60).

Total Tiket for IT Request and IT Error diverged the most when the Satisfaction Rate was 5, when IT Request were 25506 higher than IT Error.

At 88656, Normal had the highest Total Tiket and was 24,803.37% higher than Unclassified, which had the lowest Total Tiket at 356.

Across all 5 Severity, Total Tiket ranged from 356 to 88656.