

# Service Desk Dashboard

Year

All

Quarter

All

Month

All

Day

All

Total Tiket

97K

Within SLA

47K

SLA Compliant

48.22%

Outside SLA

50K

Non SLA Compliant

51.78%

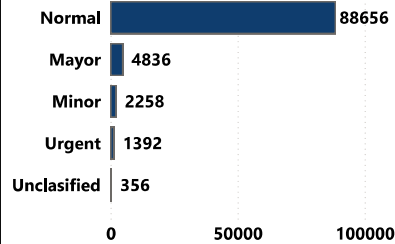
Average Resolution Time

4.55

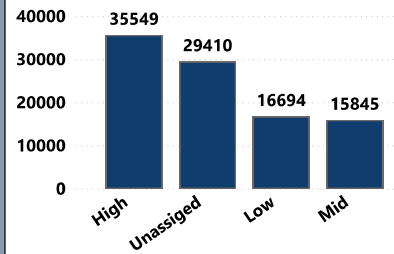
Average Satisfaction Rate

4.10

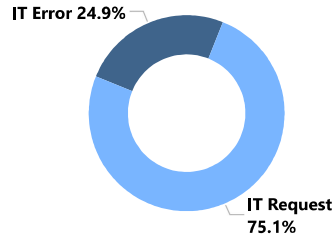
Total Tiket by Severity



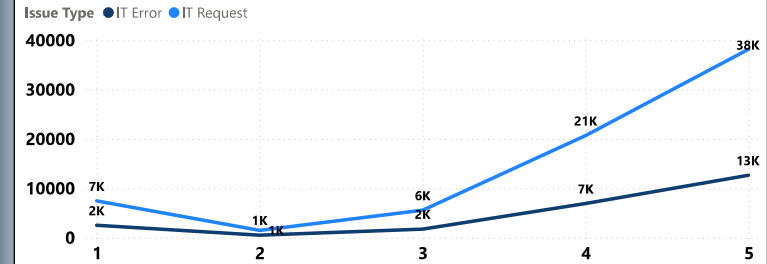
Total Tiket by Priority



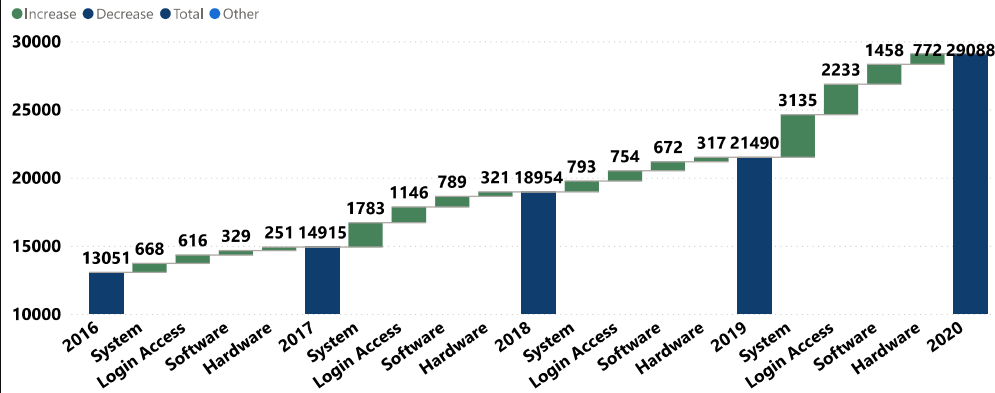
Total Tiket by Issue Type



Total Tiket by Satisfaction Rate and Issue Type



Total Tiket by Year and Request Category



Total Tiket by Year and Quarter

