

Schools IT Support Performance Tracking

Total Tickets

34071

Total Assignment to Groups

71K

Total Actions Taken on Tickets

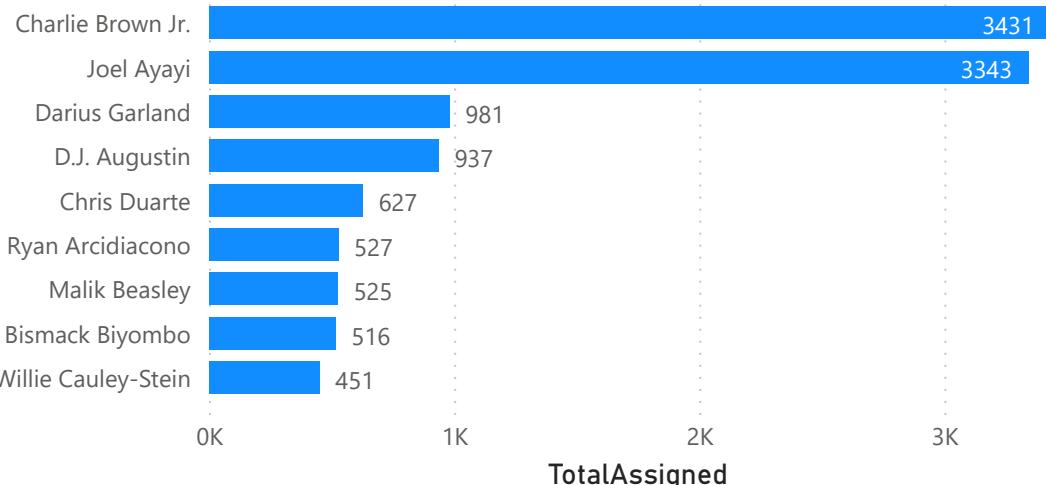
101961

Total Assignment to Individuals

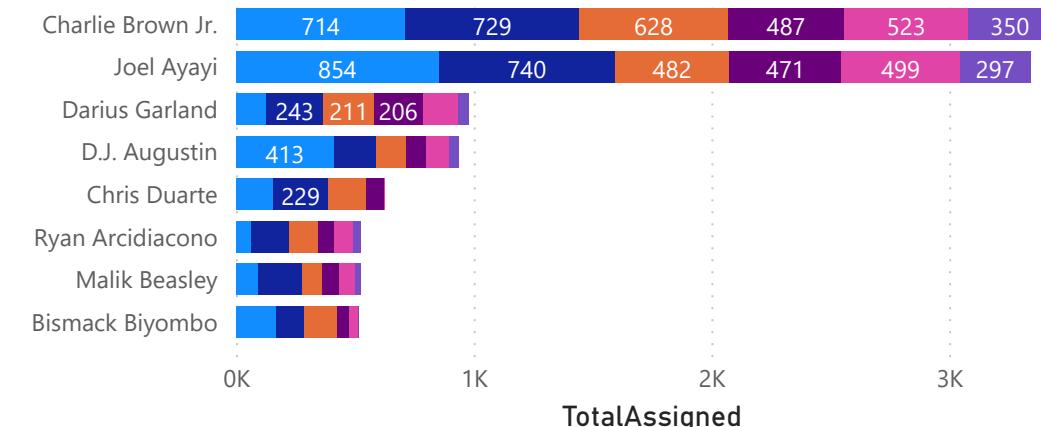
31K



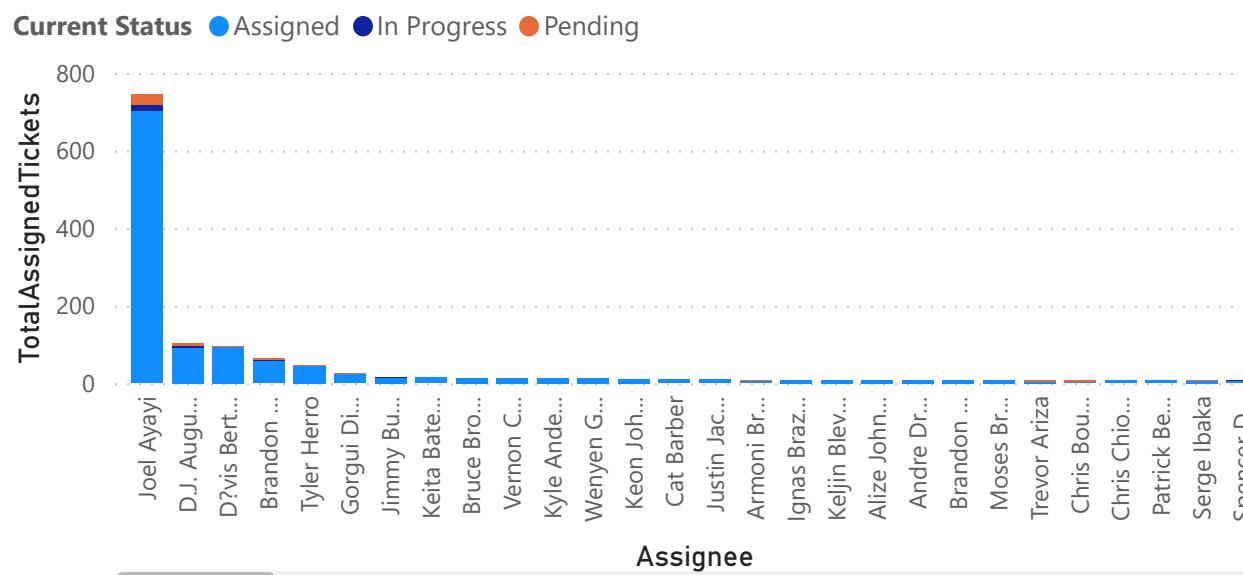
Total Actions Taken on Tickets By IT Admins



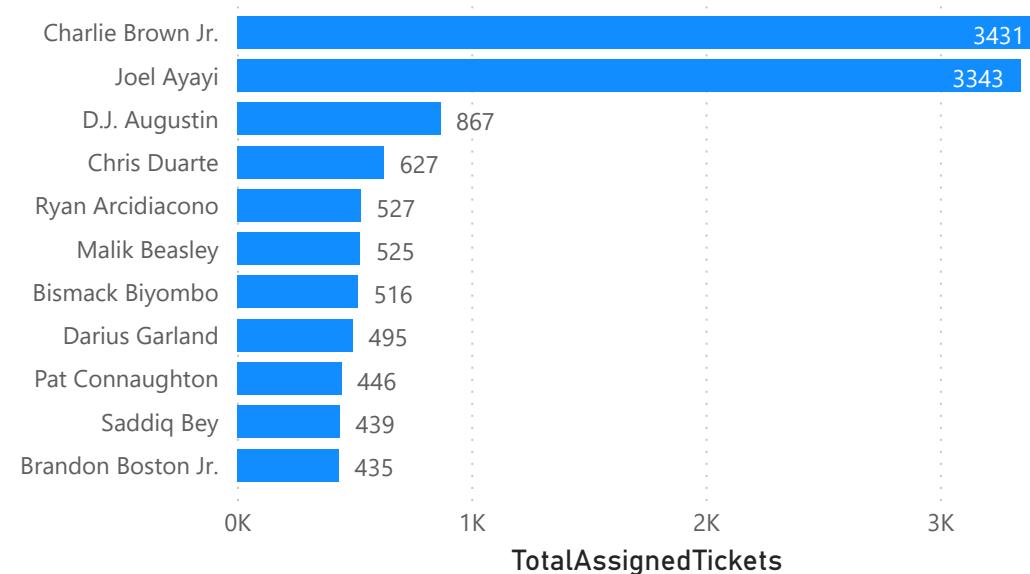
Performance of IT Admins



Open Tickets Which are not Closed by IT Admins



Total Tickets Assigned to IT Admins

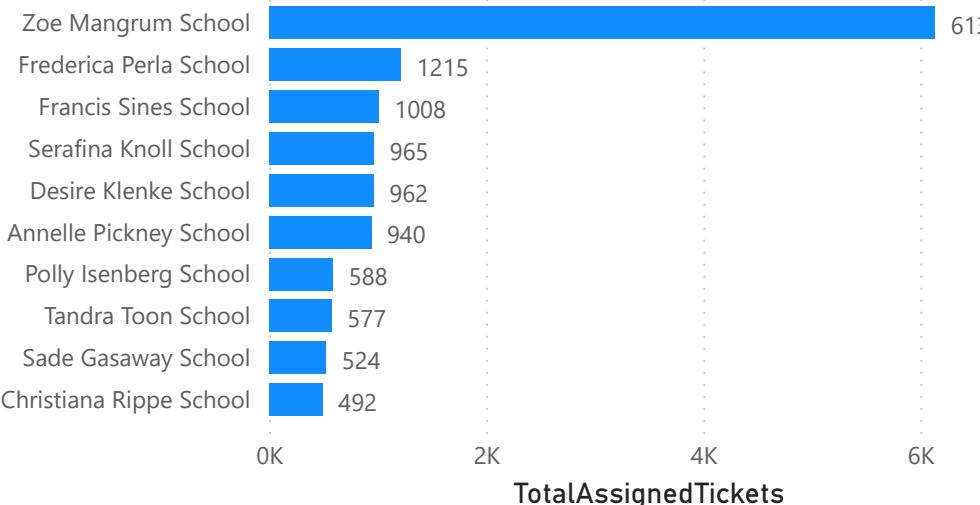


Total Tickets

34071

Customer Organization

Total Tickets By Schools



Month

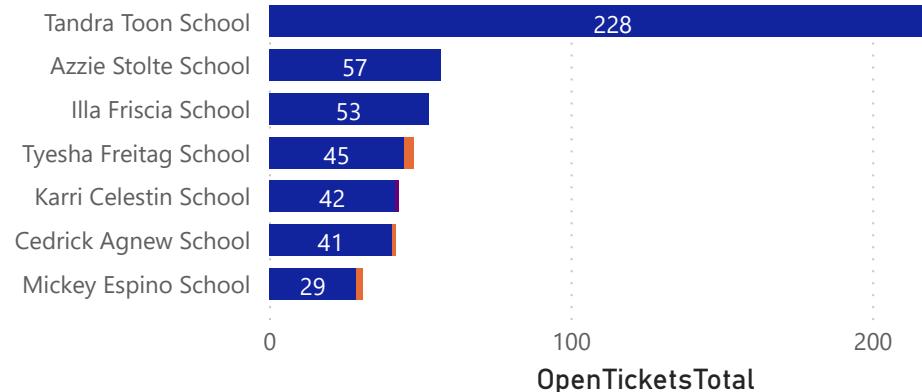
1 2 3 4 5 6



Customer Support Orga...

Open School Tickets

Status ● (Blank) ● Assigned ● In Progress ● Pending



Month

1 2 3 4 5 6

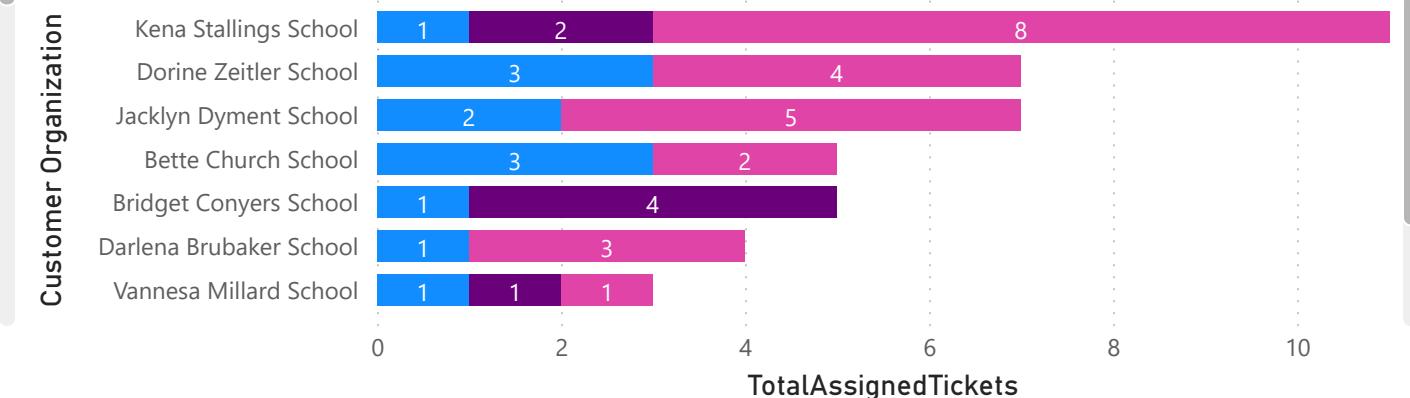


Total Schools tickets by Months

Month ● 1 ● 2 ● 3 ● 4 ● 5 ● 6



Current Status ● Assigned ● Cancelled ● Closed



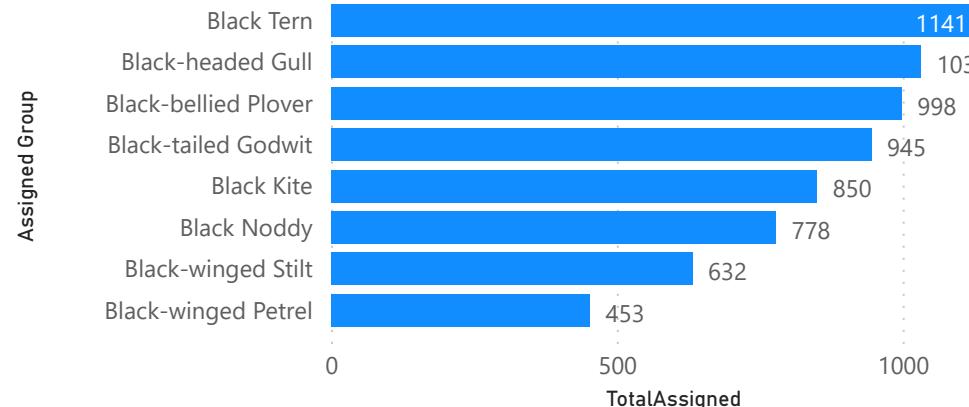
Total Tickets Assigned to Black Birds Team

8952

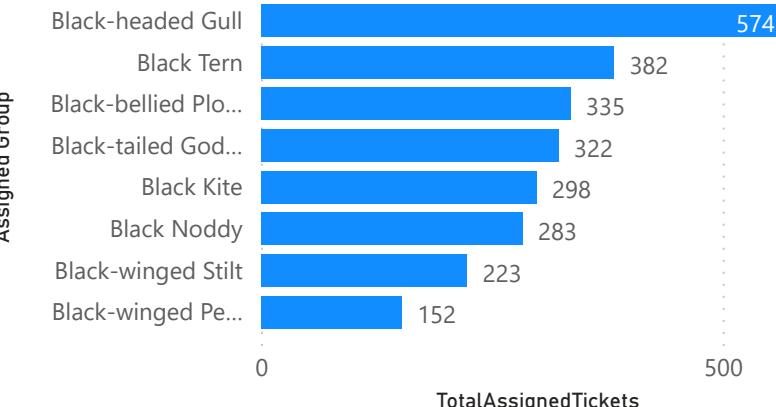
Total Actions Taken By Black Birds Team

23K

Total Actions Taken on Tickets By Black Birds Teams

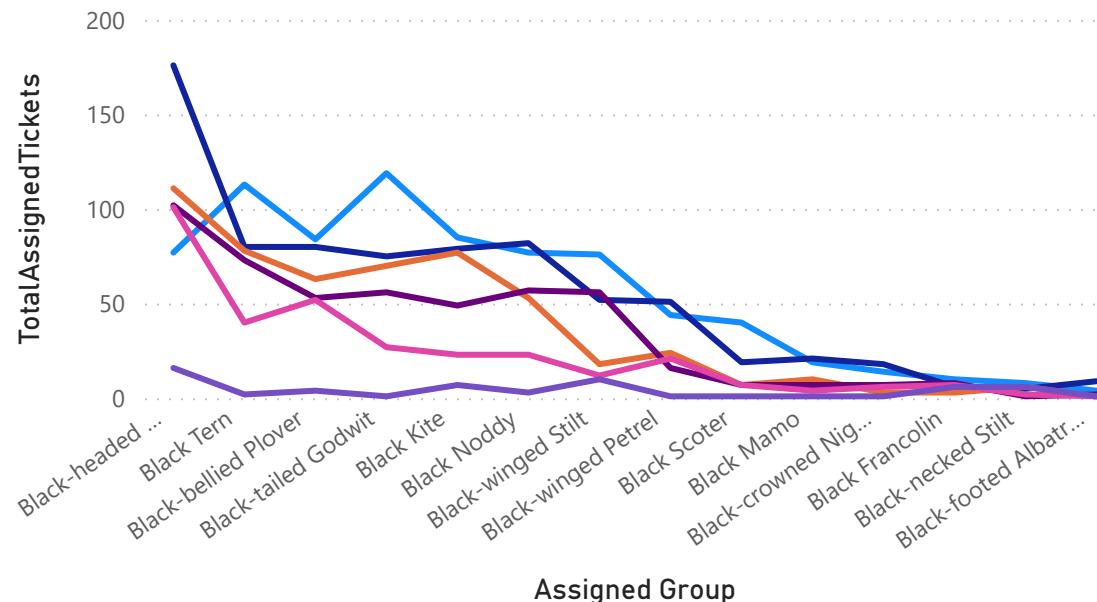


Total Tickets By Black Birds Team



Total Tickets by Assigned Group and Month

Month ● 1 ● 2 ● 3 ● 4 ● 5 ● 6

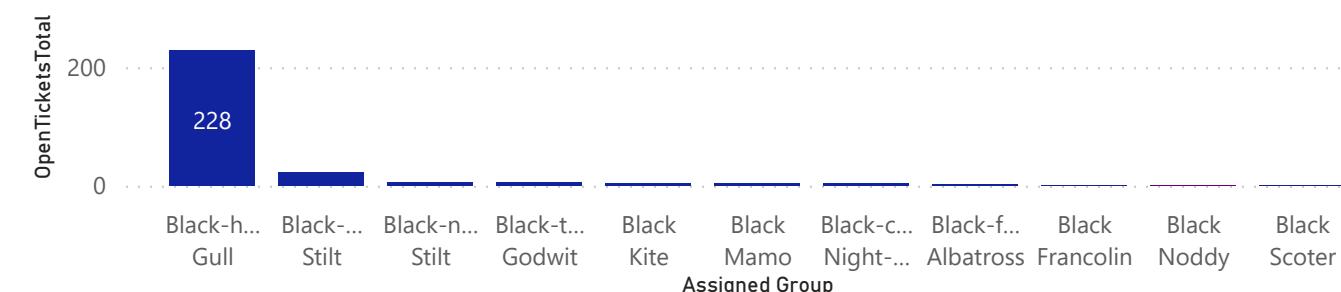


Total Open Tickets Assigned To Black Birds

282

Open Tickets Assigned to Black Birds Team

Status ● Assigned ● Pending



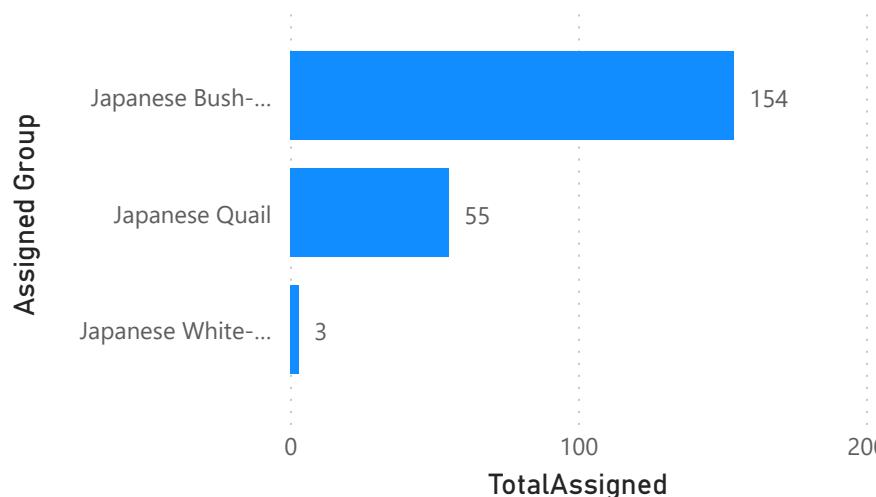
Total Tickets Assigned to Japanese Birds Team



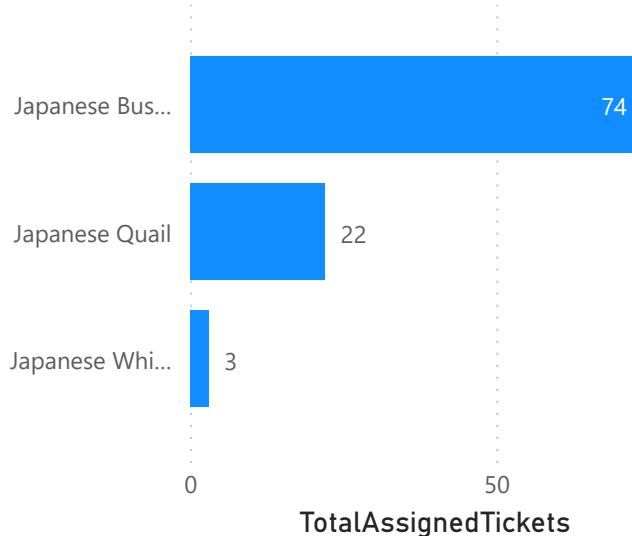
Total Actions Taken By Japanese Birds Team

99

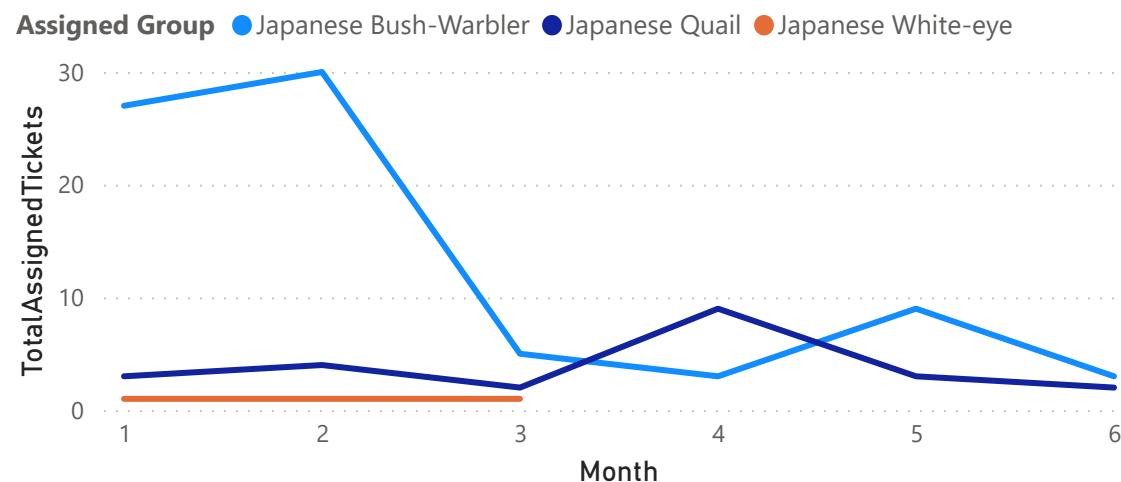
Total Actions Taken on Tickets By Japanese Birds Team



Total Tickets By Japanese Birds Team



Total Tickets by Month and Assigned Group



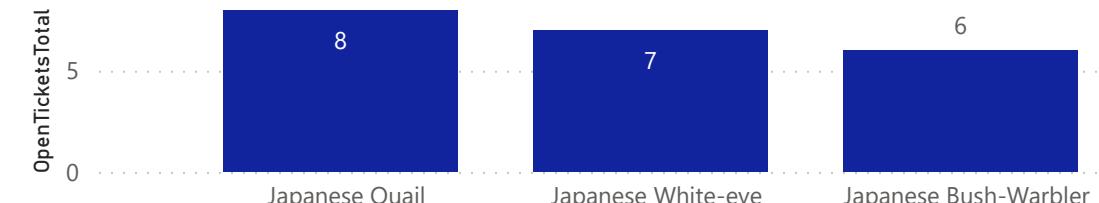
Total Open Tickets Assigned To Japanese Birds Team

21

Open Tickets Assigned to Japanese Birds Team



Status ● Assigned



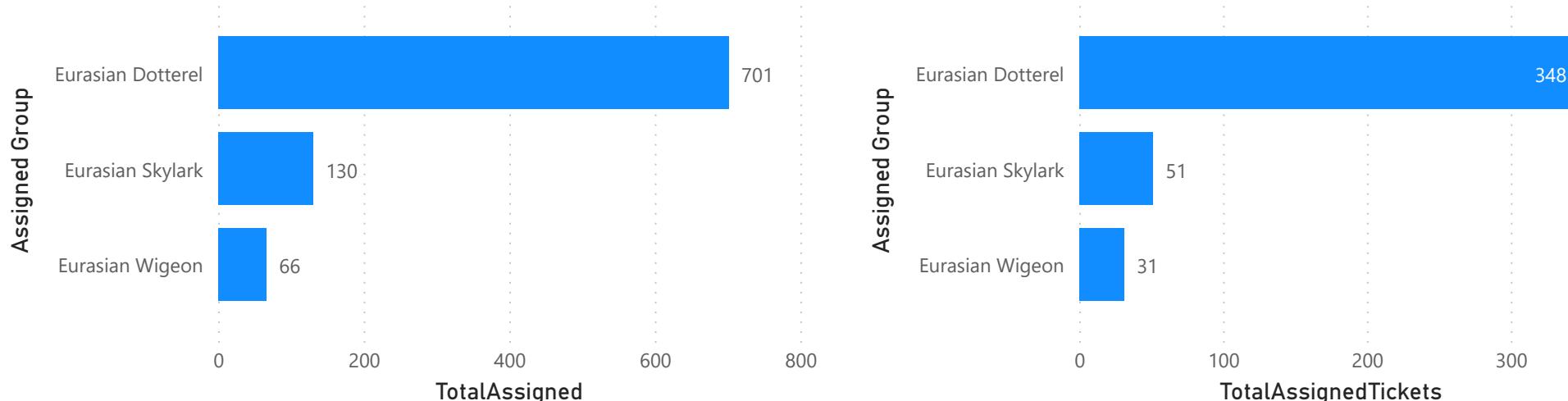
Total Tickets Assigned to Eurasian Birds Team

430

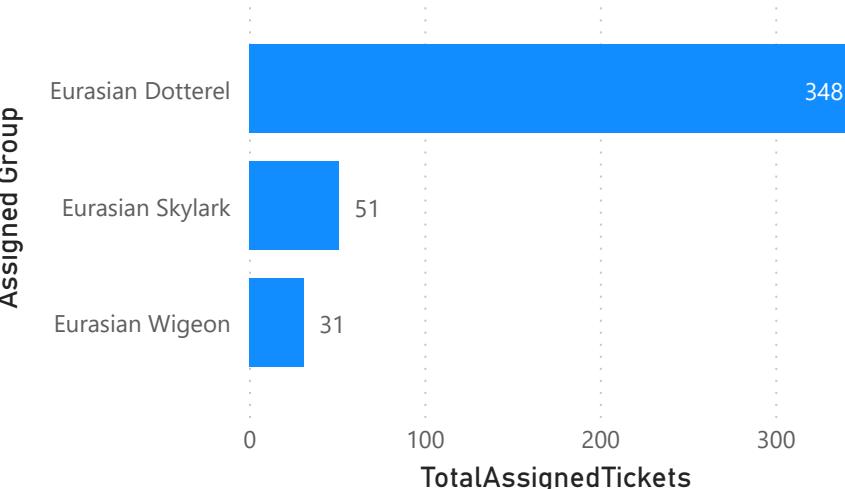
Total Actions Taken By Eurasian Birds Team

897

Total Actions Taken By Eurasian Birds Team

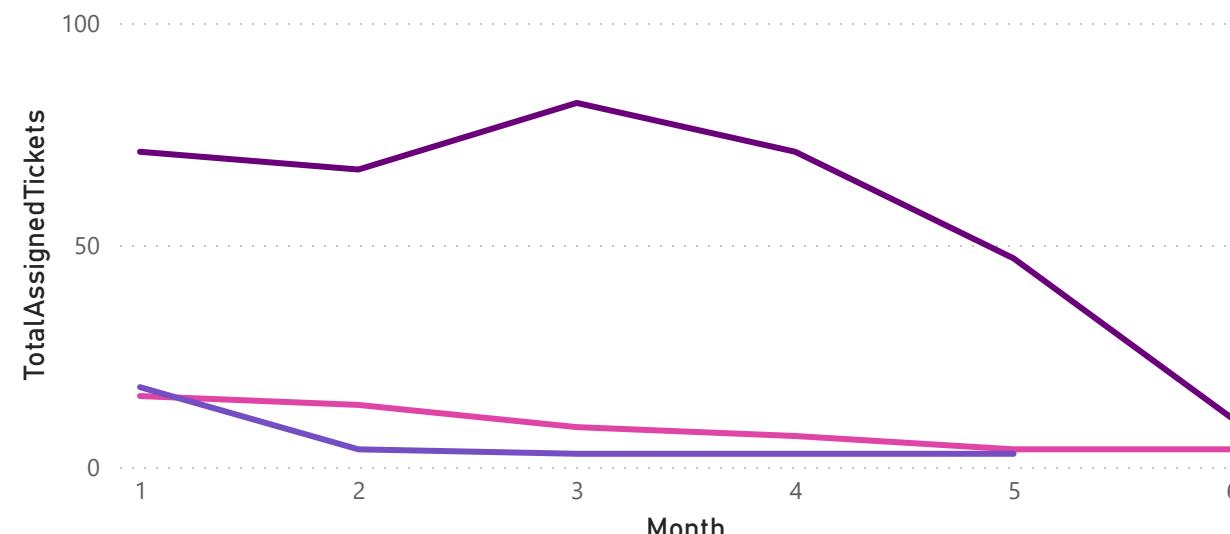


Total Tickets By Eurasian Birds Team



Total Tickets by Month and Assigned Group

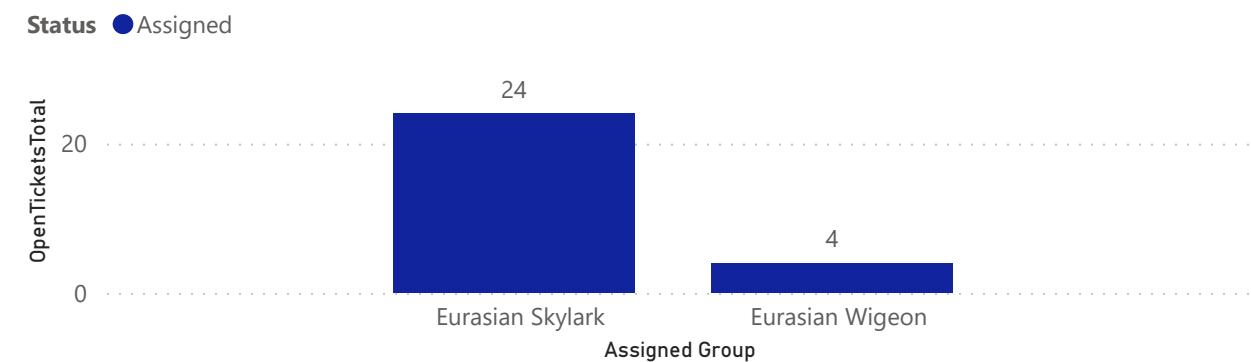
Assigned Group ● Eurasian Dotterel ● Eurasian Skylark ● Eurasian Wigeon



Total Open Tickets Assigned To Eurasian Birds Team

28

Open Tickets Assigned to Eurasian Birds Team



Total Tickets Assigned to Green Birds Team

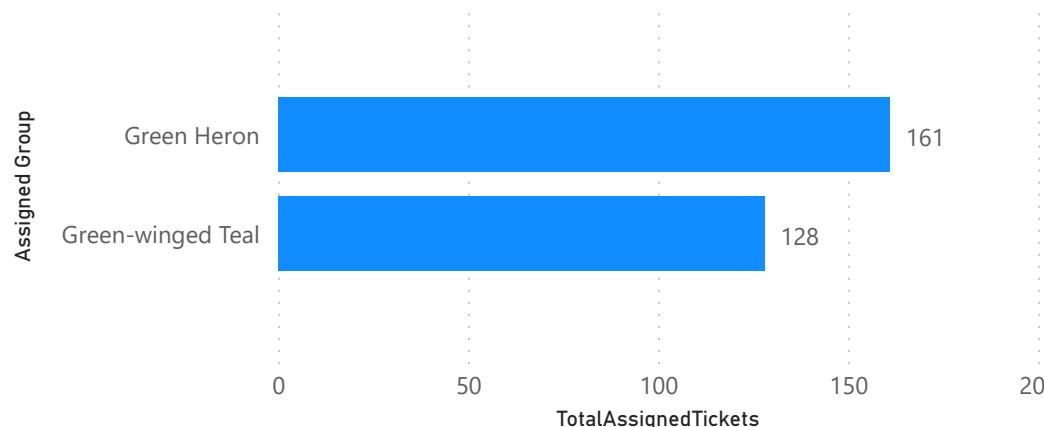


289

Total Actions Taken By Green Birds Team

764

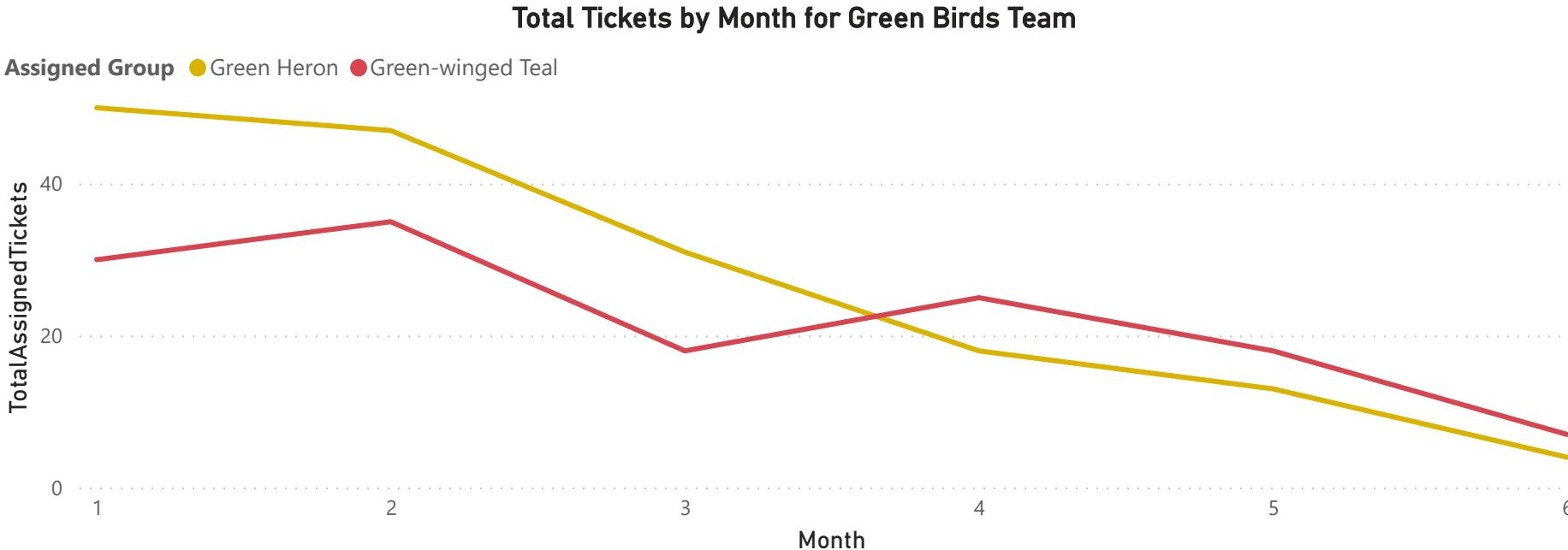
Total Assigned Tickets to Green Birds Team



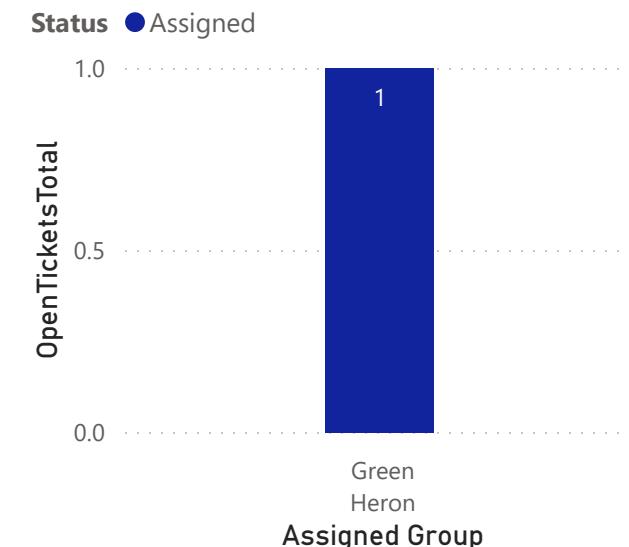
Total Open Tickets Assigned To Green Birds Team

1

Assigned Group ● Green Heron ● Green-winged Teal



Open Tickets Assigned to Green Birds Team



Total Tickets Assigned to American Birds Team

1

2

3

4

5

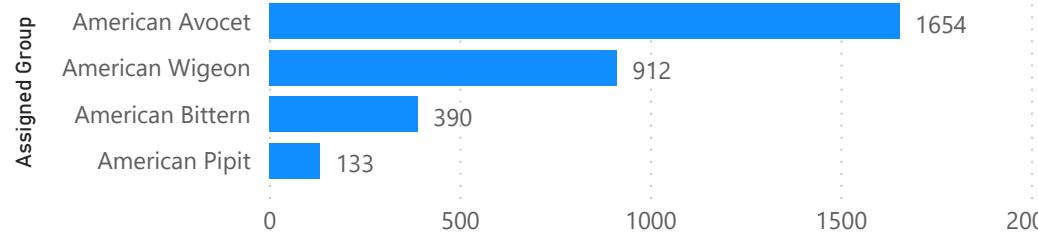
6

1126

Total Actions Taken By American Birds Team

3089

Total Assigned Tickets to American Birds Team



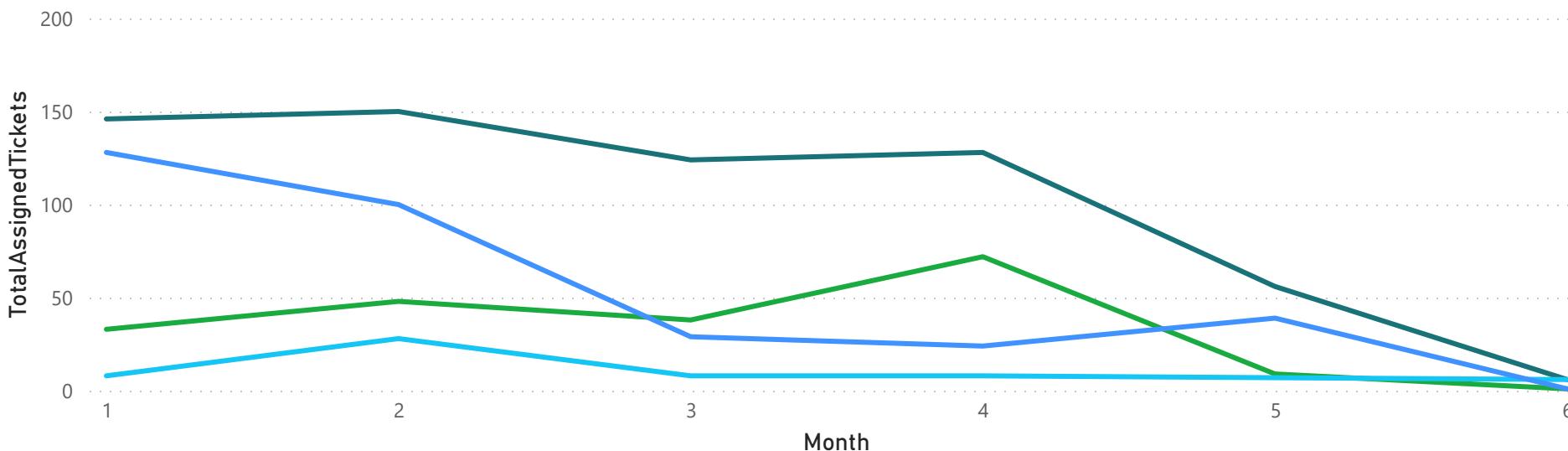
1 2 3 4 5 6

Total Open Tickets Assigned To American Birds

24

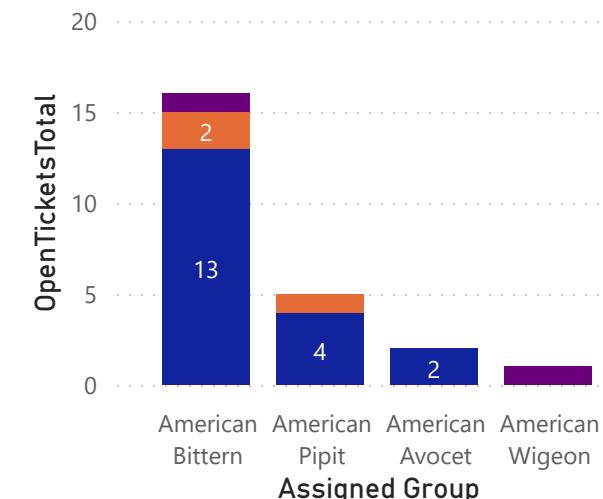
Total Tickets by Month for American Birds Team

Assigned Group ● American Avocet ● American Bittern ● American Pipit ● American Wigeon



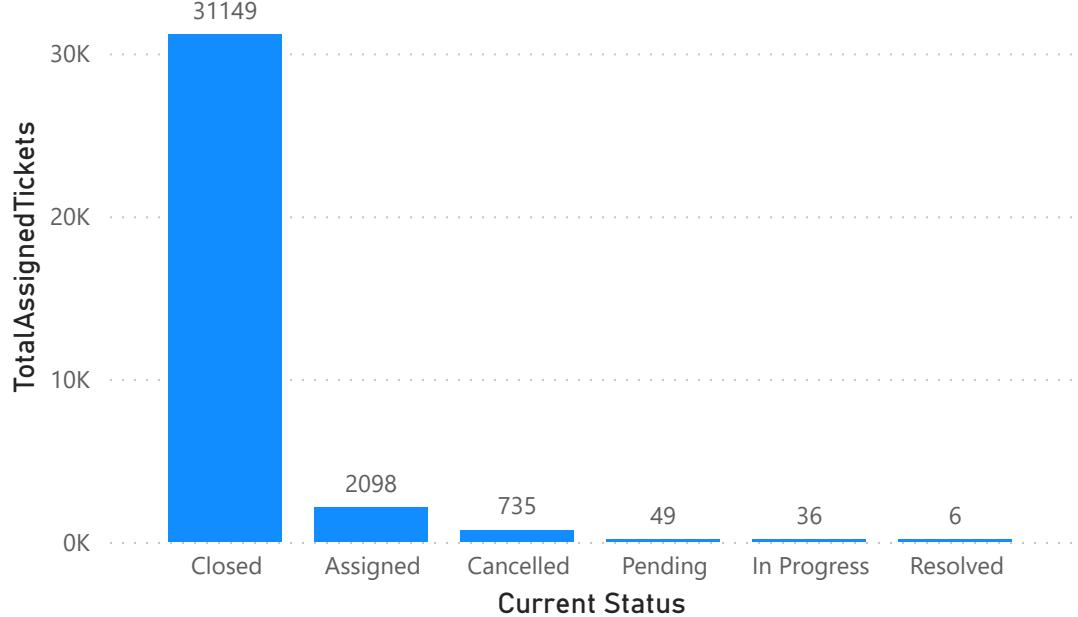
Open Tickets Assigned to American Birds

Status ● Assigned ● In Progress ● Pending



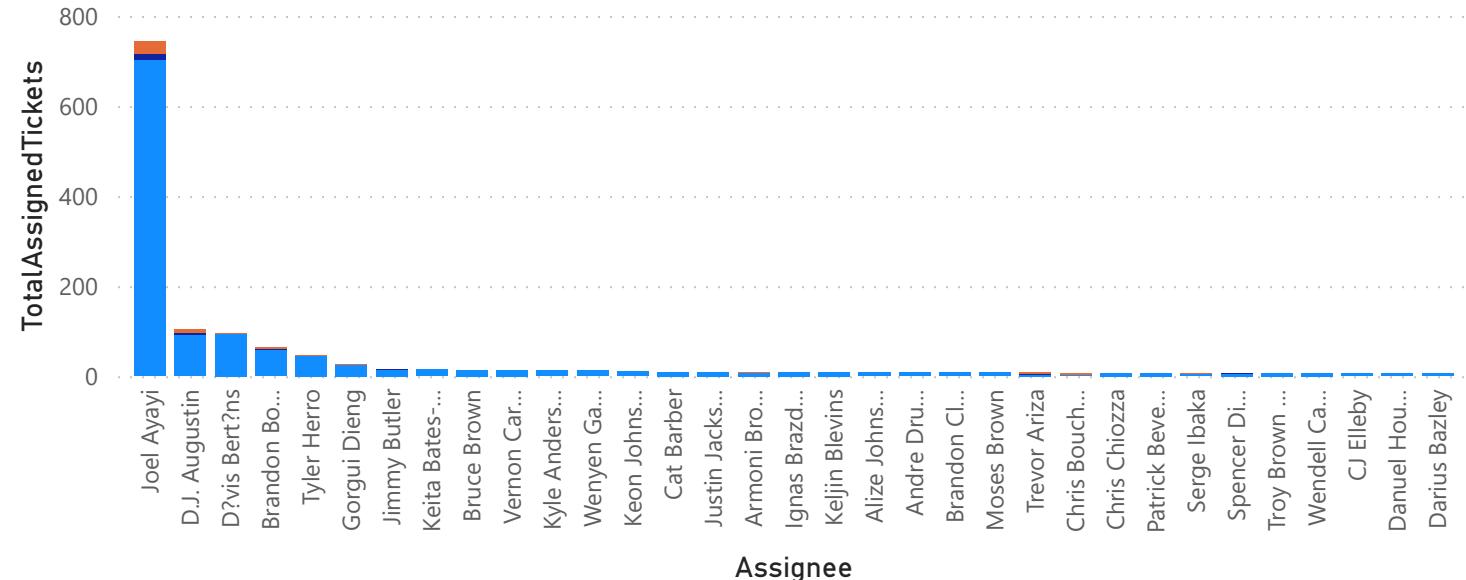
Total Open Tickets

2164



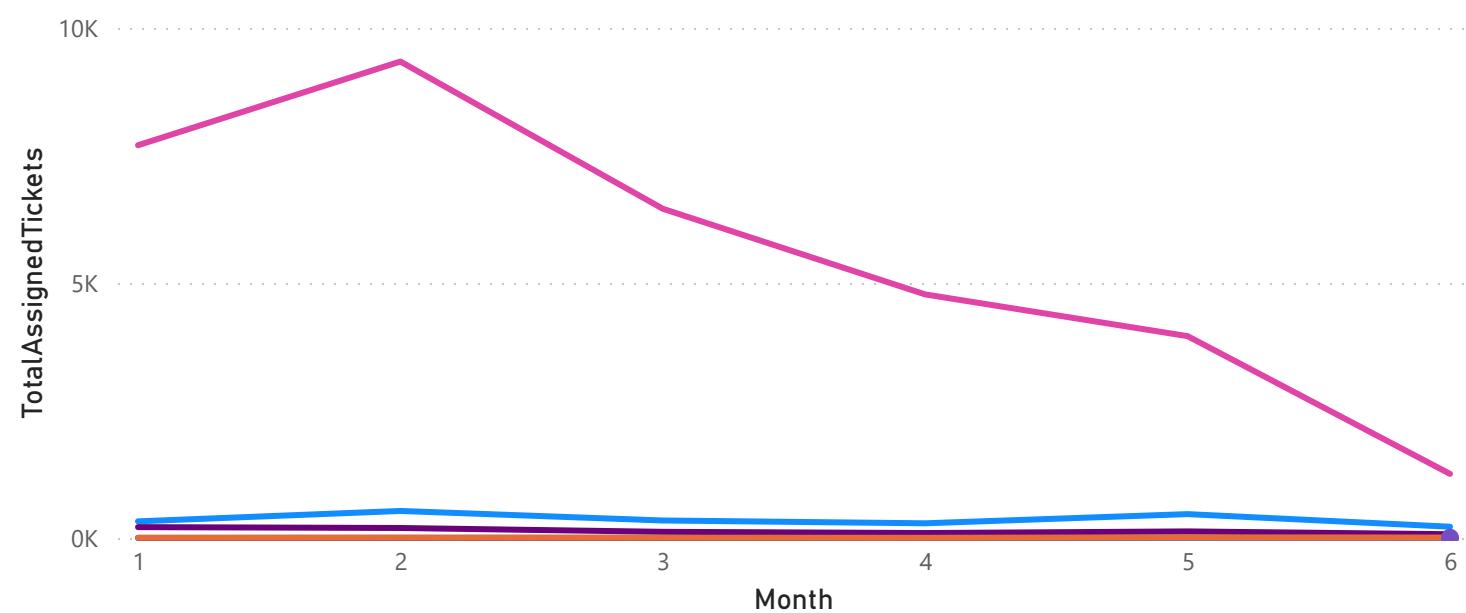
Open Tickets Which are not Closed by IT Admins

Current Status ● Assigned ● In Progress ● Pending



Total Tickets by Month and Current Status

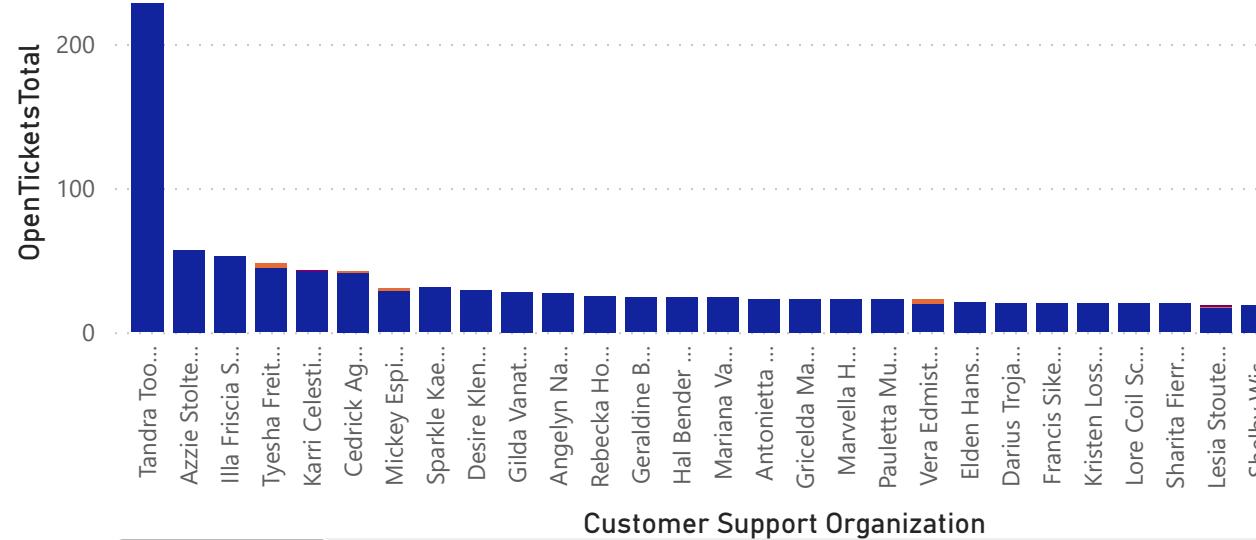
Current Status ● Assigned ● Cancelled ● Closed ● In Progress ● Pending ● Resolved





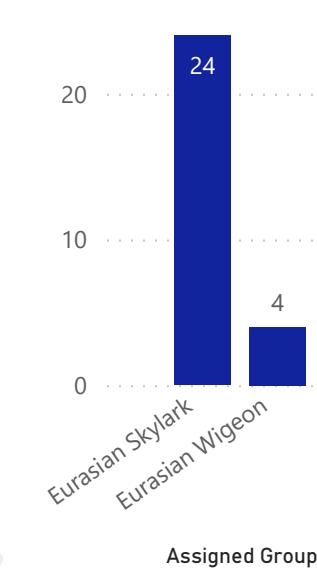
Open Tickets Assigned to Schools

Status • (Blank) • Assigned • In Progress • Pending



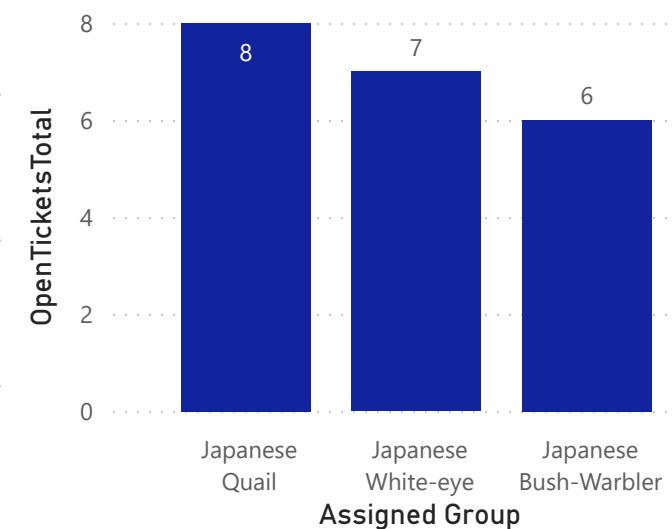
Open Tickets Assigned to Eurasian Birds

Status • Assigned



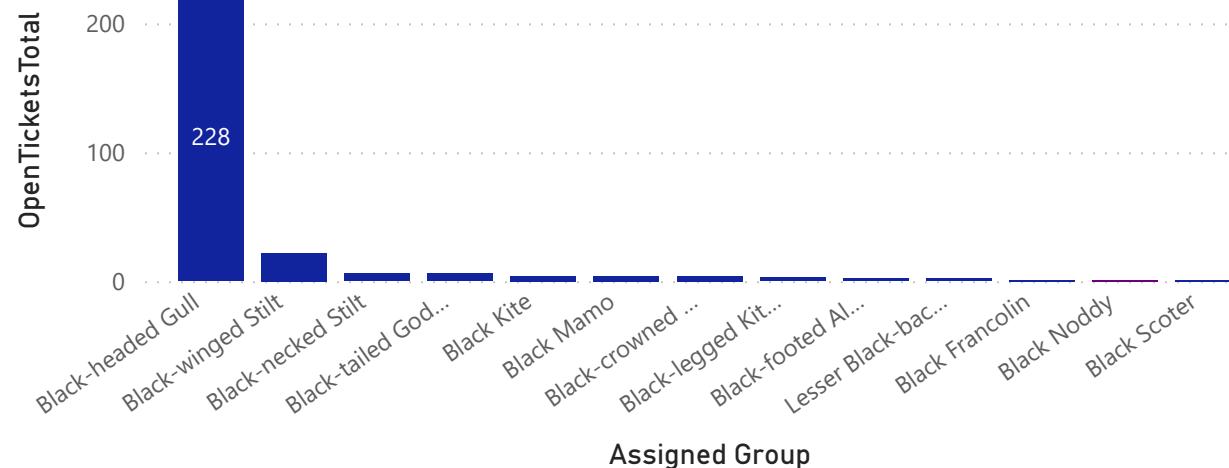
Open Tickets Assigned to Japanese Birds

Status • Assigned



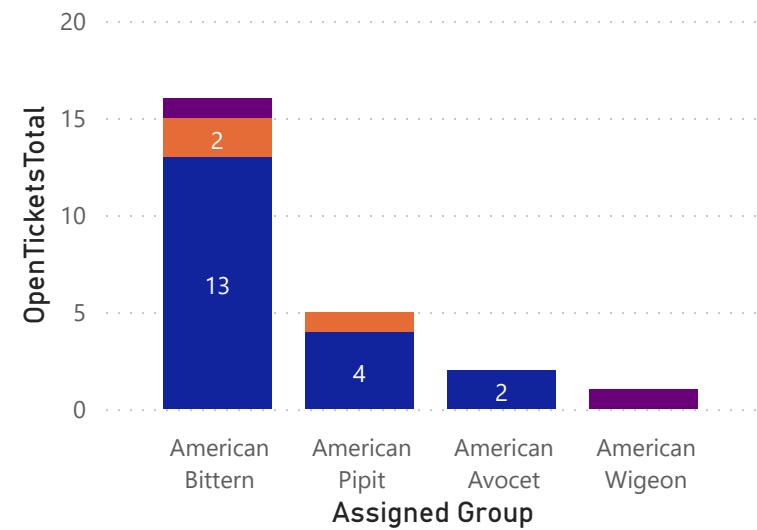
Open Tickets Assigned to Black Birds Team

Status • Assigned • Pending



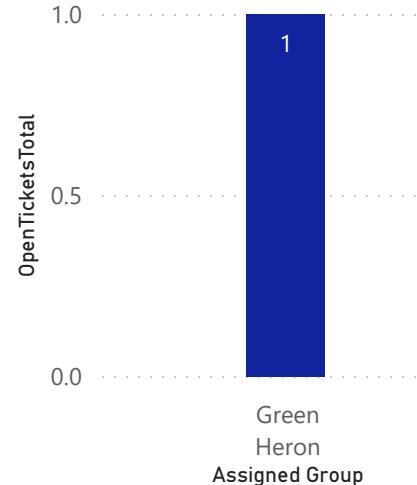
Open Tickets Assigned to American Birds

Status • Assigned • In Progress • Pending



Open Tickets Assigned to Green Birds

Status • Assigned



Customer Organization

Search

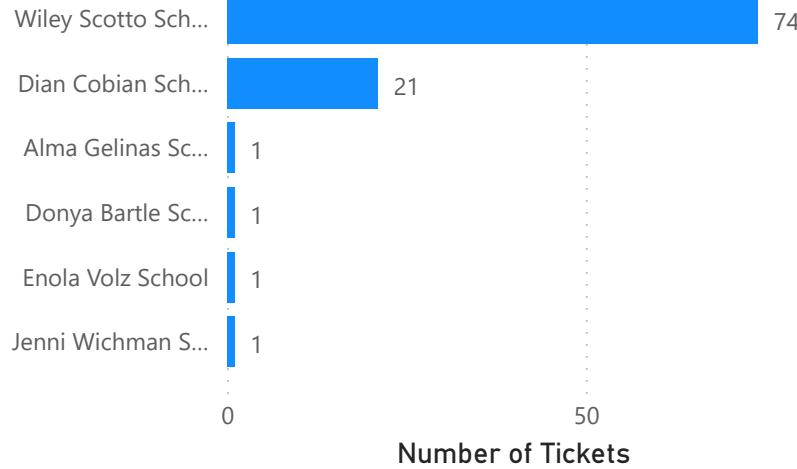
- Adolfo Bella School
- Alan Voll School
- Alanna Gillispie School
- Alayna Rosenblatt School
- Albertina Junkin School
- Aleta Ciesla School
- Aletha Hardesty School
- Alethia Tiemann School

1 2 3 4 5 6

Total Tickets Assigned to Japanese Birds

99

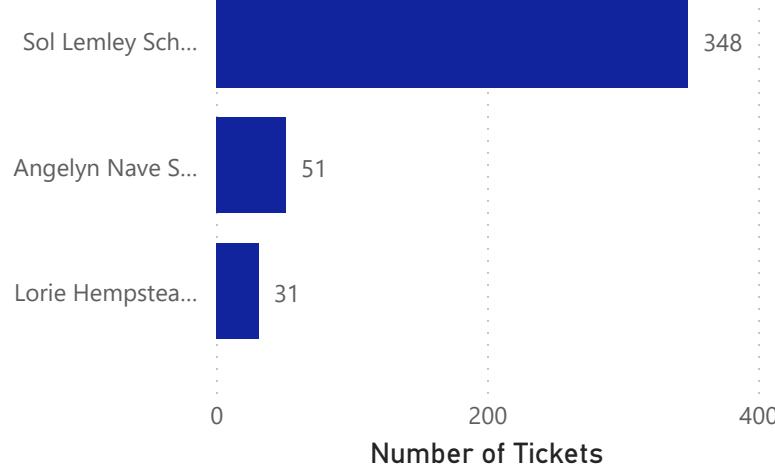
Customer Organization



Total Tickets Assigned to Eurasian Birds

430

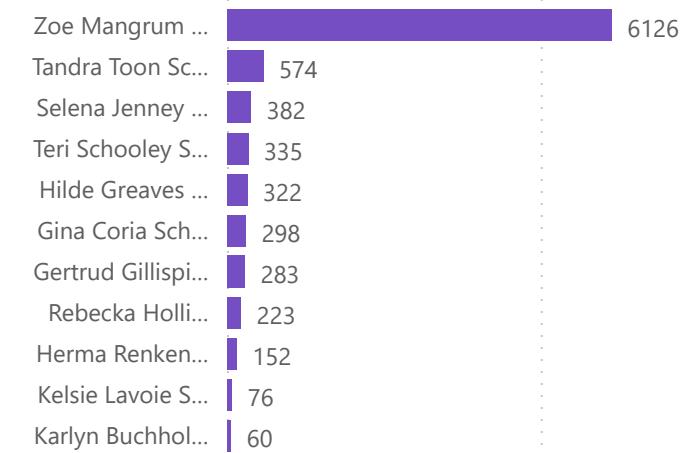
Customer Organization



Total Tickets Assigned to Black Birds

8952

Customer Organization



Customer Organization

 Search

- Adolfo Bella School
- Alan Voll School
- Alanna Gillispie School
- Alayna Rosenblatt School
- Albertina Junkin School
- Aleta Ciesla School
- Aletha Hardesty School
- Alethia Tiemann School
- Alma Gelinas School
- Alva Fonte School
- Alyson Hosack School
- Angelyn Nave School
- Anisha Thomson School
- Annelle Pickney School
- Antonietta Llewellyn School
- Antonio Navarette School
- Arielle Ketcham School
- Augustus Delaune School
- Azzie Stolte School
- Barbie Cun School
- Beatriz Kinsey School
- Bernadine Chung School
- Bert Riter School
- Bette Church School
- Blossom Loggins School
- Brendan Zilnicki School
- Brenton Tokarski School
- Brian Chamberlain School
- Bridget Conyers School
- Brinda Master School
- Bryce Muse School
- Bulah Warr School
- Caleb Peters School
- Candy Konieczny School
- Carmina Camp School

1

2

3

4

5

6

Total Tickets Assigned to IT Admins

Month ● 1 ● 2 ● 3 ● 4 ● 5 ● 6