

# Schools IT Support Performance Tracking

Total Tickets

34071

Total Assignment to Groups

71K

Total Actions Taken on Tickets

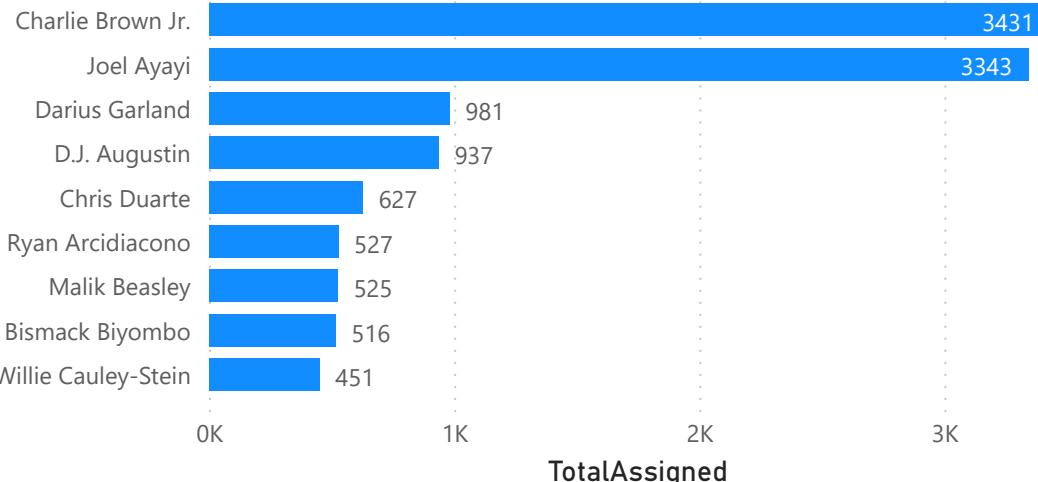
101961

Total Assignment to Individuals

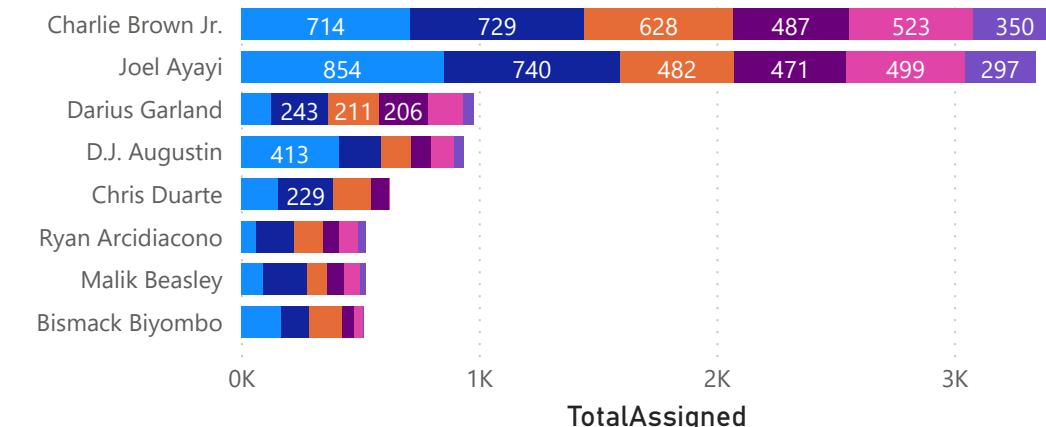
31K



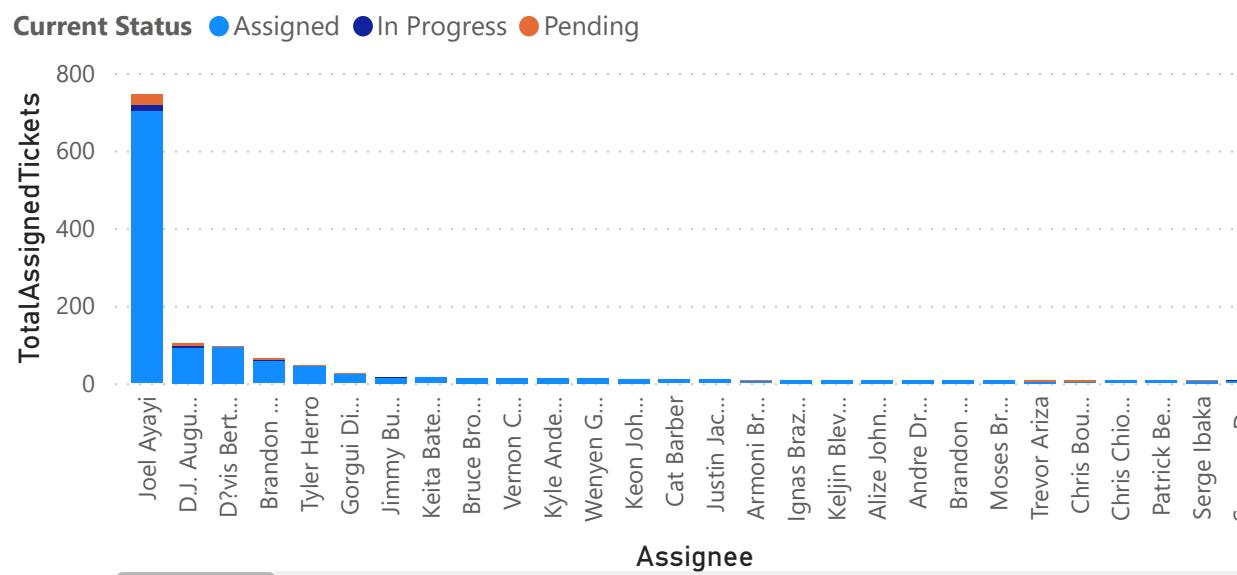
### Total Actions Taken on Tickets By IT Admins



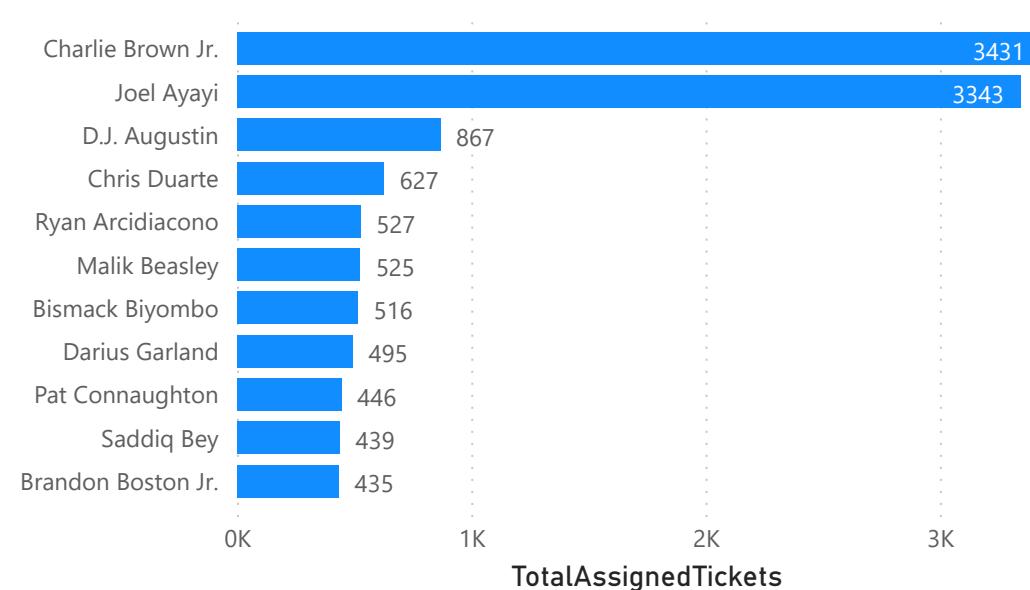
### Performance of IT Admins



### Open Tickets Which are not Closed by IT Admins



### Total Tickets Assigned to IT Admins

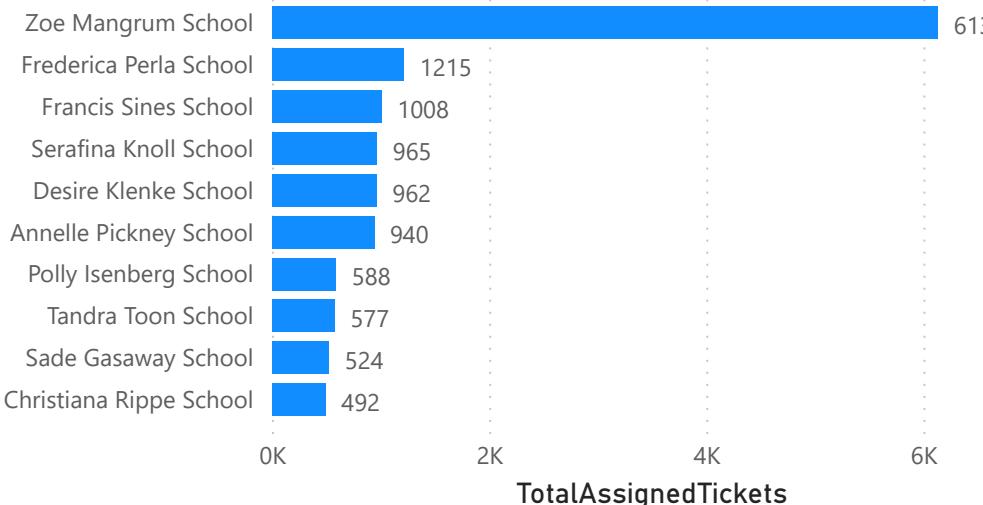


## Total Tickets

34071

Customer Organization

## Total Tickets By Schools



Month

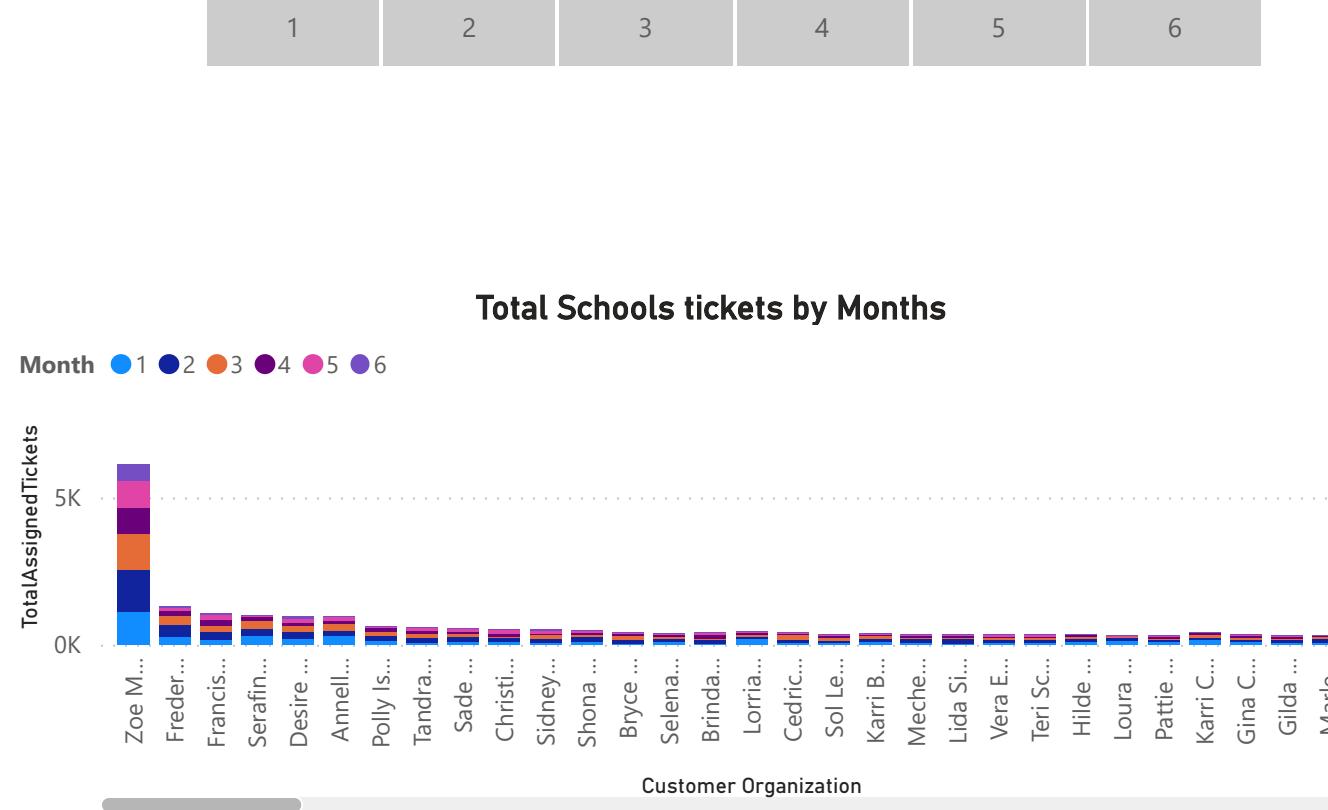
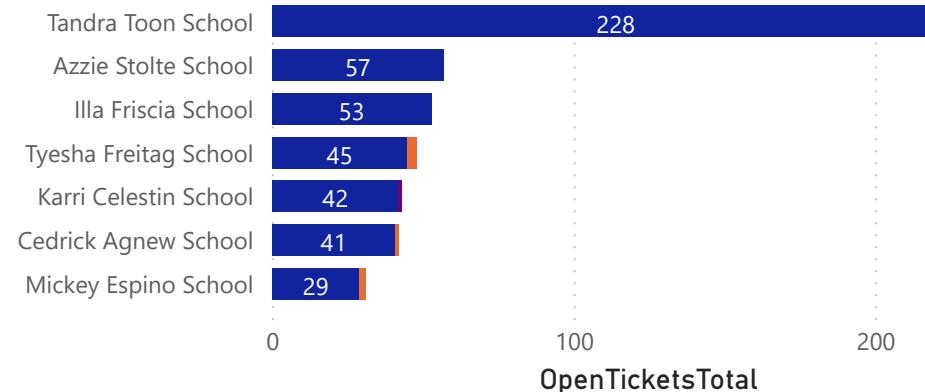
1 2 3 4 5 6



Customer Support Orga...

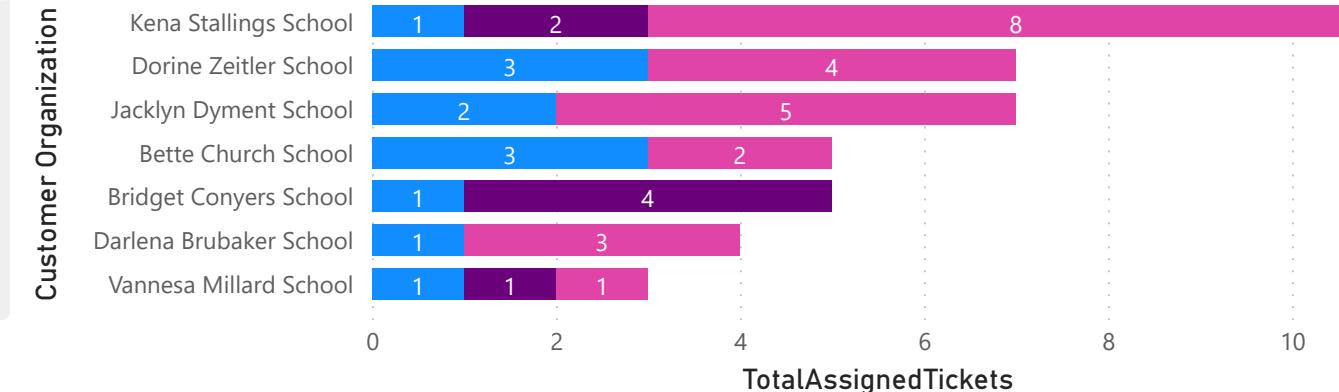
## Open School Tickets

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



## Least 10 Active Schools

Current Status ● Assigned ● Cancelled ● Closed



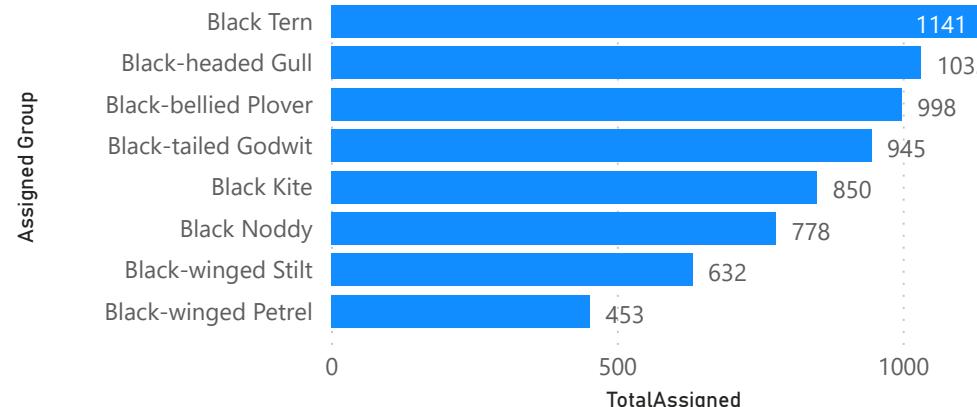
Total Tickets Assigned to Black Birds Team

8952

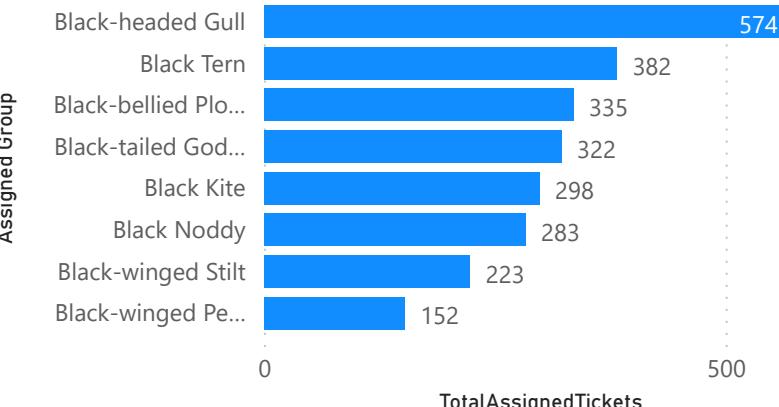
Total Actions Taken By Black Birds Team

23K

### Total Actions Taken on Tickets By Black Birds Teams

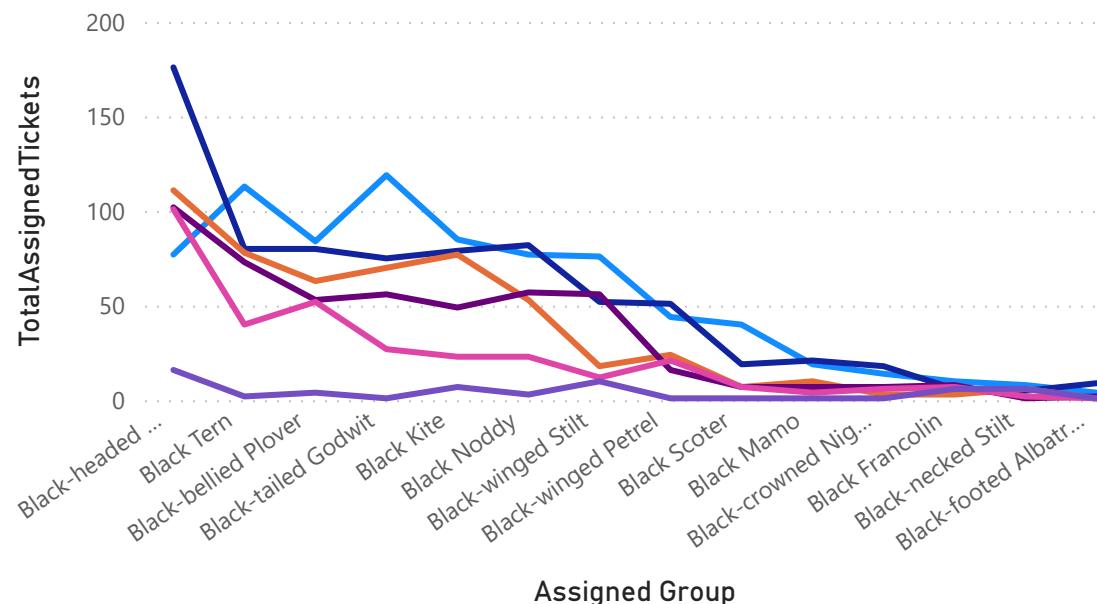


### Total Tickets By Black Birds Team



### Total Tickets by Assigned Group and Month

Month ● 1 ● 2 ● 3 ● 4 ● 5 ● 6

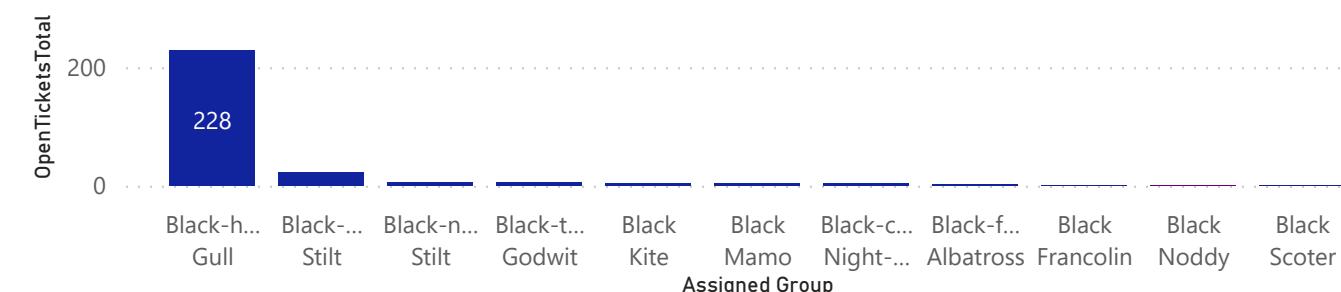


### Total Open Tickets Assigned To Black Birds

282

### Open Tickets Assigned to Black Birds Team

Status ● Assigned ● Pending



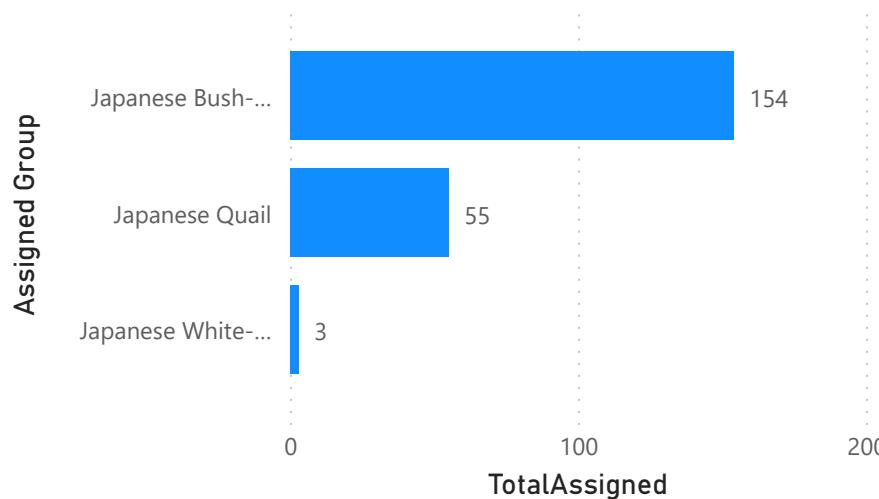
### Total Tickets Assigned to Japanese Birds Team



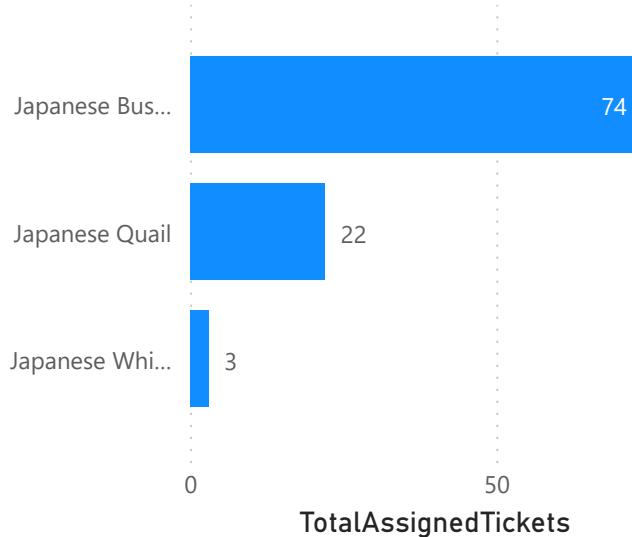
Total Actions Taken By Japanese Birds Team

99

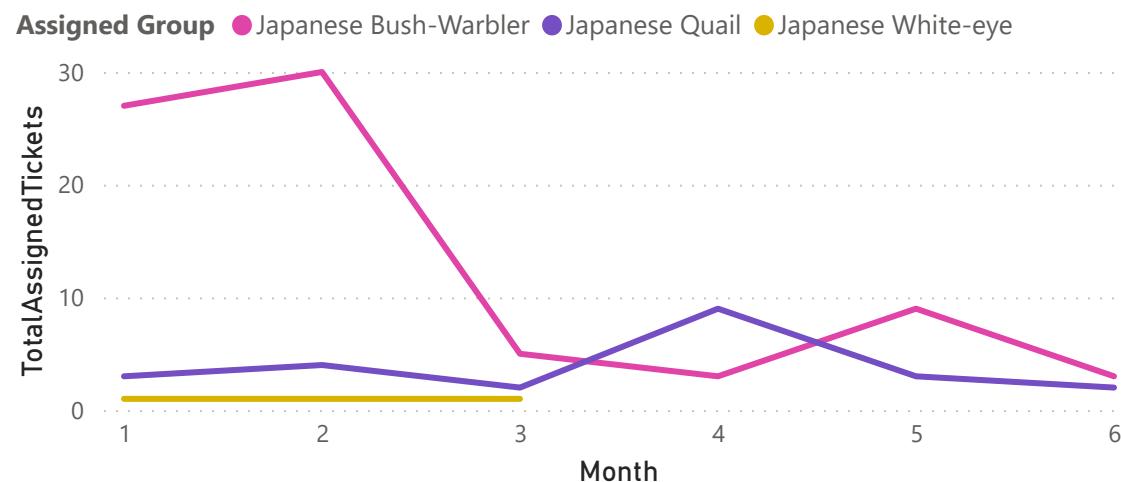
### Total Actions Taken on Tickets By Japanese Birds Team



### Total Tickets By Japanese Birds Team



### Total Tickets by Month and Assigned Group



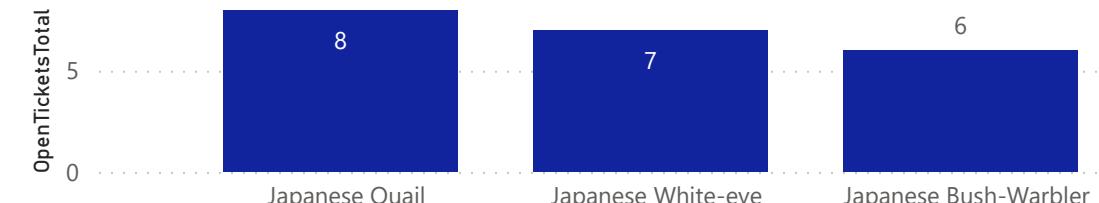
### Total Open Tickets Assigned To Japanese Birds Team

21

### Open Tickets Assigned to Japanese Birds Team



Status ● Assigned



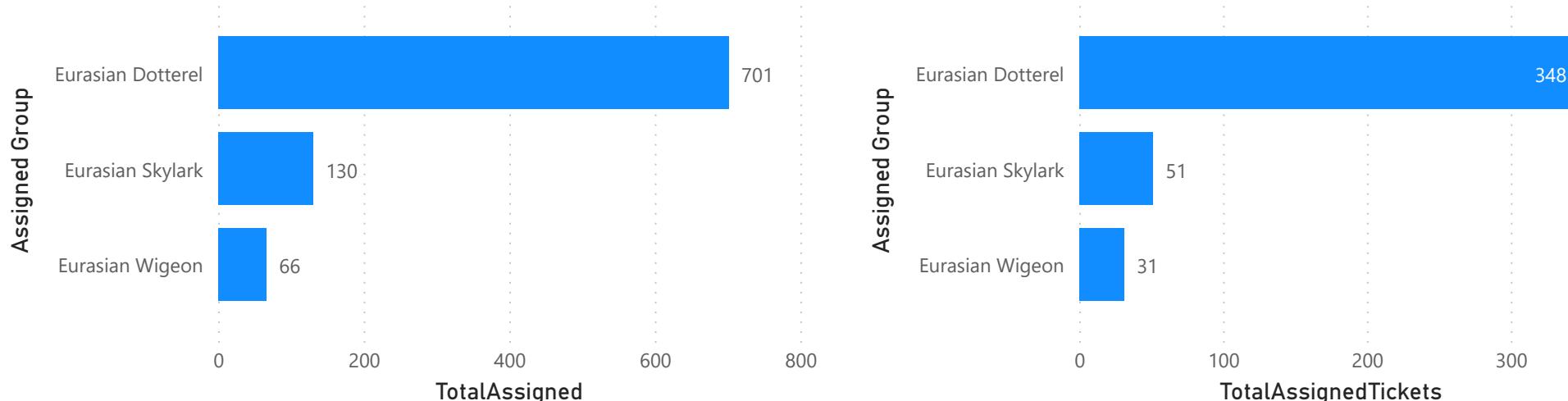
Total Tickets Assigned to Eurasian Birds Team

**430**

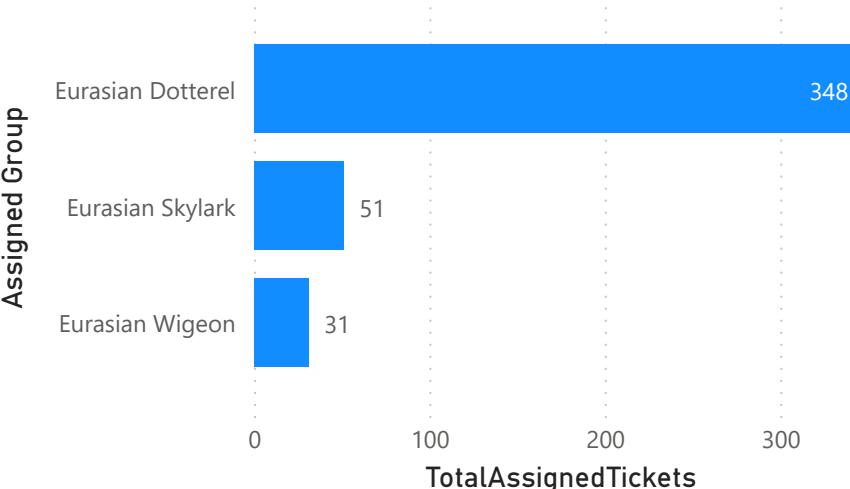
Total Actions Taken By Eurasian Birds Team

**897**

Total Actions Taken By Eurasian Birds Team

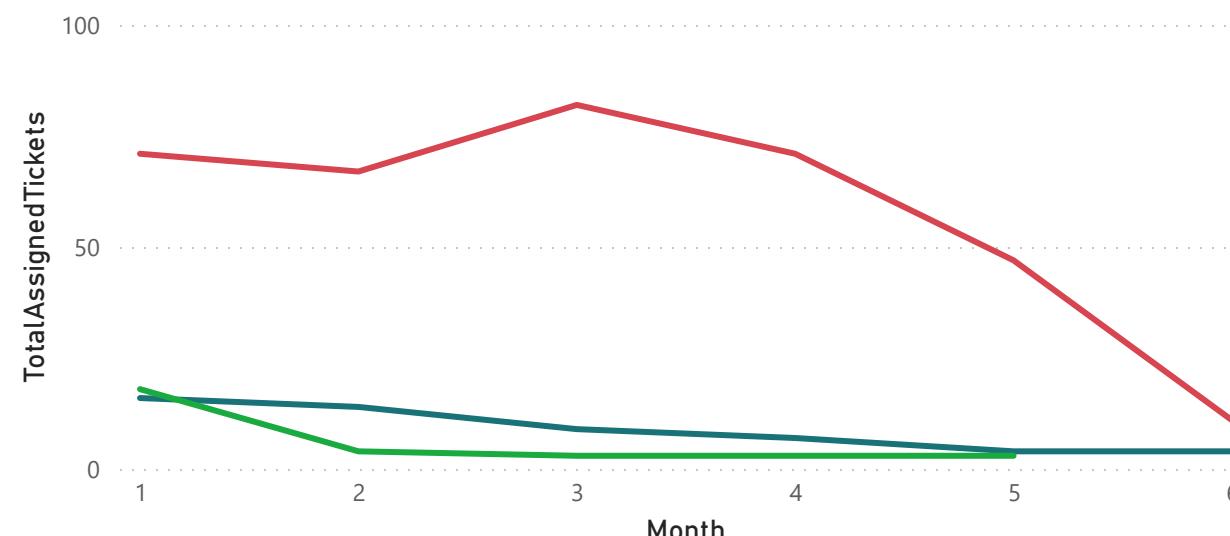


Total Tickets By Eurasian Birds Team



Total Tickets by Month and Assigned Group

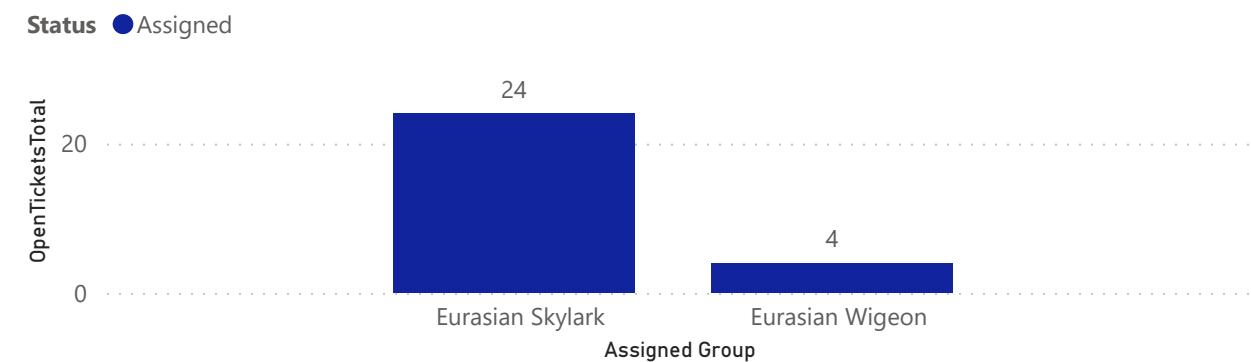
Assigned Group ● Eurasian Dotterel ● Eurasian Skylark ● Eurasian Wigeon



Total Open Tickets Assigned To Eurasian Birds Team

**28**

Open Tickets Assigned to Eurasian Birds Team



Total Tickets Assigned to Green Birds Team

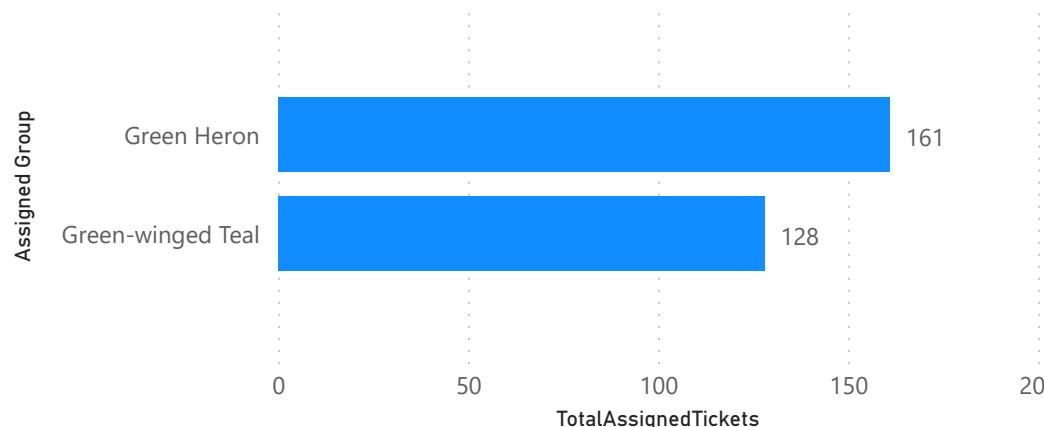


289

Total Actions Taken By Green Birds Team

764

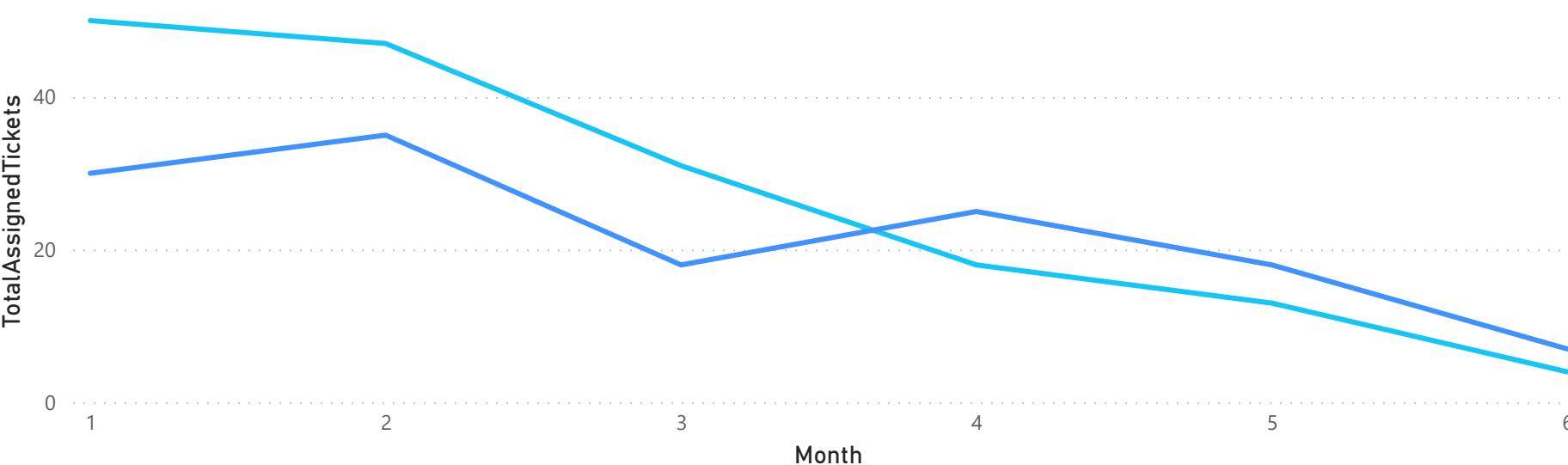
Total Assigned Tickets to Green Birds Team



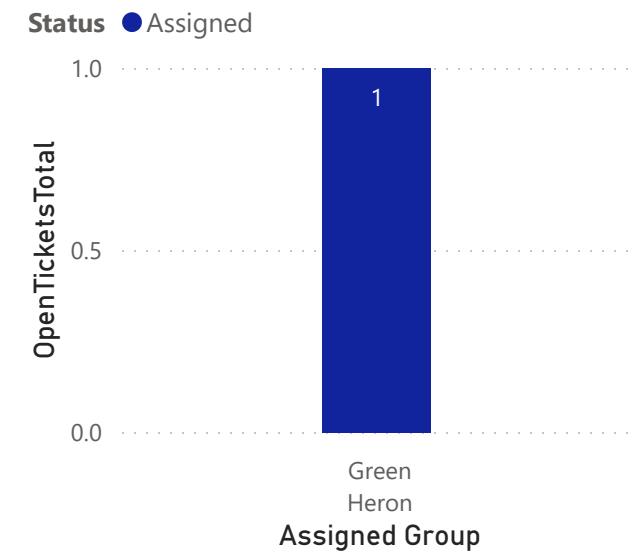
Total Open Tickets Assigned To Green Birds Team

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

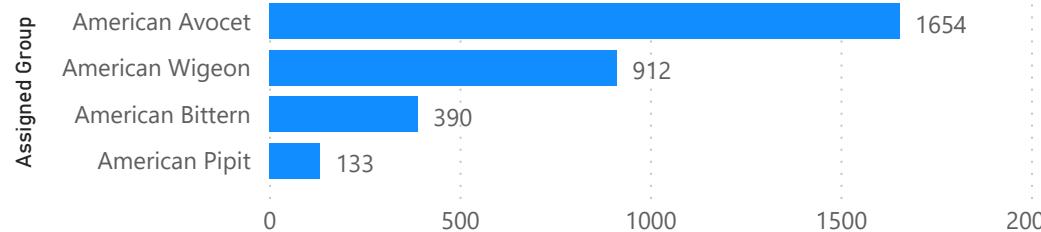
6

1126

Total Actions Taken By American Birds Team

3089

### Total Assigned Tickets to American Birds Team



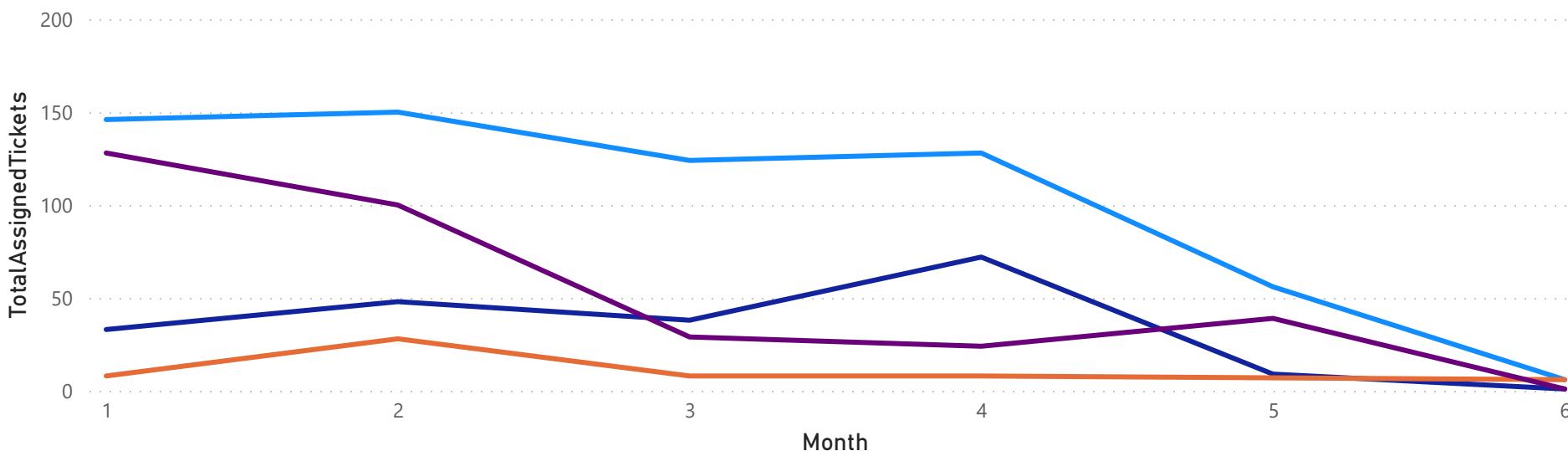
1 2 3 4 5 6

### Total Open Tickets Assigned To American Birds

24

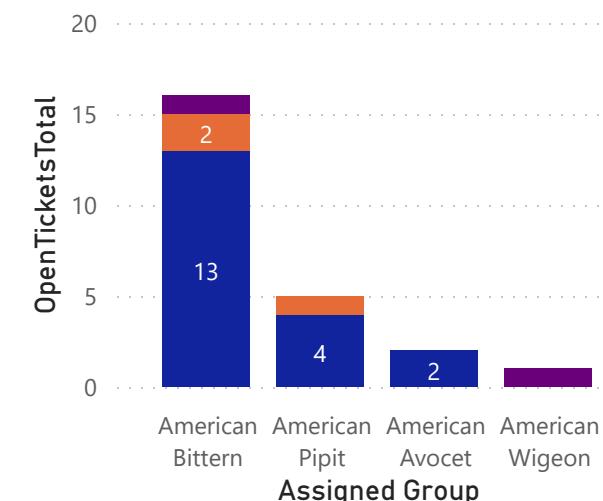
### Total Tickets by Month for American Birds Team

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



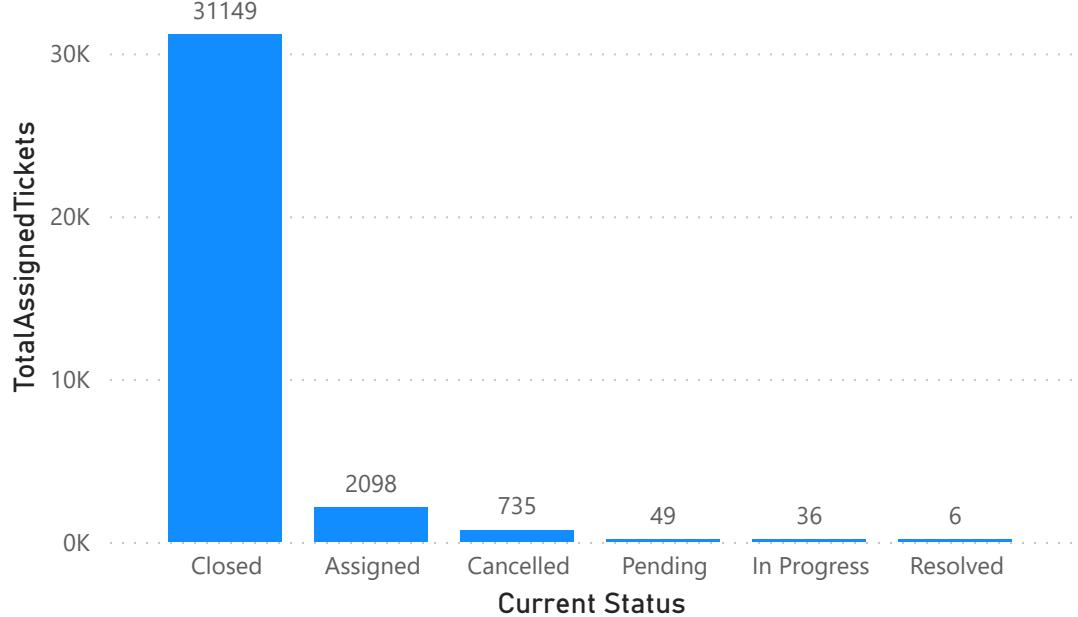
### Open Tickets Assigned to American Birds

Status ● Assigned ● In Progress ● Pending



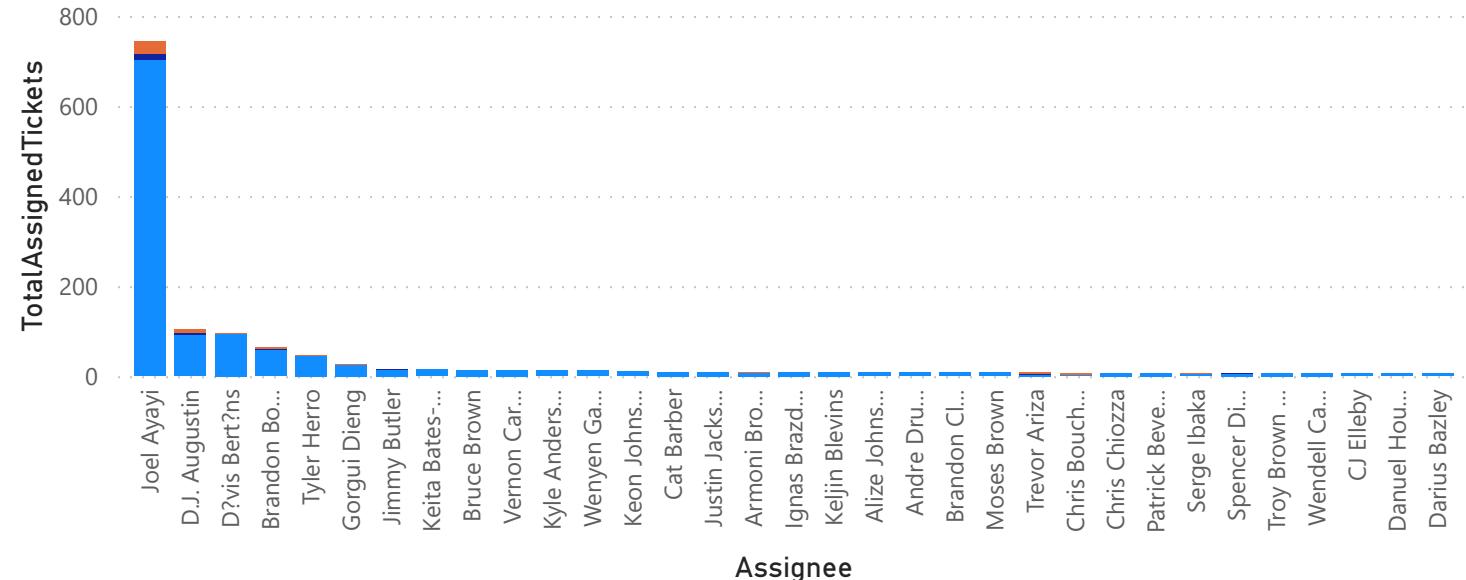
## Total Open Tickets

**2164**



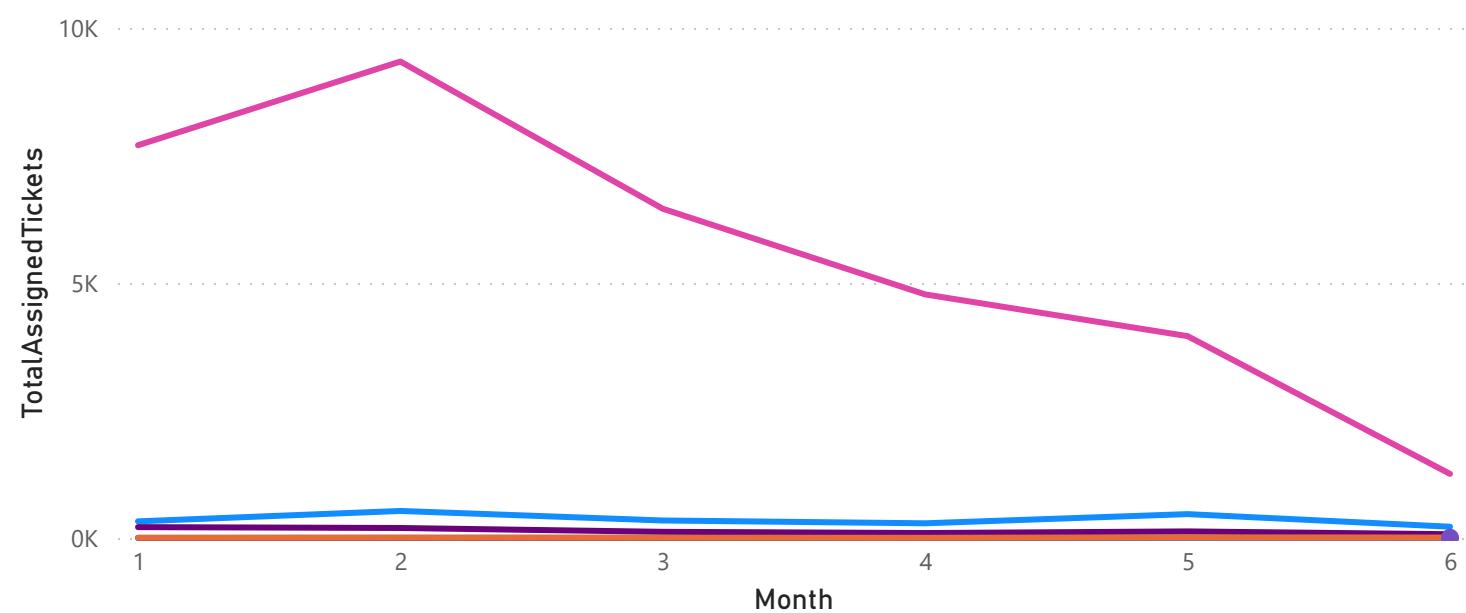
## Open Tickets Which are not Closed by IT Admins

Current Status ● Assigned ● In Progress ● Pending



## Total Tickets by Month and Current Status

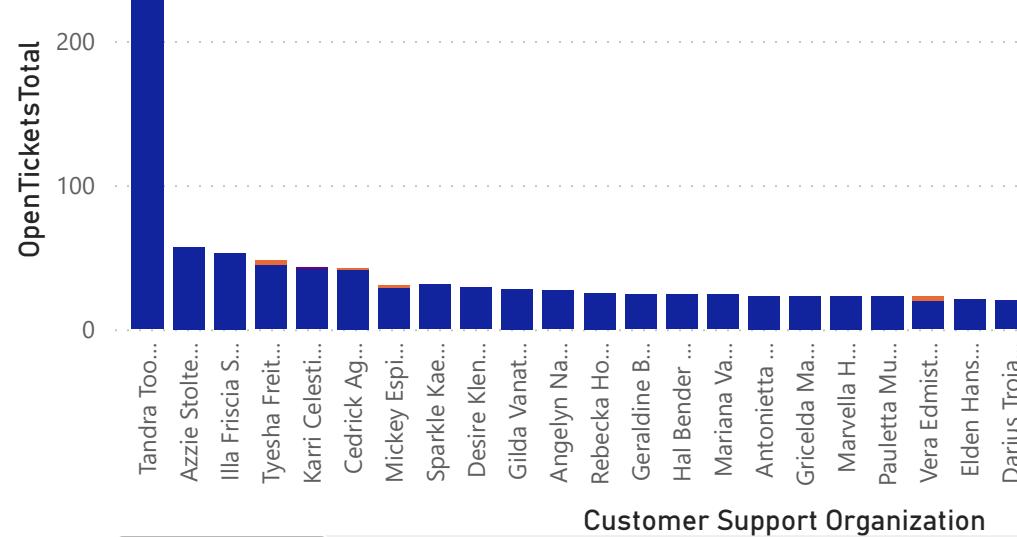
Current Status ● Assigned ● Cancelled ● Closed ● In Progress ● Pending ● Resolved





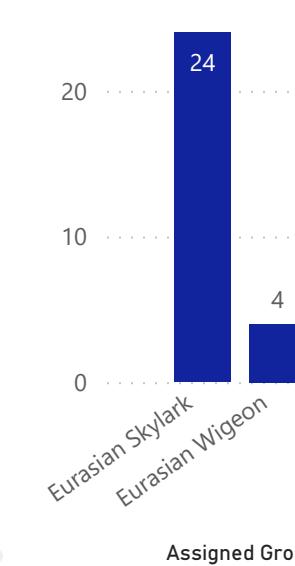
### Open Tickets Assigned to Schools

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



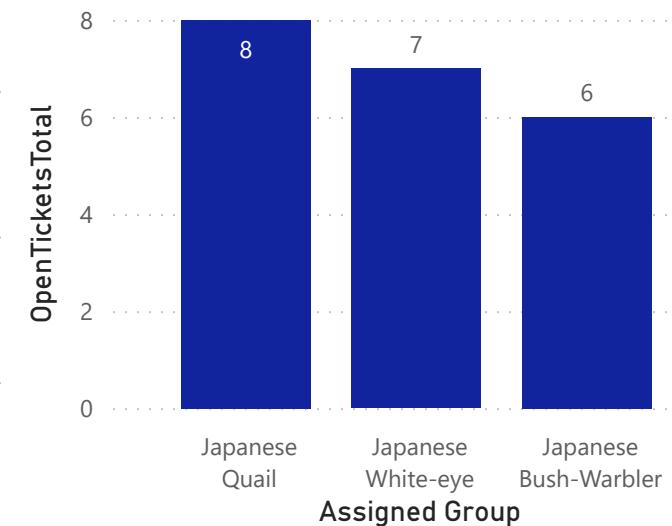
### Open Tickets Assigned to Eurasian Birds

Status • Assigned



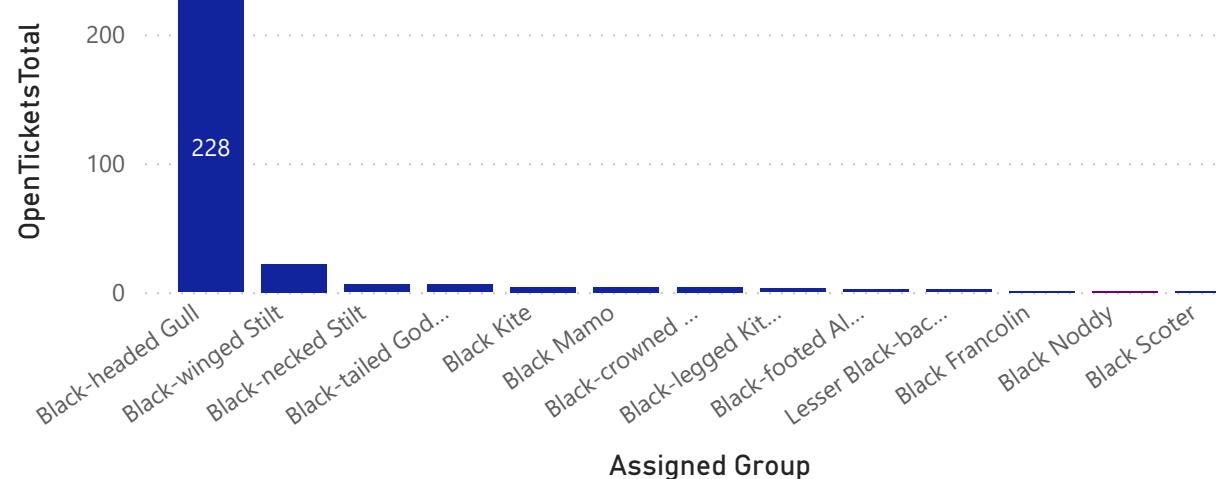
### Open Tickets Assigned to Japanese Birds

Status • Assigned



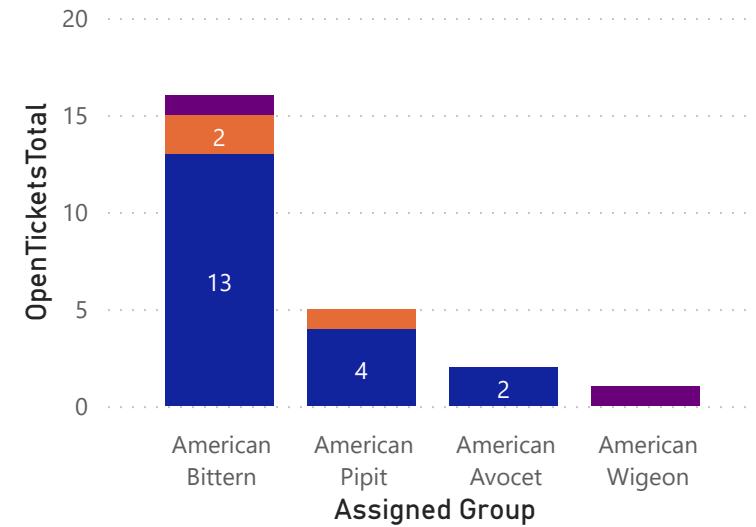
### Open Tickets Assigned to Black Birds Team

Status • Assigned • Pending



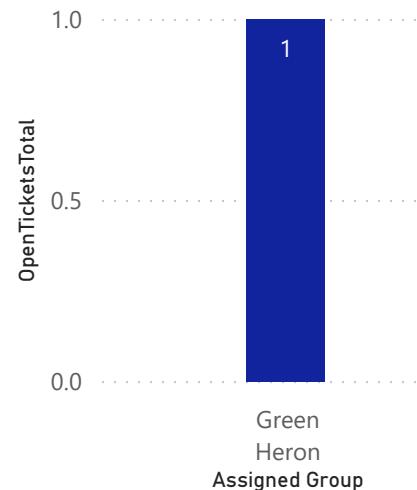
### Open Tickets Assigned to American Birds

Status • Assigned • In Progress • Pending



### Open Tickets Assigned to Green Birds

Status • Assigned



## Customer Organization

Search

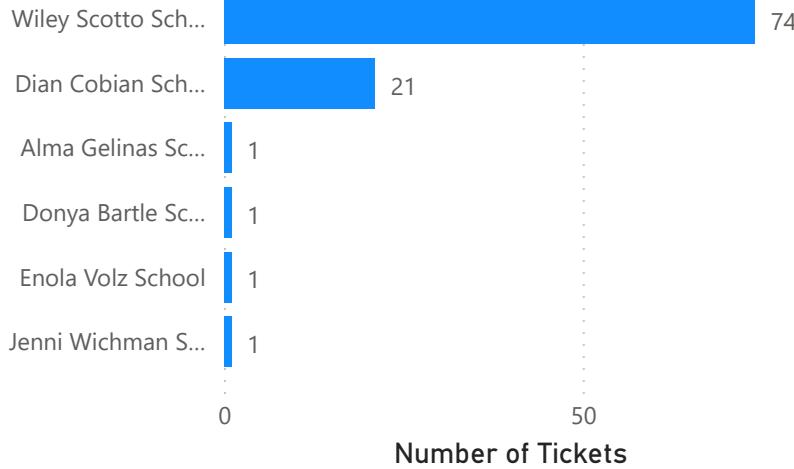
- Adolfo Bella School
- Alan Voll School
- Alanna Gillispie School
- Alayna Rosenblatt School
- Albertina Junkin School
- Aleta Ciesla School
- Aletha Hardesty School
- Alethia Tiemann School

1 2 3 4 5 6

Total Tickets Assigned to Japanese Birds

99

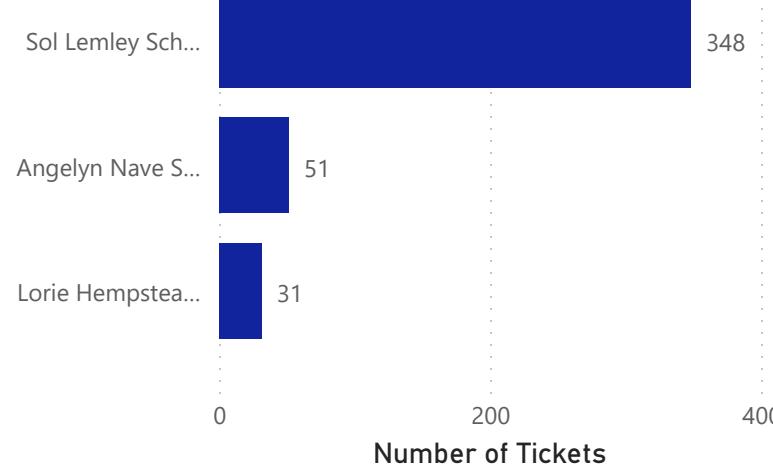
Customer Organization



Total Tickets Assigned to Eurasian Birds

430

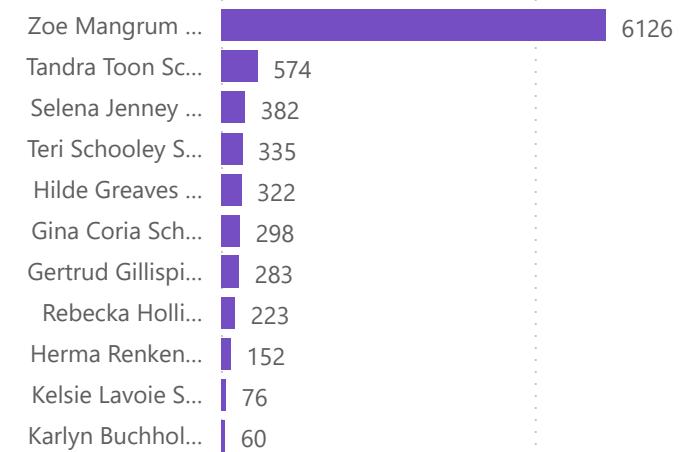
Customer Organization



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