SYSNET
TECHNOLOGY NAVIGATOR

ManageEngine
ServiceDesk Plus

Total Request	Closed	Open	SLA %
3422	3255	167	69.81%

Monthly request Trend

Month	Value
Feb	77
Mar	303
Apr	302
May	351
Jun	633
Jul	645
Aug	485
Sep	518
Oct	108

Request Priority

Priority	Value
Low	1957
Not Assigned	1434
Medium	25
High	6
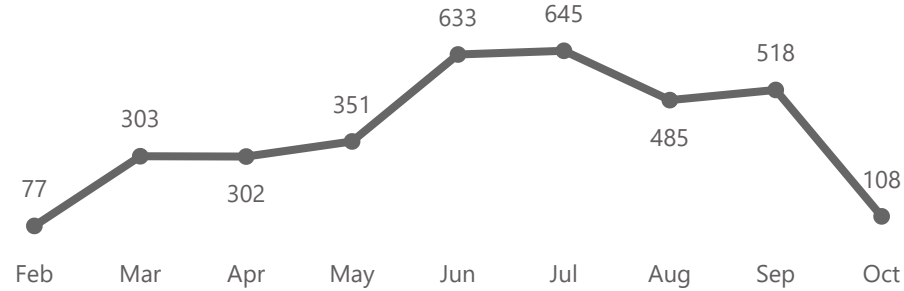
Request Closed By Technician

Technician	Value
Not Assigned	1646
Devank Chauhan	1366
Itishree	177
Naval	163
Shyam Sharma	55
Rakesh Pandey	14
N	1

Request by Modes

0K (0.18%)

3K (97.87%)

Request M...
- E-Mail
- Mobile A...
- Not Assi...
- Phone Call
- Web Form
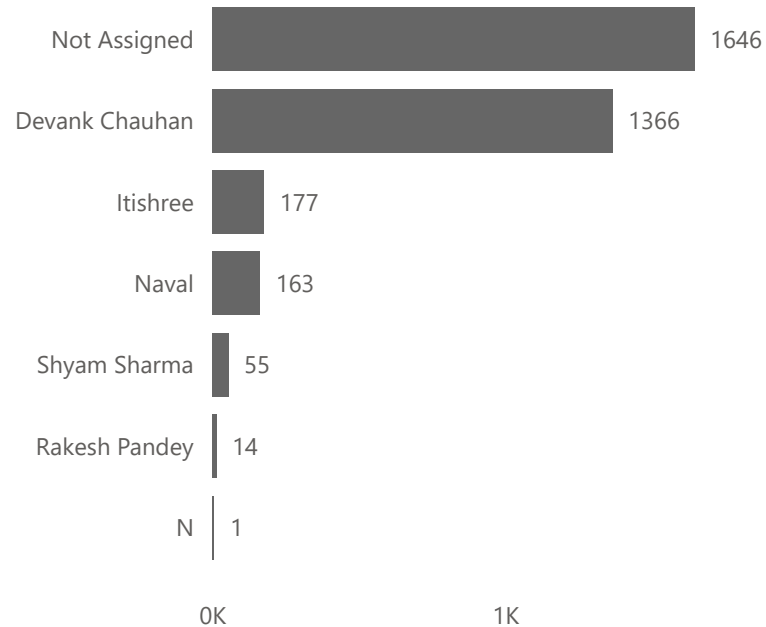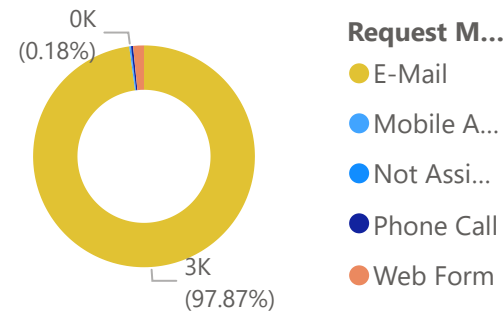
Category	Total Request	Closed	Pending Requests
E-Mail	2576	2544	32
Hardware	405	332	73
IT Asset	213	160	53
Telephone	74	68	6
EOD	36	35	1
Network	33	33	0
Software	22	22	0
General	20	18	2
Internet	13	13	0
Database	11	11	0
Google Workspace	5	5	0
Server	5	5	0
Google Drive	3	3	0
HRMS	2	2	0
Services	2	2	0
BYOD	1	1	0
Printers	1	1	0
Total	**3422**	**3255**	**167**