IT TICKETS ANALYSIS

Year	Quarter	Month	Day
All	All	All	All

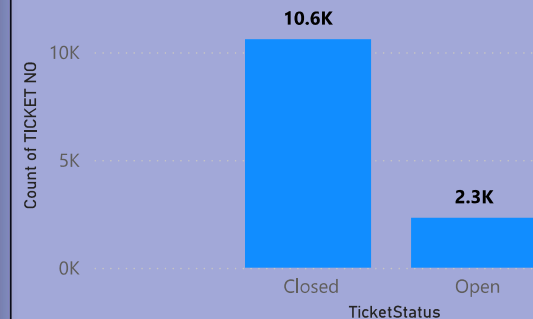| Total Count of Tickets	Avg Resolution Hours	No of Open Tickets	No of Closed Tickets	Ticket Status	No of Interactions	% of Closed Tickets
12.91K	91.84	2314	11K	Complete	63K	10.60K

TICKET NO	ASSIGNED TO	Count of TICKET NO	OpenTickets	ClosedTickets	Tickets Resolved on First Contact	AvgCustomerSat
69712816230821590		1		1	1	
69752645254812380		1		1	1	
69787184084412340		1		1	1	
70065303782917070		1		1	1	
70168898399316530		1		1	1	
70201525926711300		1		1	1	
70461895514614460		1		1	1	
70481383678320540		1		1	1	
70481385628520540		1		1	1	
70481387534020540		1		1	1	
70530532966113260		1		1	1	
69640561415713170	Abdul	1		1	1	
69641033964714350	Abdul	1		1	1	
69650409030716380	Abdul	1		1	1	
69650448527516450	Abdul	1		1	1	
69667243667415230	Abdul	1		1	1	
69709775877013320	Abdul	1		1	1	
Total		**12911**	**2314**	**10597**	**10597**	

Number of tickets by priority (High, Normal)

- 70.1%
- 2.33%
- 27.57%
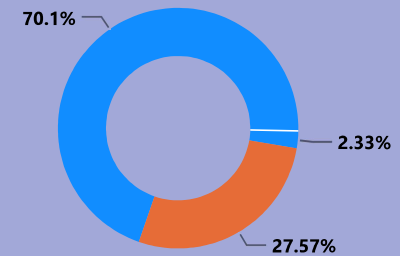
Count of TICKET NO by TicketStatus

- Closed: 10.6K
- Open: 2.3K

Count of TICKET NO by PriorityCategory

- High Priority: 9.4K
- Normal Priority: 3.6K
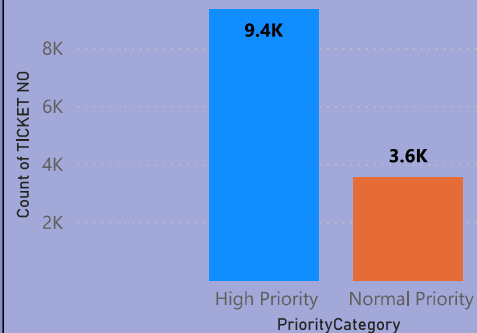
AverageResolutionTimeClosed by Month

- January: 0.6162
- October: 0.6202
- November: 0.6101
- December: 0.6085
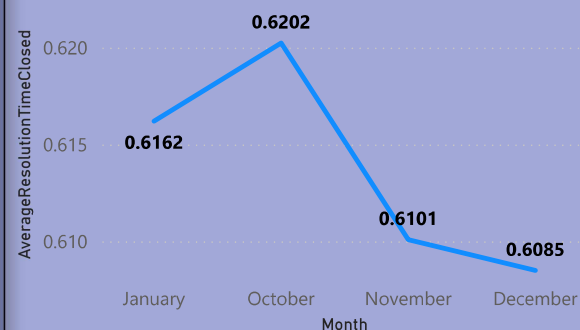
Average of TeamAvgResolutionTime by Month

December	October	Jan...
161.02	84.70	32.34
	November 77.60	