



IT Tickets Analysis

Agents Analysis

SLA Analysis

User

Avg. Res. Time

97K

Total Ticket

2000

Total User

15

Total Department

4.55

Avg. Res. Time

Priority

All

Ticket Type

All

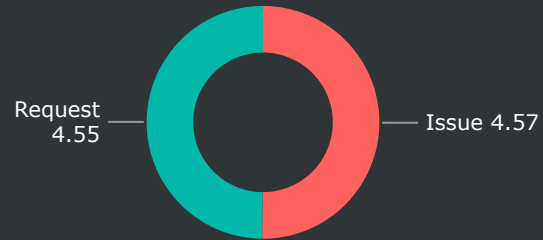
Departments

All

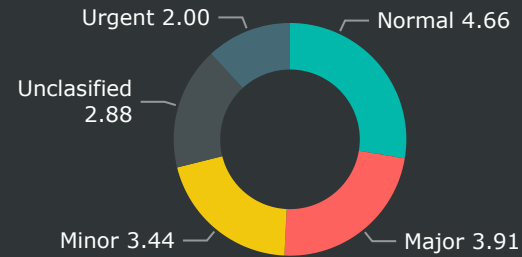
Filed Against

All

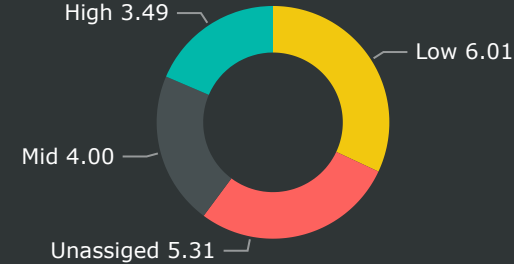
Ticket Type



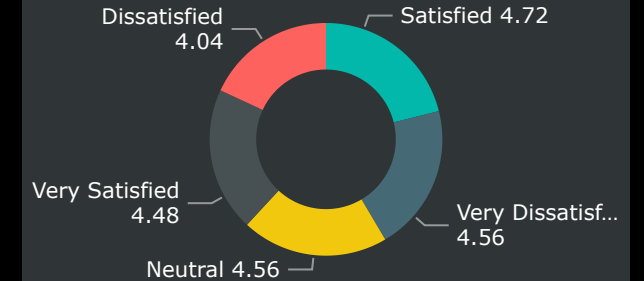
Severity



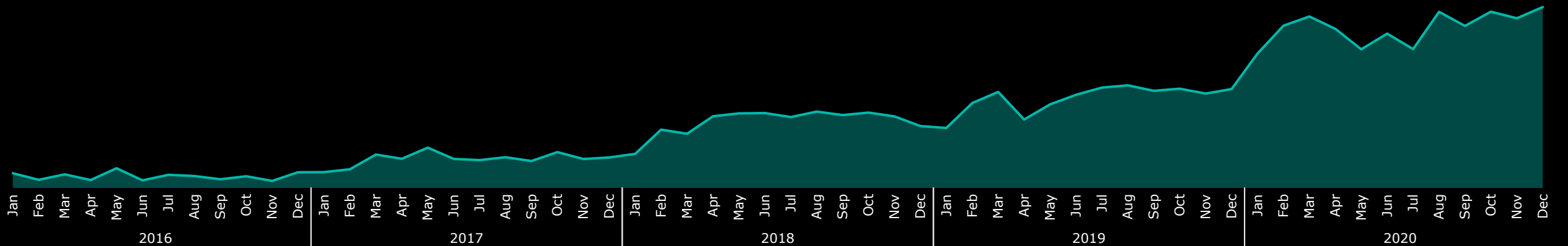
Priority



Satisfaction



Total Tickets by Year and Month





Filter By Severity

All

Filter By Satisfaction

All

97K

Total Tickets

50

Total Agents

4.55

Average Res. Time

48.22%

SLA Compliance (%)

51.78%

SLA Non-Compliance (%)

Avg. Res. Time by Age & Year

Age	2016	2017	2018	2019	2020
27					
28					
30					
32					
33					
34					
35					
36					
37					
38					
39					
40					
41					
42					
43					
44					
45					
47					
48					
49					
50					
51					
52					

Avg. Res. Time by Age & Month

Age	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
27												
28												
30												
32												
33												
34												
35												
36												
37												
38												
39												
40												
41												
42												
43												
44												
45												
47												
48												
49												
50												
51												
52												

Avg. Res. Time by Month & Year

MonthName	2016	2017	2018	2019	2020
Jan					
Feb					
Mar					
Apr					
May					
Jun					
Jul					
Aug					
Sep					
Oct					
Nov					
Dec					

Filter by Age Segment

Old Agents

Older Agents

Youthful Agents



Filter by Severity

All

Filter by Year

2018

48.20%

SLA Compliance (%)

SLA Non-Compliance (%)

Monthly SLA Compliance Trend



Compliance SLA Tickets

1,890 is the total compliance SLA changes between 2018 and 2017 which is 26.09% YoY change

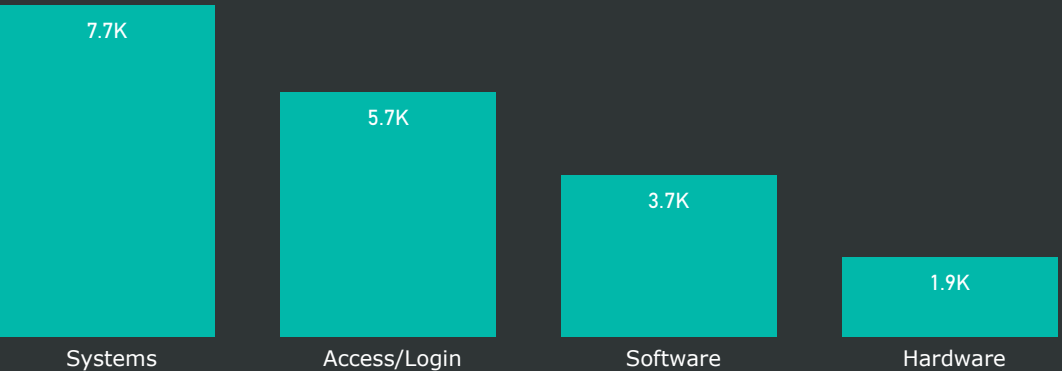
9,135
% YOY 26.09%

Non Compliance SLA Tickets

2,149 is the total Non compliance SLA changes between 2018 and 2017 which is 28.02% YoY change

9,819
% YOY 28.02%

Total Tickets by Filed Against



Total Tickets by Priority

