



## IT HELP DESK ANALYSIS

97K

Tickets\_Handled

2K

Employees

52%

Outside sla %

5

Average\_Resolution

50

Agents

Year

All

Month

All

Quarter

All

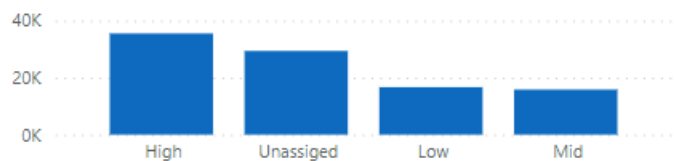
### Tickets Handled

By Issue Type



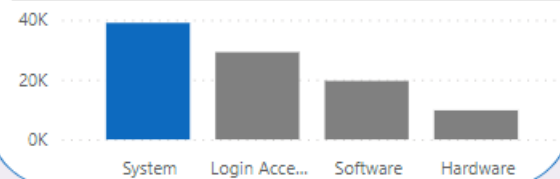
### Tickets Handled

By Priority



### Tickets Handled

By Request Category



### Tickets\_Handled by Year

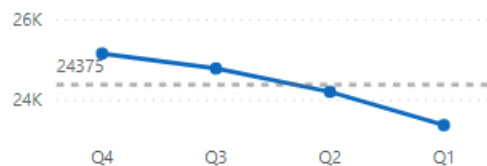


### Tickets Handled

Highest month : October |Max Tickets Handled in the year is 8,495 | Min Tickets Handled 7,242

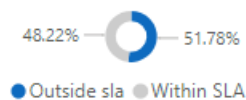


### Tickets\_Handled by Quarter



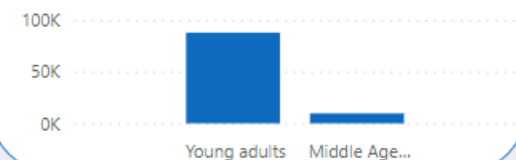
### Resolution Classification

Outside sla is 52% of the Total Tickets handled



### Number of Agents

By age category





## IT HELP DESK ANALYSIS

It type

- ☐ It\_error  
☒ It\_request

Request Type

- ☐ System  
☐ Software\_access

2016

2017

2018

2019

2020

Month

May

Quarter

All

It Type

By Priority Classification



Request Type

By Satisfaction

System Software\_access Hardware Login\_access



Request Type

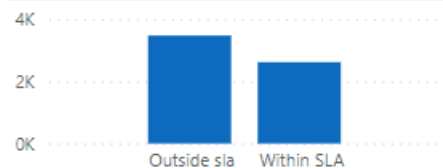
By Satisfaction

System Software\_access Hardware Login\_access



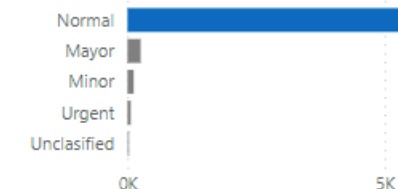
IT Type

By SLA



IT Type

By Severity Classification

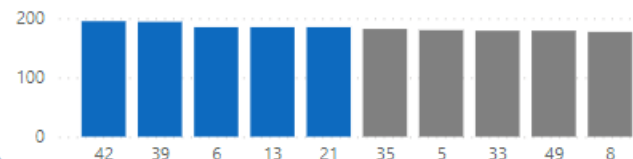


IT Type

By Satisfaction



Tickets Handled By Agent ID



Average Satisfaction By Agent ID



Maximum\_agent

Maximum\_agent\_ticket