Answers Of Objective Question Of Analysis of ItSupport Tickets And Agents

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Objective Questions and Answers

Q-1.What is the total no. of attributes present in the data?

Answer: The table 1 dataset contains 10 attributes.
The table 2 dataset contains 6 attributes.

Q-2. Which columns have inconsistent or missing values, and what is thecount of such values?
Answer: No columns have inconsistent or missing values.

Q-3. What is the average daily ticket volume over time?

Answer: The average daily ticket volume is 35.96
=AVERAGE(L33:L63)

Q.4
What is the distribution of ticket categories (e.g., Login Access, System, Software)?
Answer:

Row Labels	Count of ID Ticket
Hardware	9733
Login Access	29193
Software	19570
System	39002
Grand Total	**97498**

System Requests: 39,002
Login Access Requests: 29,193
Software Requests: 19,570
Hardware Requests: 9,733

Q-5.How many tickets has each agent handled?
Answer: Tickets handled by agents range from 1,856 to 2,027, varying by agentID.

Row Lat	Count of ID Ticket
1	1969
2	1968
3	2021
4	1988
5	2000
6	1949
7	1935
8	1960
9	1949
10	1974
11	1956
12	1897
13	1856
14	1942
15	1991
16	1926
17	1961
18	1892
19	1984
20	1920
21	1889
22	1966
23	1915
24	2003
25	1906
26	1963
27	1968
28	1946
29	1931
30	1963
31	1987
32	1974
33	1958
34	1927
35	2007
36	1913
37	1931
38	1938
39	2026
40	1920
41	1966
42	1945
43	1897
44	1943
45	1929
46	1950
47	1933
48	2027
49	1890
50	1949
Grand Tot	97498

Q-6.How can you extract the domain from the email addresses in the ITAgents sheet?
Answer: Extract the domain using email.split('@')[1].
Or
We can extract the domain by using Power Query editor
Step. Go to extract then choose text between eliminator.

Text Between Delimiters
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Q-7. How can you find the full name of an agent given their Agent ID?

Answer: Use the VLOOKUP formula in Excel:

=VLOOKUP(D1,IT_Agents_1[[#All],[Agent ID]:[Full Name]],2,FALSE)

Q-8. What is the count of each issue type (e.g., IT Error, IT Request)?

Answer:

IT Request: 73,220
IT Error: 24,278

Row Labels	Count of ID Ticket
IT Error	24278
IT Request	73220
Grand Total	**97498**

Q-9. What is the daily average resolution time for tickets?

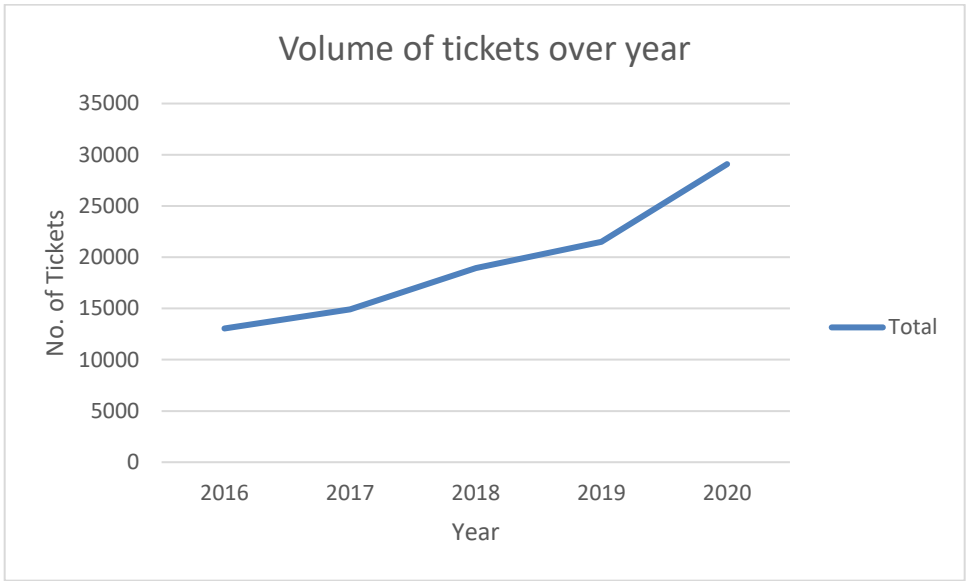
Answer: The average resolution time is 4.55 days for tickets.

Row Labels	Average of Resolution Time (Days)
⊞2016	4.551758486
⊞2017	4.530070399
⊞2018	4.558668355
⊞2019	4.520800372
⊞2020	4.585911716
Grand Total	4.553149808

Q-10. How has the volume of tickets changed over time?

Answer: There is an upward trend in ticket volume, especially from 2018 onwards.

Row Labels	Count of ID Ticket
2016	13051
2017	14915
2018	18954
2019	21490
2020	29088
Grand Total	97498



Q-11.What is the average age of the IT agents?

Answer: 39.4 years.
Syntax:
=SUM(IT_Agents[Age])/50

Q-12.Is there a correlation between the severity of issues and the resolutiontime?
Answer: The correlation coefficient is 0.027, indicating a weak correlation.

	Severity2	*Priority2*
Severity2	1	
Priority2	0.027791	1

Severity2 vs. Priority2 correlation = 0.02791

This value is very close to **0**, indicating that there is **little to no linear relationship** between the variables *Severity2* and *Priority2*.

Q-13. How many categorical columns are there in the data?
Answer: There are 8 categorical columns.
Categorical Data Columns:
ID Ticket:
Unique identifiers for each ticket, treated as categorical because they label individual records.
Fecha:
Date column, which can be considered categorical (though often treated as temporal data for analysis).
Employee ID:
Unique identifiers for employees, treated as categorical because they group or label employees.
Agent ID:
Unique identifiers for agents, also treated as categorical for grouping purposes.
Request Category:
Represents the type of request (e.g., "Login Access"), clearly categorical.
Issue Type:
Describes the type of issue (e.g., "IT Request"), clearly categorical.
Severity:
Labels the severity level (e.g., "2 - Normal"), which is categorical but could also be ordinal if severity levels are ranked.
Priority:
Represents the priority level (e.g., "3 - High"), another categorical field with potential ordinal interpretation.