Analyzing Helpdesk Ticket Trends and Performance
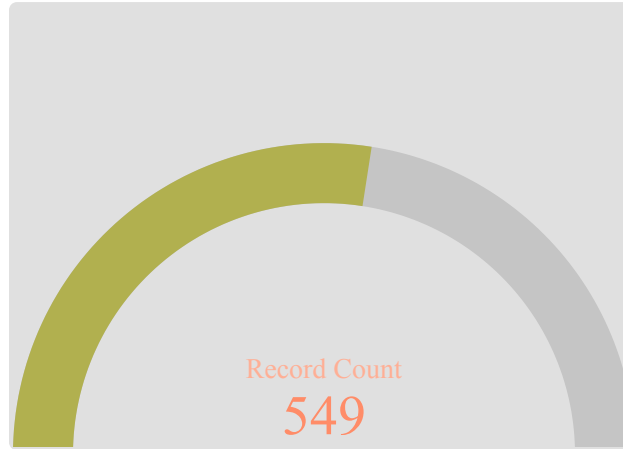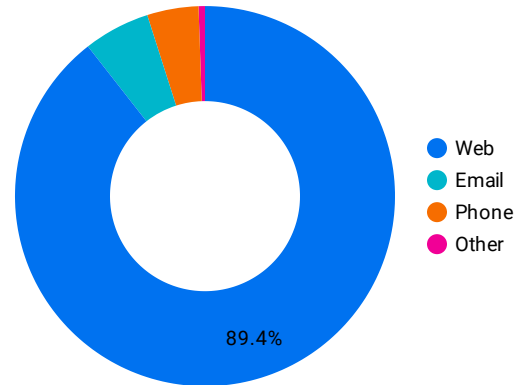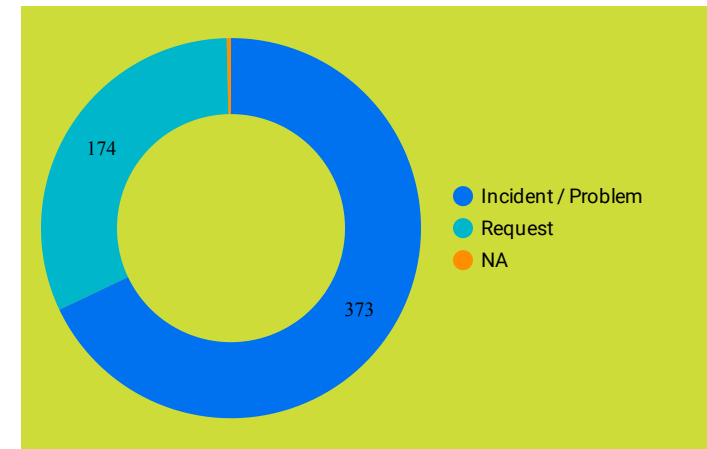
Total tickets Count
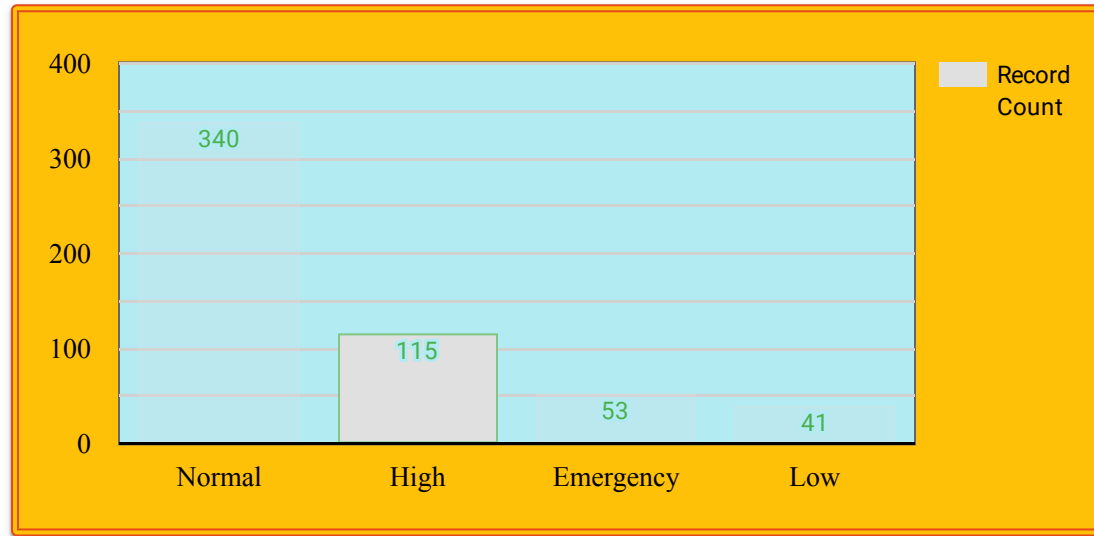
Record Count
549
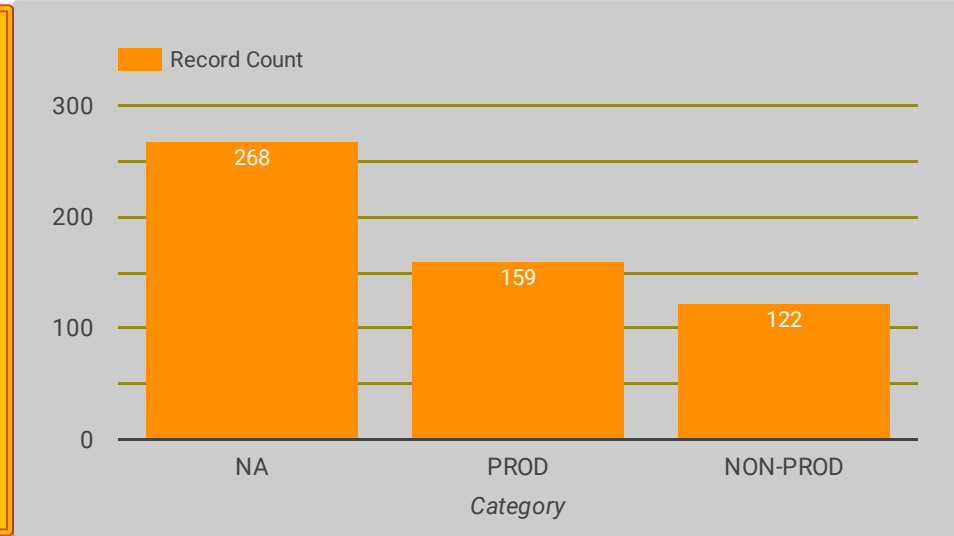
Summary Ticket Source

- Web
- Email
- Phone
- Other

89.4%

Ticket Type

174

373

- Incident / Problem
- Request
- NA

Tickets Based on Priority

Record Count

Priority	Count
Normal	340
High	115
Emergency	53
Low	41

Total tickets based on Category

Record Count

Category	Count
NA	268
PROD	159
NON-PROD	122

Agent Assigned on Priority Level

- Normal
- High
- Emerg…
- Low

Jared Smith: 263, 96, 44, 26
Raya Musk: 36
Stellar Murad: 17, 10, 6, 1, 3
Jose Satary: 6, 1
Satya Prakash: 12, 15, 3, 1
Mark Jikkins: 3, 5, 1
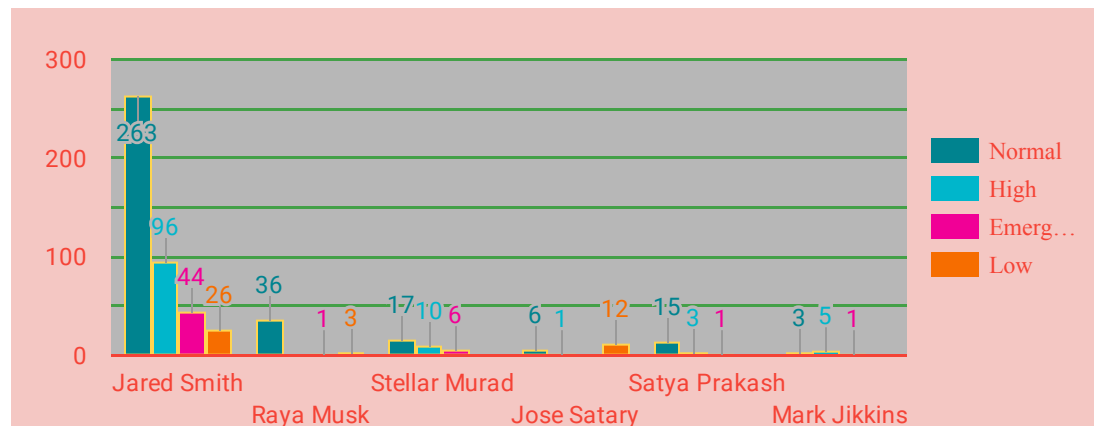
Overdue Ticket Analysis: Origin and Priority Matrix

- Normal
- High
- Emergency
- Low

DEVELOPMENT: 47, 11
TEST: 61, 4
PRODUCTION: 90, 25
NA: 142, 75