Analysis of Help Desk Tickets Dashboard

Date : 14 Aug 2024

Introduction

This Presentation   based on Looker Studio provides a comprehensive view of the help desk's performance, ticket distribution, priority levels, and agent efficiency

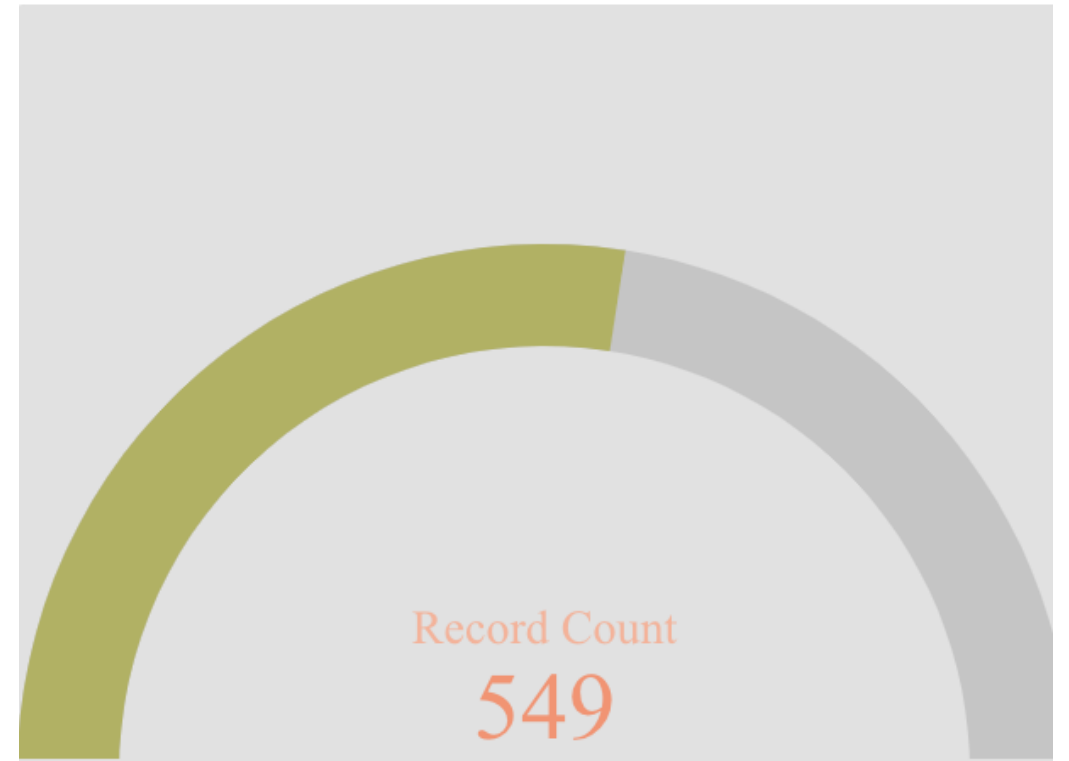**Objective:** Provide an overview of helpdesk ticket trends and performance.

Data Source: Helpdesk ticket data from 2018 to 2023. Data provide by Techway Placement Program.

Key Focus Areas:

- Total ticket count
- Ticket sources
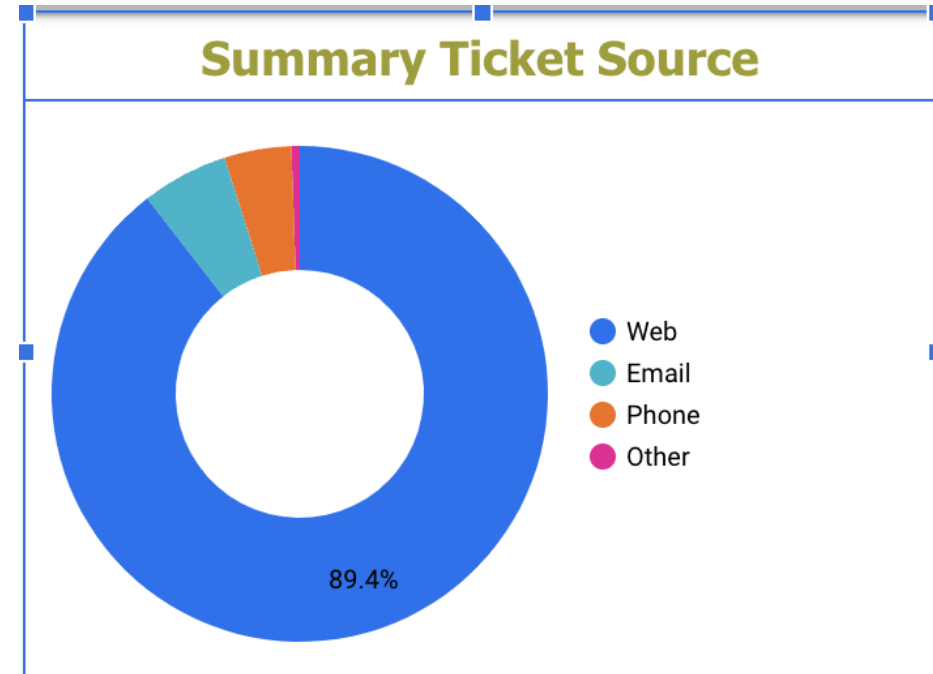- Priority levels
- Overdue tickets

Total Tickets Count

Total Tickets is 549, this is the overall number of tickets analysed.

Record Count
549

Ticket Source Distribution

- **Web**
  - ✓ 89.4% The majority of tickets are sourced through the web, indicating a strong preference or effective usability of the web-based ticketing system.

- **Email, Phone, Other**
 - ✓ The remaining tickets are divided among email 5.6%, phone 4.4%, and other sources.

Summary Ticket Source

Legend:
- Web
- Email
- Phone
- Other

89.4%

Tickets Based on Priority
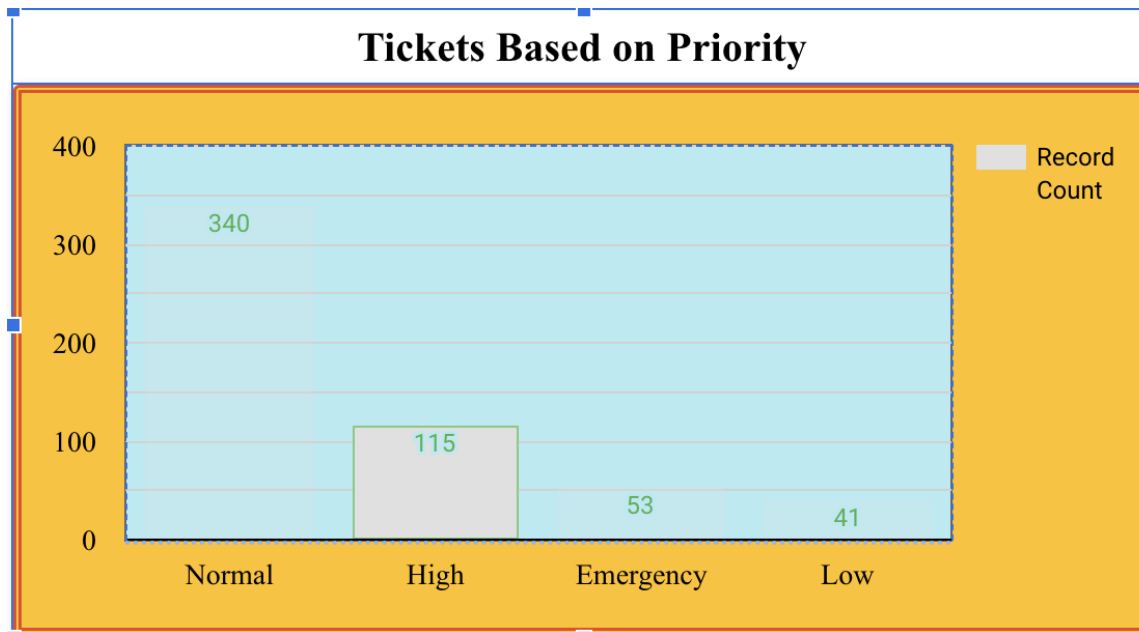
Ticket Priority Levels

- Normal: 340 tickets
  - ➤ Most tickets are categorized under normal priority, which is expected in routine operations.

- High: 115 tickets
  - ➤ A significant number of tickets are of high priority, indicating frequent urgent issues that may require more immediate attention or resources.

- Emergency: 53 tickets
  - ➤ A smaller yet critical number of tickets are classified as emergencies. This requires close monitoring to ensure quick resolution.

- Low: 41 tickets
  - ➤ The lowest number of tickets fall under low priority, suggesting minimal trivial issues being reported.

Ticket Type Distribution

- Incident/Problem: 373 tickets
  - The majority of the tickets are related to incidents or problems, pointing to areas where service reliability might need improvement.

- Request: 174 tickets
  - A significant portion of tickets are service requests, which could be related to new services, permissions, or general inquiries.

- NA: 2 tickets
  - A negligible number of tickets are not categorized, which may require data quality checks or a review of the ticketing process.


Ticket Type

- 174
- 373
- Incident / Problem
- Request
- NA
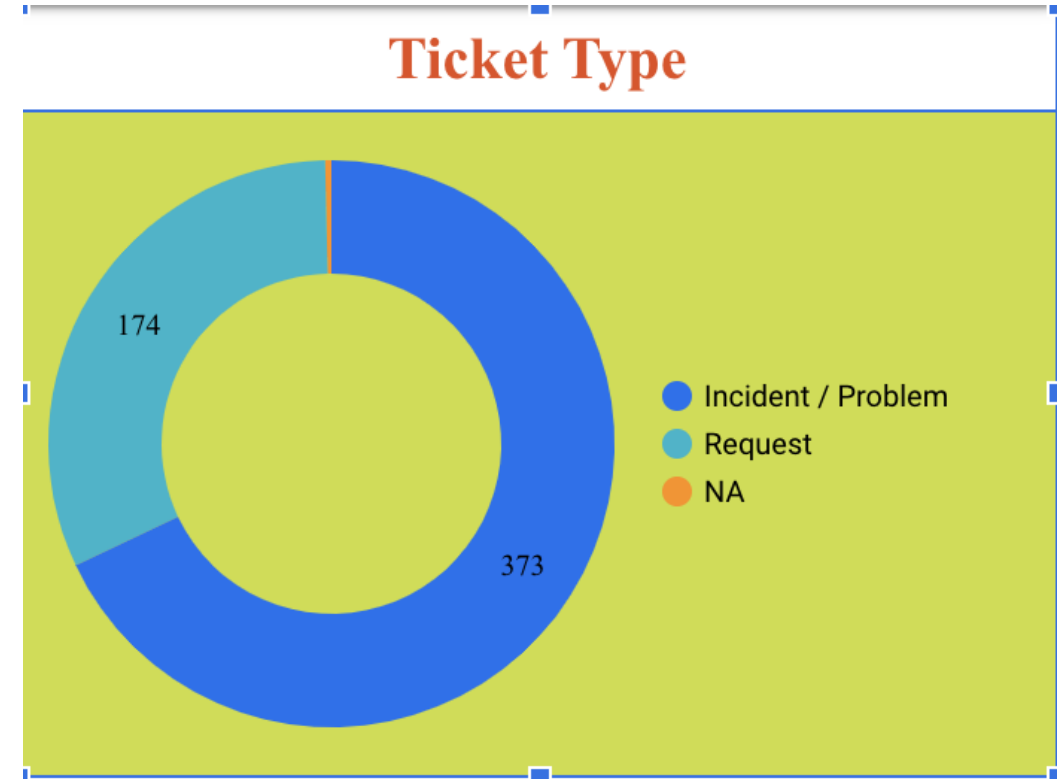
Agent Assignment on Priority Levels

Agents Performance

❖ **Jared Smith:** Handles a large volume of normal priority tickets (263).

❖ **Raya Musk, Stellar Murad:** Focus on a mix of normal and high-priority tickets.

❖ **Jose Satary, Satya Prakash:** Handle a variety of tickets, with Jose focusing more on emergencies.

❖ **Mark Jikkins:** Appears to handle the least amount of tickets, potentially indicating a specialized role or lighter workload.

Agent Assigned on Priority Level

Overdue Ticket Analysis: Origin and Priority Matrix
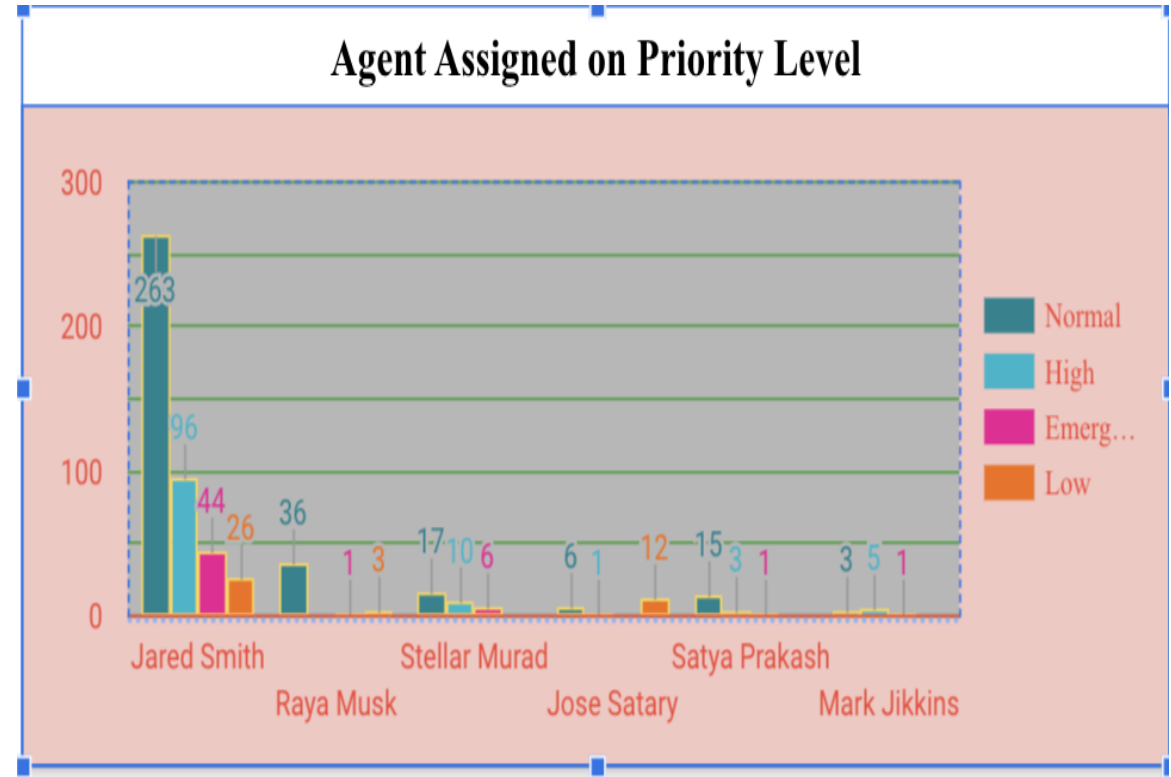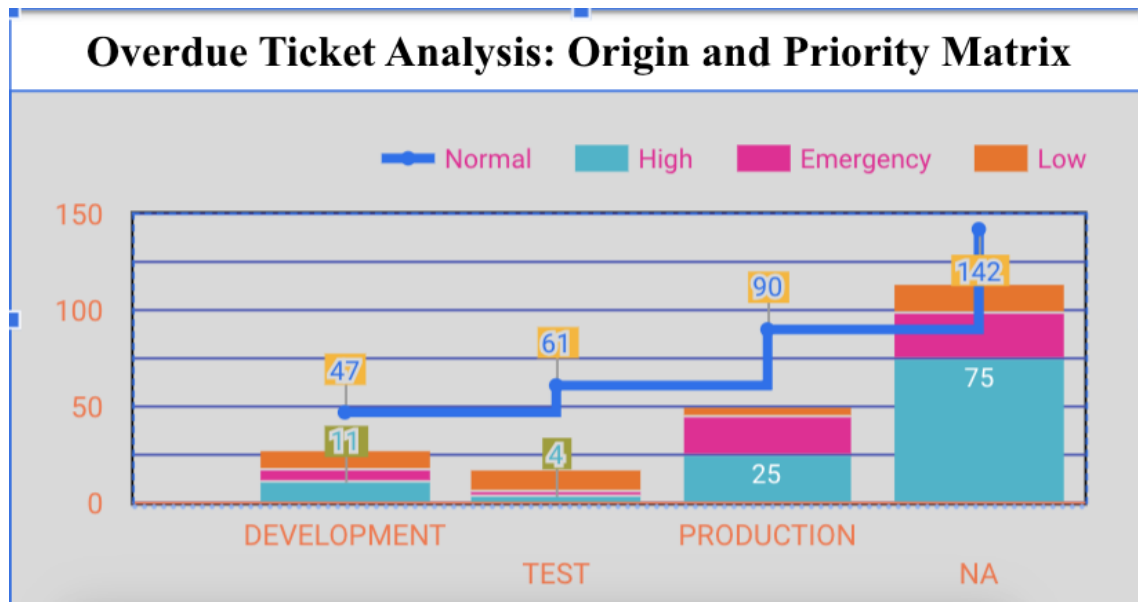
Overdue Ticket Analysis: Origin and Priority

Matrix Observations

- **High Overdue Tickets in Production:** The majority of overdue tickets are in the production environment, especially under the normal priority category. This could suggest bottlenecks in resolving issues in the live environment.

- **Lower Overdue Tickets in Test and Development:** These environments have fewer overdue tickets, indicating better management or fewer issues in pre-production stages.

- **Emergency Overdue Tickets:** There are emergency tickets overdue, which is concerning and may require immediate action to prevent serious disruptions.