IT Helpdesk Tickets Dashboard

Total Tickets
97K
+42.5% Vs. PY 🟢

Avg Resolution Time
4.6
+0.3% Vs. PY 🟢

Customer Satisfaction
82%

612
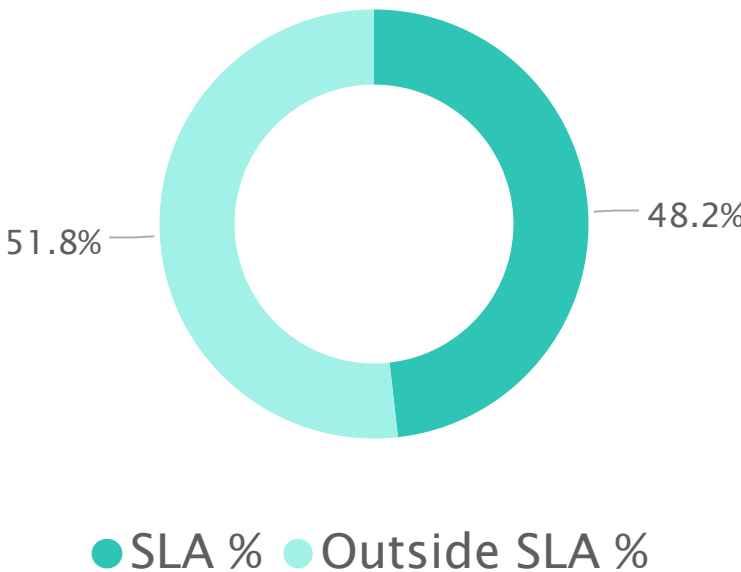Urgent & Prioritized Tickets Resolved

25K
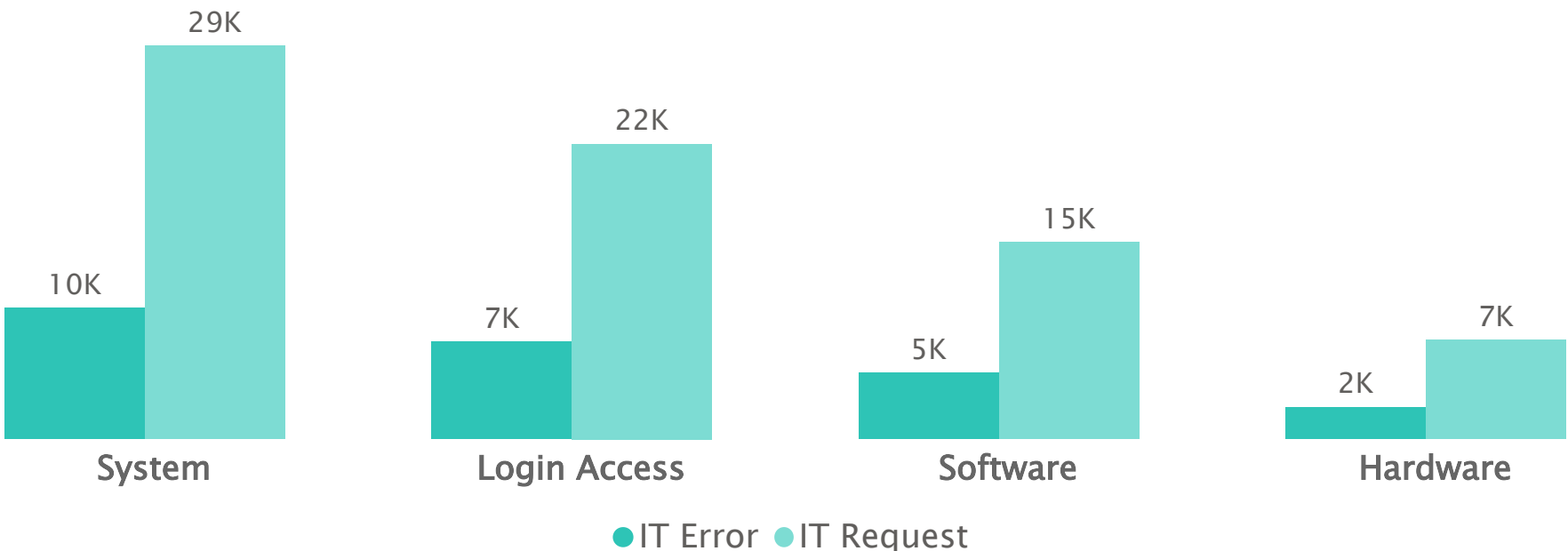Same Day Resolved Tickets

Within SLA (Resolution Days < 3.5)

47K Within SLA

50K Outside SLA

51.8% · 48.2%

● SLA % ● Outside SLA %

Tickets Trend   [Y] Q M W D

30K
25K
20K
15K

2016 2017 2018 2019 2020

Tickets By Issue Category | Request   [Total Tickets] Avg Resolution Time

System	Login Access	Software	Hardware
29K / 10K	22K / 7K	15K / 5K	7K / 2K

● IT Error ● IT Request
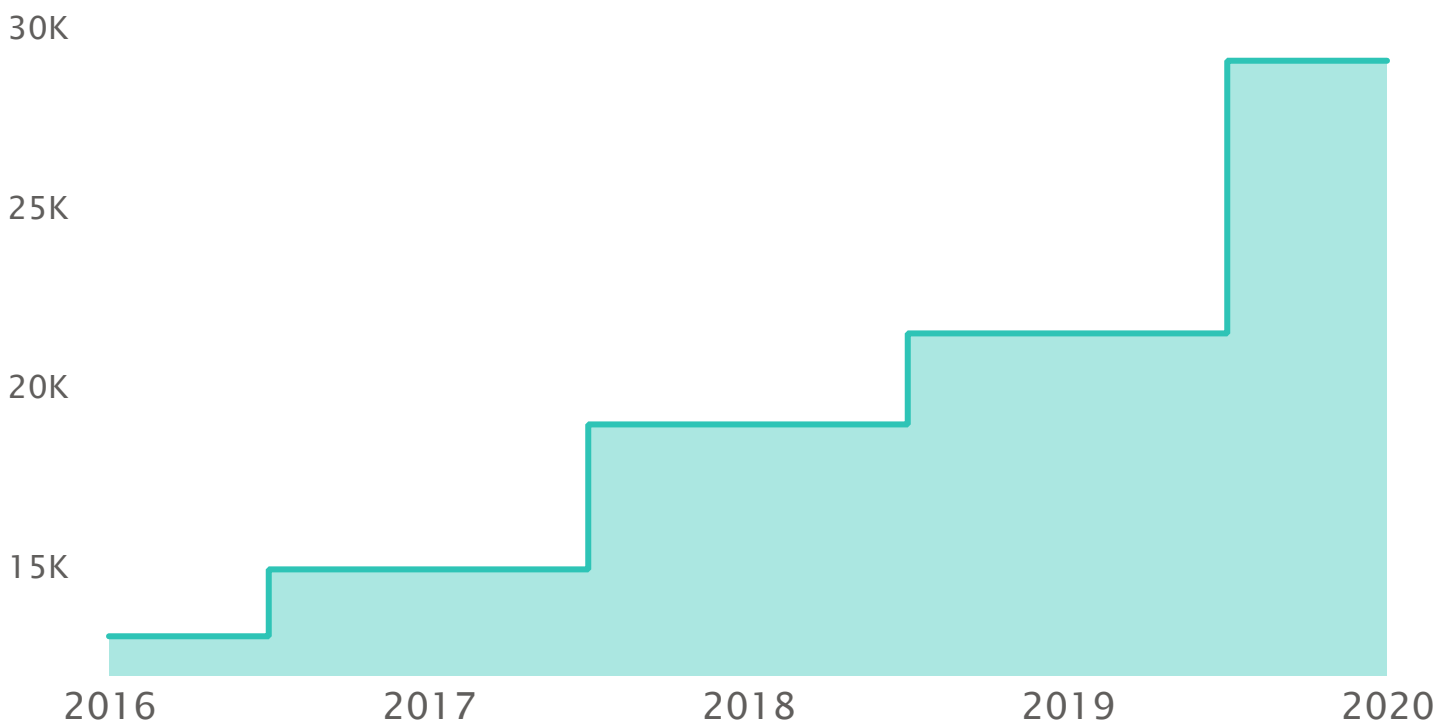
Tickets By Priority | Severity

Severity ▼	High	Low	Mid	Unassiged
Urgent	0.61K	0.17K	0.20K	0.41K
Major	2.08K	0.61K	0.71K	1.43K
Normal	32.08K	15.28K	14.47K	26.83K
Minor	0.68K	0.55K	0.41K	0.63K
Unclasified	0.11K	0.08K	0.06K	0.12K

IT Helpdesk Agent Dashboard

Highest Rated Agent

Diana Rojo

1927	3.6	4.6
Tickets	Time	Rating

Lowest Rated Agent

Alfonso Barraza

1984	5.0	3.0
Tickets	Time	Rating

Fastest Agent

Jesus Grajeda

1968	3.6	4.5
Tickets	Time	Rating

Slowest Agent

Jesus Contreras

2026	5.6	4.3
Tickets	Time	Rating

Agent Rating

4.1

Tickets by Age Group

- 30–40: 47K
- 20–30: 29K
- 40–50: 22K

Rating Counts

- 1: 10K
- 2: 2K
- 3: 7K
- 4: 28K
- 5: 51K
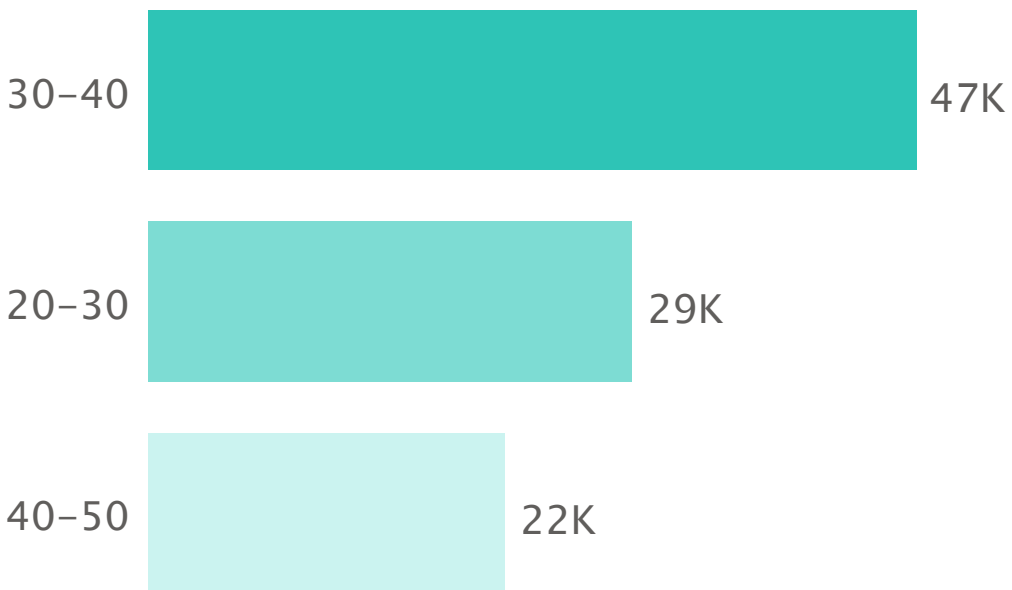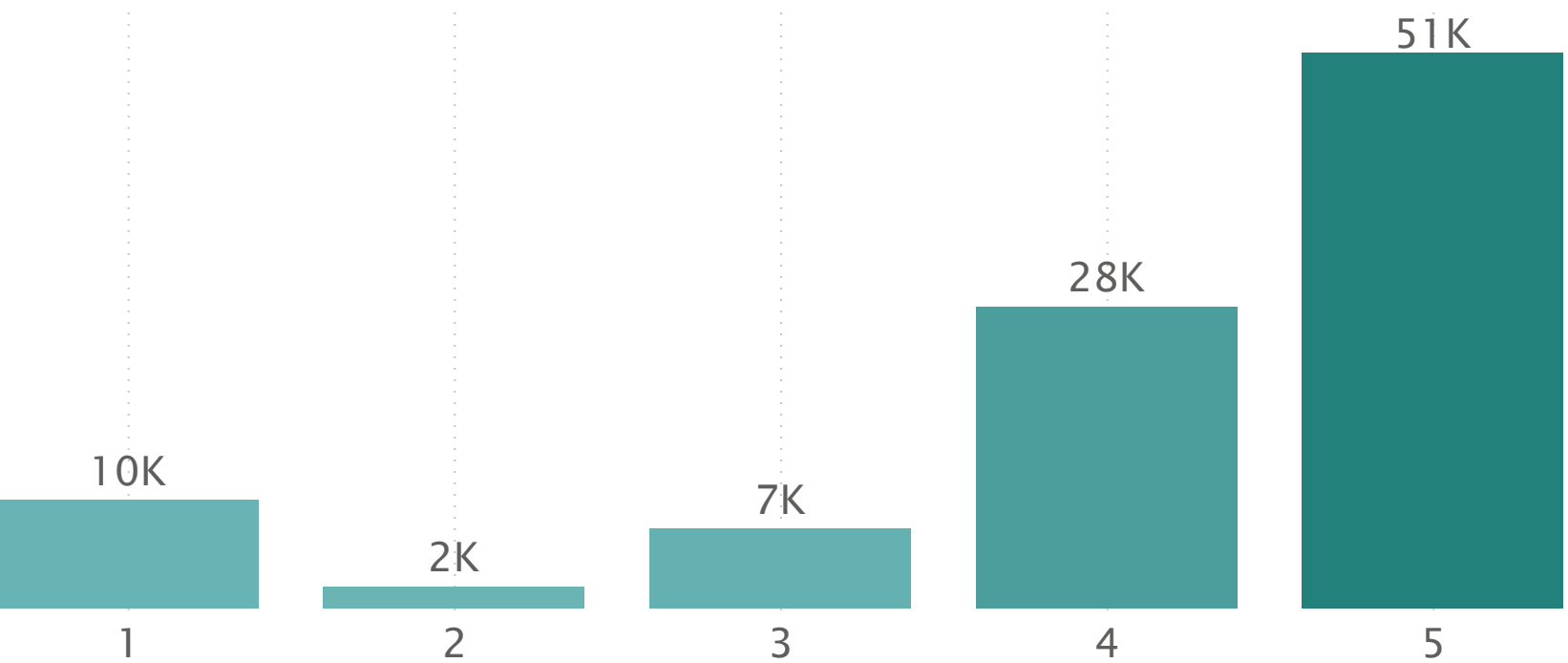
Agent Performance

Top 5 | Bottom 5 | All

Agent	Tickets	Resolution Time	Rating
Alberto Barraza	1988	5.2	4.2
Alberto Casillas	1974	4.3	4.4
Alberto Gastelum	1889	3.7	4.4
Alberto Trejo	1949	5.3	3.6
Aldo Carrillo	1966	4.6	3.8
Alfonso Barraza	1984	5.0	3.0