

IT Service Tickets Su...

Open Tickets

Closed Tickets and Servi...

FOFC Tickets and Servic...

Tickets Analysis by Dim...

Opened

TOP RANKED

15-30 days (11) >

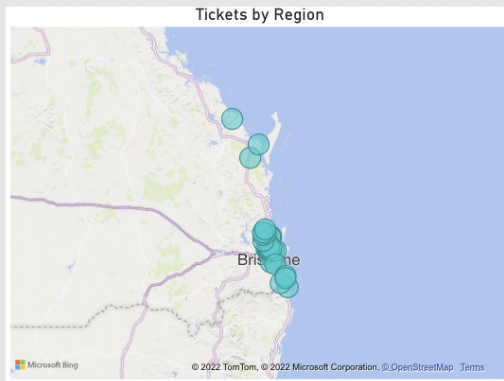
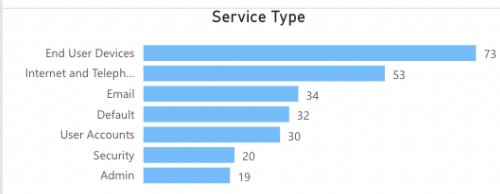
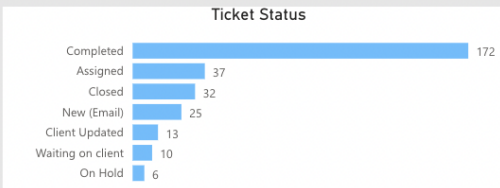
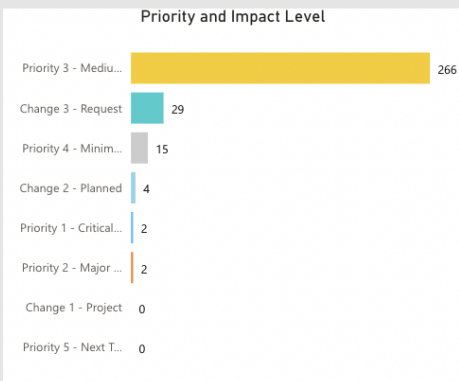
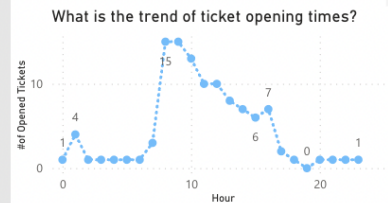
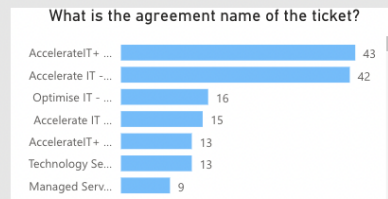
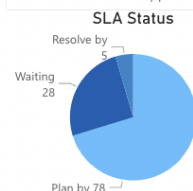
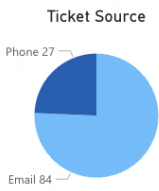
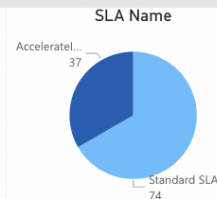
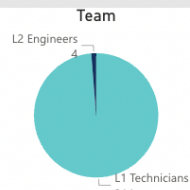
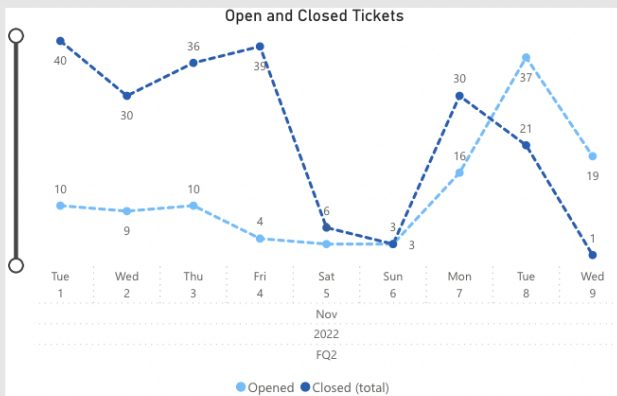
1. Assigned
2. Awaiting Scheduling
3. Client Updated
4. In Progress
5. New

8-14 days (11) >

1. Assigned
2. Awaiting Scheduling
3. Client Updated
4. In Progress
5. Needs Info



Open	Open>7Days	CLOSED	NEW	NEW (EMAIL)	CLIENT UPDATED	ASSIGNED
111	111	206	3	25	13	37



Open Tickets

Closed Tickets and Serv...

FOFC Tickets and Servic...

Tickets Analysis by Dim...

Opened

TOP RANKED

15-30 days (11) >

1. Assigned

2. Awaiting Scheduling

3. Client Updated

4. In Progress

5. New

8-14 days (11) >

1. Assigned

2. Awaiting Scheduling

3. Client Updated

4. In Progress

5. Needs Info

←

2022
Q2
Nov Dec Q3 Jan Feb Mar Q4 Apr May Jun Q1 Jul Aug Sep Q2 Oct Nov

2023

Calendar Year

2023

Opened

111

Opened>7Days

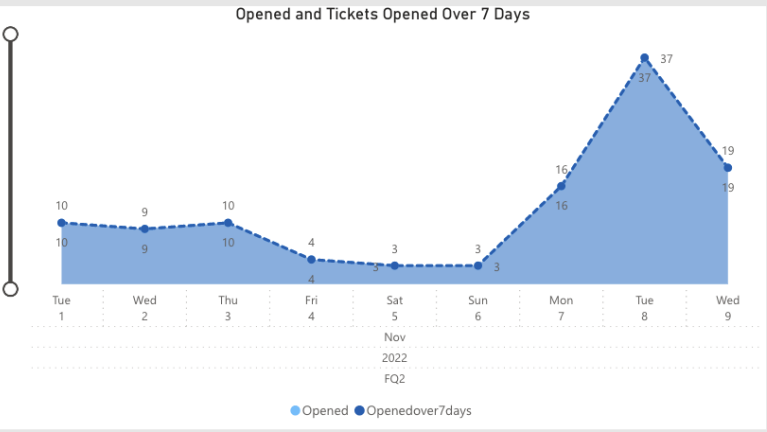
111

Opened Tickets			
Status	Board	Date Entered	Count
Assigned	L1 Service Board	08 November 2022	13
New (Email)	L1 Service Board	08 November 2022	11
Assigned	L1 Service Board	09 November 2022	7
Assigned	L1 Service Board	07 November 2022	6
Client Updated	L1 Service Board	08 November 2022	5
Assigned	L1 Service Board	01 November 2022	4
New (Email)	L1 Service Board	09 November 2022	4
Assigned	L1 Service Board	02 November 2022	3
Assigned	L1 Service Board	03 November 2022	3
Client Updated	L1 Service Board	01 November 2022	2
Client Updated	L1 Service Board	03 November 2022	2
New	L1 Service Board	09 November 2022	2
New (Email)	L1 Service Board	02 November 2022	2
New (Email)	L1 Service Board	04 November 2022	2
New (Email)	L1 Service Board	06 November 2022	2
New (Email)	L1 Service Board	07 November 2022	2
Scheduled	L1 Service Board	07 November 2022	2
Scheduled	L1 Service Board	08 November 2022	2
Total			111

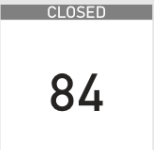
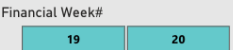
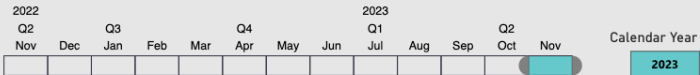
Financial Week#

19

20



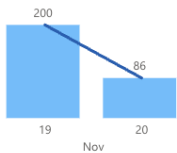
Opened Tickets>7Days					
Status	Board	Date Entered	Opened >7 Days	Opened Days	Count
Assigned	L1 Service Board	08 November 2022	True	14	13
New (Email)	L1 Service Board	08 November 2022	True	14	11
Assigned	L1 Service Board	09 November 2022	True	13	7
Assigned	L1 Service Board	07 November 2022	True	15	6
Client Updated	L1 Service Board	08 November 2022	True	14	5
Assigned	L1 Service Board	01 November 2022	True	21	4
New (Email)	L1 Service Board	09 November 2022	True	13	4
Assigned	L1 Service Board	02 November 2022	True	20	3
Assigned	L1 Service Board	03 November 2022	True	19	3
Total					111



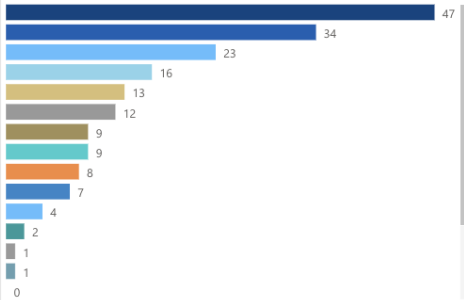
Closed Tickets by FYQTR



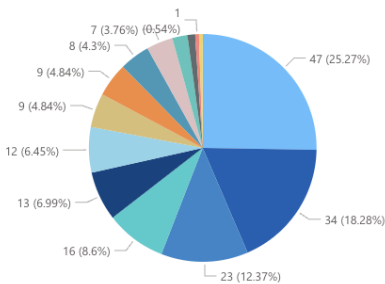
Closed Tickets by Week#



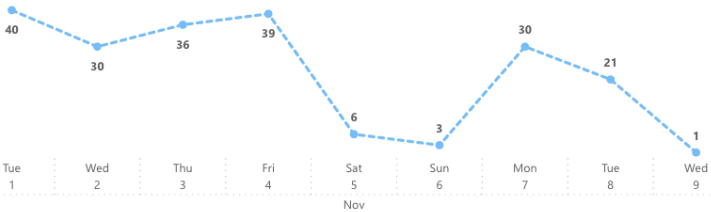
Number of Closed Tickets by Ticket Owner



Proportion of Closed Tickets by Technicians



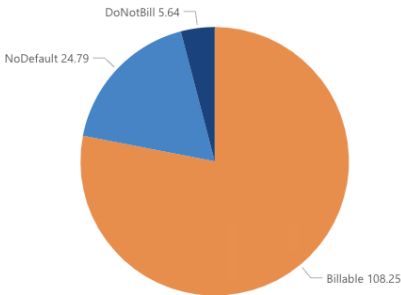
Closed Tickets by Date



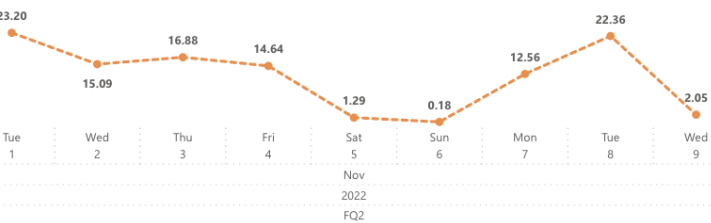
How many actual hours were worked?

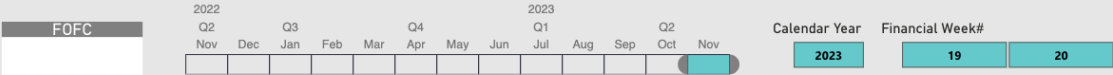
Actual Hours	Billing Method
96.91	Billable
96.91	

Proportion of actual hours worked by billing methods

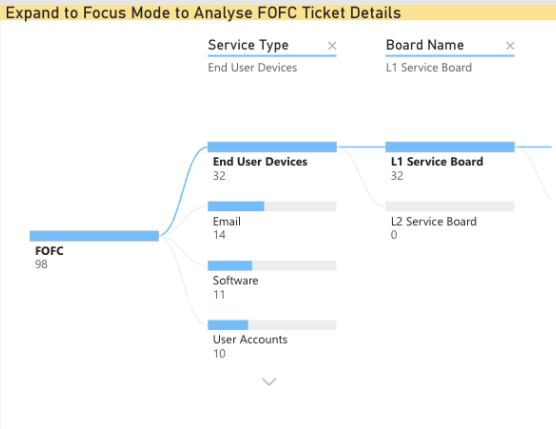
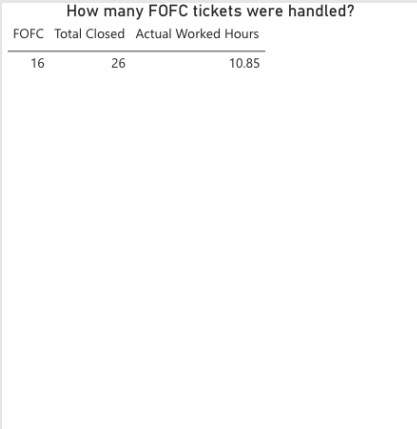
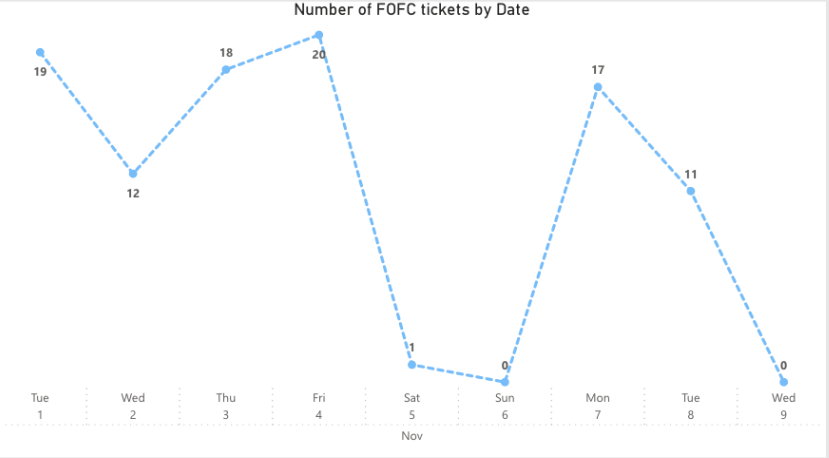
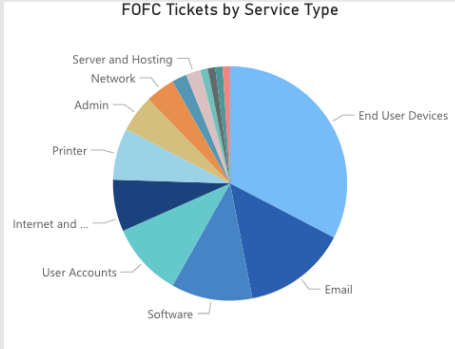
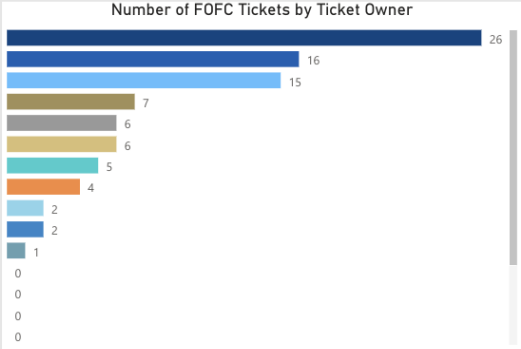
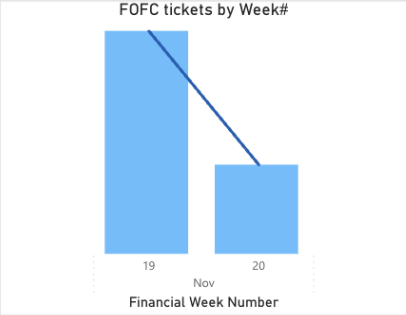
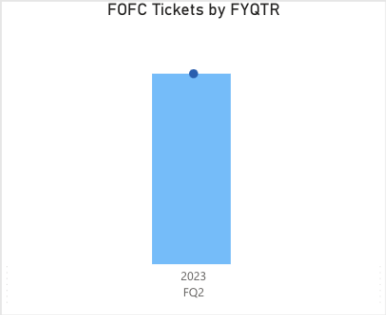


Total Actual Hours Worked by Date





98



IT Service Tickets Summ...

Open Tickets

Closed Tickets and Servi...

FOFC Tickets and Servic...

Tickets Analysis by Di...

