

SUMMARY

Ticket

295

Closed

290

With User

5

of Tickets Over Months

Proportion of Tickets By Type

of Tickets By Type and Category

TIME ANALYTICS

Average Duration for Ticket Resolution

Ticket Type: Incident

Category:

Average Duration for Ticket Response

Ticket Type: Incident

Category:

Last 6 Months Report - DeFiMetrics Group Pty Ltd

Report date: 15th Apr 2025

Select Date

1/1/202410/31/2025

Select Agent (*)

All

Select Status (*)

All

(*) this filter affects to table **TICKETS FROM SYSTEM** only

INFRASTRUCTURE SUPPORT

| Date | Task | Agent |
|------------|---|------------|
| 9/25/2024 | Nulla molestie mattis scelerisque maximus eget fermentum odio | Peyton |
| 9/26/2024 | Dis parturient montes nascetur ridiculus mus donec rhoncus | Sutton |
| 9/30/2024 | Purus est efficitur laoreet mauris pharetra vestibulum fusce | Sutton |
| 9/30/2024 | Urna tempor pulvinar vivamus fringilla lacus nec metus | Sutton |
| 10/1/2024 | Conubia nostra inceptos himenaeos orci varius natoque penatibus | Peyton |
| 10/4/2024 | Lorem ipsum dolor sit amet consectetur adipiscing elit | Sutton |
| 10/4/2024 | Purus est efficitur laoreet mauris pharetra vestibulum fusce | Willow |
| 10/8/2024 | Purus est efficitur laoreet mauris pharetra vestibulum fusce | Peyton |
| 10/10/2024 | Lorem ipsum dolor sit amet consectetur adipiscing elit | Unassigned |
| 10/18/2024 | Iaculis massa nisl malesuada lacinia integer nunc posuere | Reed |
| 10/21/2024 | Lorem ipsum dolor sit amet consectetur adipiscing elit | Peyton |
| 10/21/2024 | Urna tempor pulvinar vivamus fringilla lacus nec metus | Peyton |
| 10/24/2024 | Pretium tellus duis convallis tempus leo eu aenean | Peyton |
| 10/24/2024 | Urna tempor pulvinar vivamus fringilla lacus nec metus | Peyton |
| 10/25/2024 | Semper vel class aptent taciti sociosqu ad litora | Sutton |
| 10/28/2024 | Dis parturient montes nascetur ridiculus mus donec rhoncus | Peyton |
| 10/28/2024 | Nulla molestie mattis scelerisque maximus eget fermentum odio | Peyton |
| 10/28/2024 | Pretium tellus duis convallis tempus leo eu aenean | Sutton |
| 10/29/2024 | Dis parturient montes nascetur ridiculus mus donec rhoncus | Peyton |
| 10/29/2024 | Nulla molestie mattis scelerisque maximus eget fermentum odio | Peyton |
| 11/14/2024 | Lorem ipsum dolor sit amet consectetur adipiscing elit | Peyton |
| 11/18/2024 | Conubia nostra inceptos himenaeos orci varius natoque penatibus | Sutton |
| 11/21/2024 | Nulla molestie mattis scelerisque maximus eget fermentum odio | Peyton |
| 12/12/2024 | Semper vel class aptent taciti sociosqu ad litora | Sutton |
| 1/15/2025 | Semper vel class aptent taciti sociosqu ad litora | Sutton |

TICKETS FROM SYSTEM

| Date Opened | Subject | Site | Ticket Type | Agent |
|------------------------|---|-------------|-----------------|--------|
| 10/3/2024 12:29:15 PM | Ex sapien vitae pellentesque sem placerat in id | USA | Incident | Peyton |
| 10/3/2024 12:53:15 PM | Purus est efficitur laoreet mauris pharetra vestibulum fusce | Head Office | Problem | Peyton |
| 10/3/2024 1:49:11 PM | Ex sapien vitae pellentesque sem placerat in id | USA | Incident | Sutton |
| 10/4/2024 3:58:11 PM | Lorem ipsum dolor sit amet consectetur adipiscing elit | USA | Incident | Willow |
| 10/4/2024 4:08:11 PM | Pretium tellus duis convallis tempus leo eu aenean | USA | Service Request | Willow |
| 10/4/2024 4:14:11 PM | Ex sapien vitae pellentesque sem placerat in id | USA | Incident | Willow |
| 10/4/2024 4:26:11 PM | Urna tempor pulvinar vivamus fringilla lacus nec metus | USA | Incident | Peyton |
| 10/4/2024 4:33:15 PM | Urna tempor pulvinar vivamus fringilla lacus nec metus | USA | Incident | Willow |
| 10/4/2024 4:33:17 PM | Lorem ipsum dolor sit amet consectetur adipiscing elit | USA | Incident | Peyton |
| 10/4/2024 4:33:20 PM | Ex sapien vitae pellentesque sem placerat in id | USA | Incident | Willow |
| 10/4/2024 4:33:22 PM | Ex sapien vitae pellentesque sem placerat in id | USA | Incident | Peyton |
| 10/4/2024 4:36:18 PM | Lorem ipsum dolor sit amet consectetur adipiscing elit | USA | Incident | Peyton |
| 10/4/2024 4:38:13 PM | Ex sapien vitae pellentesque sem placerat in id | USA | Incident | Peyton |
| 10/4/2024 4:38:16 PM | Conubia nostra inceptos himenaeos orci varius natoque penatibus | USA | Incident | Peyton |
| 10/4/2024 4:38:17 PM | Pretium tellus duis convallis tempus leo eu aenean | USA | Incident | Willow |
| 10/4/2024 4:38:19 PM | Iaculis massa nisl malesuada lacinia integer nunc posuere | USA | Incident | Peyton |
| 10/8/2024 2:31:05 AM | Conubia nostra inceptos himenaeos orci varius natoque penatibus | Head Office | Incident | Willow |
| 10/8/2024 10:06:11 AM | Iaculis massa nisl malesuada lacinia integer nunc posuere | USA | Incident | Sutton |
| 10/8/2024 1:03:02 PM | Urna tempor pulvinar vivamus fringilla lacus nec metus | Head Office | Incident | Willow |
| 10/8/2024 2:00:12 PM | Dis parturient montes nascetur ridiculus mus donec rhoncus | Head Office | Incident | Peyton |
| 10/8/2024 5:08:10 PM | Iaculis massa nisl malesuada lacinia integer nunc posuere | Head Office | Incident | Peyton |
| 10/9/2024 9:58:10 AM | Ex sapien vitae pellentesque sem placerat in id | USA | Service Request | Sutton |
| 10/9/2024 11:40:50 AM | Purus est efficitur laoreet mauris pharetra vestibulum fusce | Head Office | Incident | Willow |
| 10/9/2024 12:51:50 PM | Lorem ipsum dolor sit amet consectetur adipiscing elit | Head Office | Incident | Willow |
| 10/9/2024 1:34:11 PM | Lorem ipsum dolor sit amet consectetur adipiscing elit | Head Office | Incident | Willow |
| 10/9/2024 2:28:22 PM | Conubia nostra inceptos himenaeos orci varius natoque penatibus | Head Office | Incident | Willow |
| 10/9/2024 2:34:40 PM | Purus est efficitur laoreet mauris pharetra vestibulum fusce | Head Office | Incident | Willow |
| 10/9/2024 2:53:45 PM | Nulla molestie mattis scelerisque maximus eget fermentum odio | Head Office | Incident | Willow |
| 10/9/2024 2:54:50 PM | Iaculis massa nisl malesuada lacinia integer nunc posuere | Head Office | Incident | Willow |
| 10/10/2024 10:03:15 AM | Dis parturient montes nascetur ridiculus mus donec rhoncus | Head Office | Service Request | Sutton |
| 10/10/2024 10:08:10 AM | Lorem ipsum dolor sit amet consectetur adipiscing elit | USA | Incident | Peyton |
| 10/11/2024 12:04:11 PM | Iaculis massa nisl malesuada lacinia integer nunc posuere | USA | Incident | Peyton |
| 10/11/2024 12:42:47 PM | Ex sapien vitae pellentesque sem placerat in id | USA | Incident | Unassi |
| 10/12/2024 4:20:38 AM | Semper vel class aptent taciti sociosqu ad litora | Head Office | Incident | Willow |
| 10/14/2024 4:29:51 PM | Iaculis massa nisl malesuada lacinia integer nunc posuere | USA | Incident | Sutton |