

Helpdesk *Dashboard*

7

Number of Institutions

32K

Total Incidents

28.91K

Total Resolved Incidents

00:07:35

Average Handle Time (SLA)

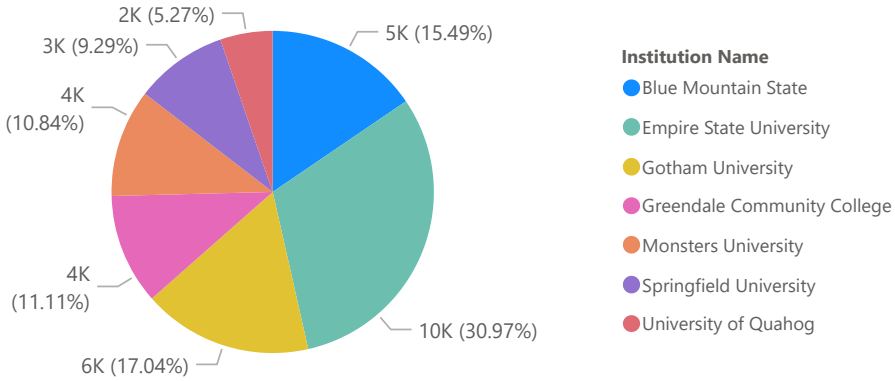
00:02:18

Average Speed of Answer (SLA)

Helpdesk Summary

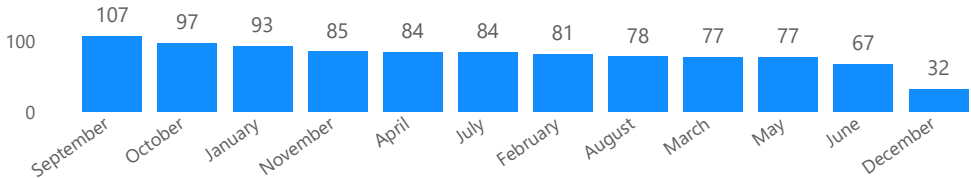
Institution Name	Incidents	Incidents Resolved	Calls Offered	Handled Calls
Empire State University	9998	5557	3443	2192
Gotham University	5500	191	321	196
Blue Mountain State	5000	7188	3145	2689
Greendale Community College	3586	6789	3427	2653
Monsters University	3500	6018	7330	4728
Springfield University	3000	2114	2756	1973
University of Quahog	1700	1051	923	649
Total	32284	28908	21345	15080

of Incidents by Institution

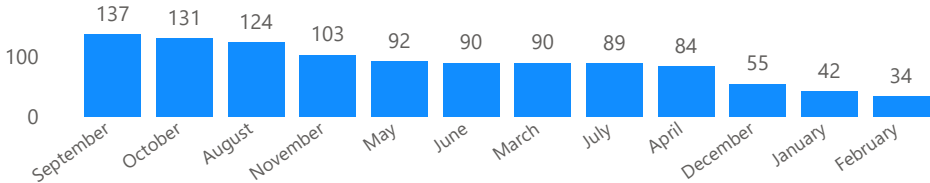


SLA Violations Per Month

Handle Time



Speed of Answer





Linda Xiong

Helpdesk - Incidents & Performance

00:07:35

Average Handle Time (SLA)

00:02:18

Average Speed of Answer (SLA)

32K

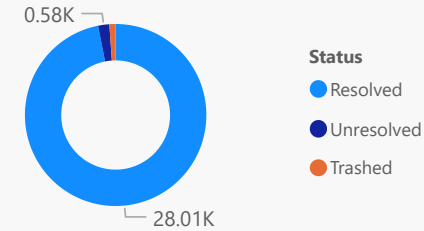
Total Incidents

01:17:05

Average Handle Time

00:40:53

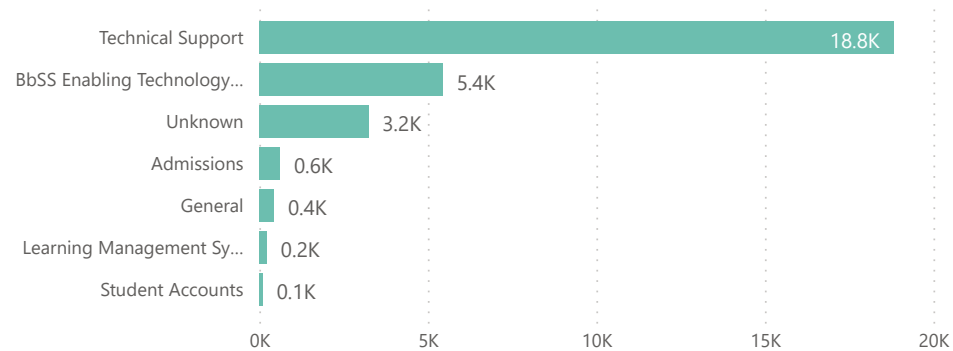
Average Speed of Answer



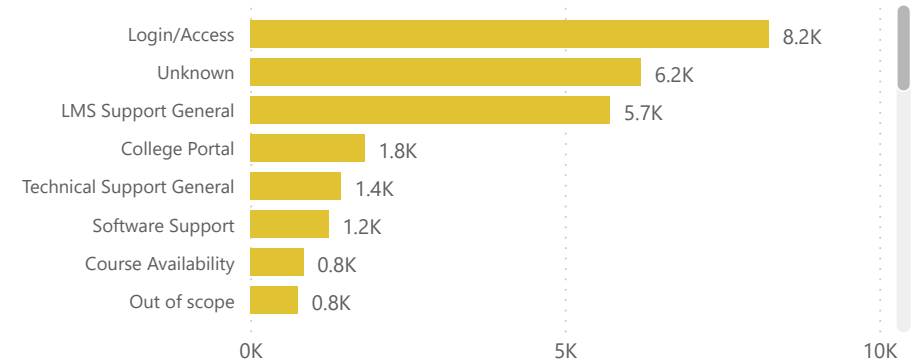
Institution



Incidents - Requests



Incidents - Request Types

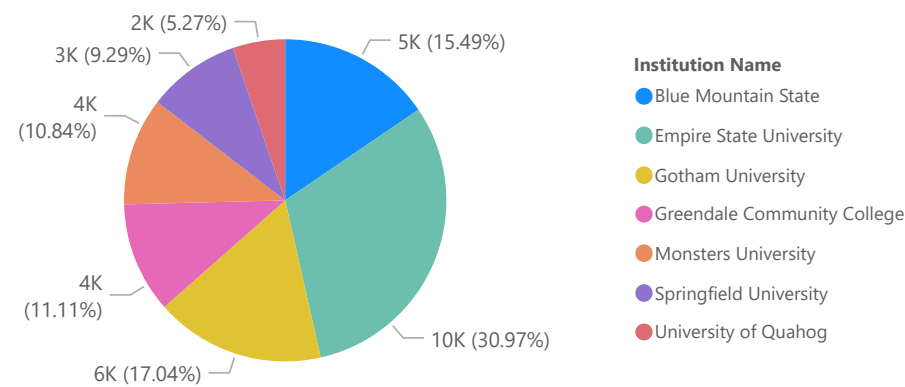




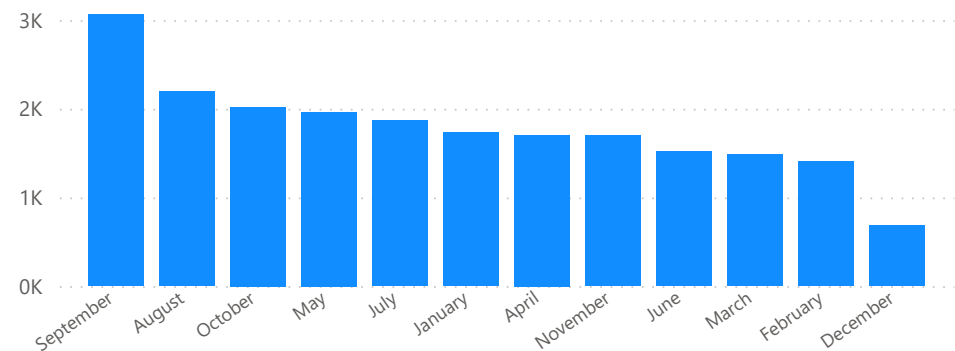
Helpdesk - *Call Information*

Linda Xiong

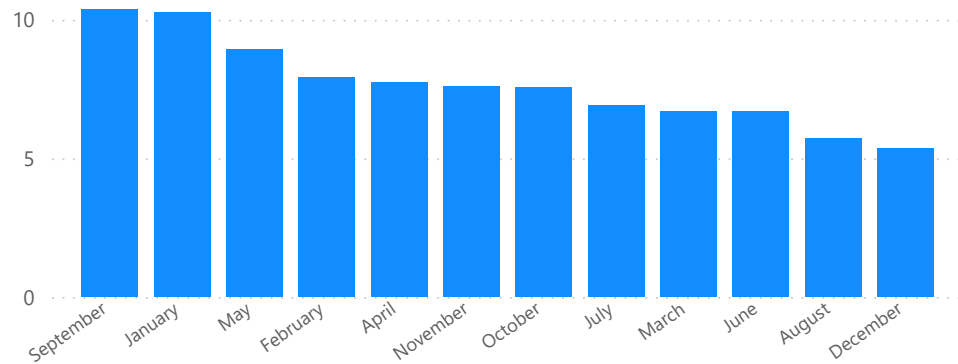
of Incidents by Institution



Average Number of Offered Calls by Month



Average Number of Handled Calls by Month



Average Answer Time by Month

