

Record Count
533

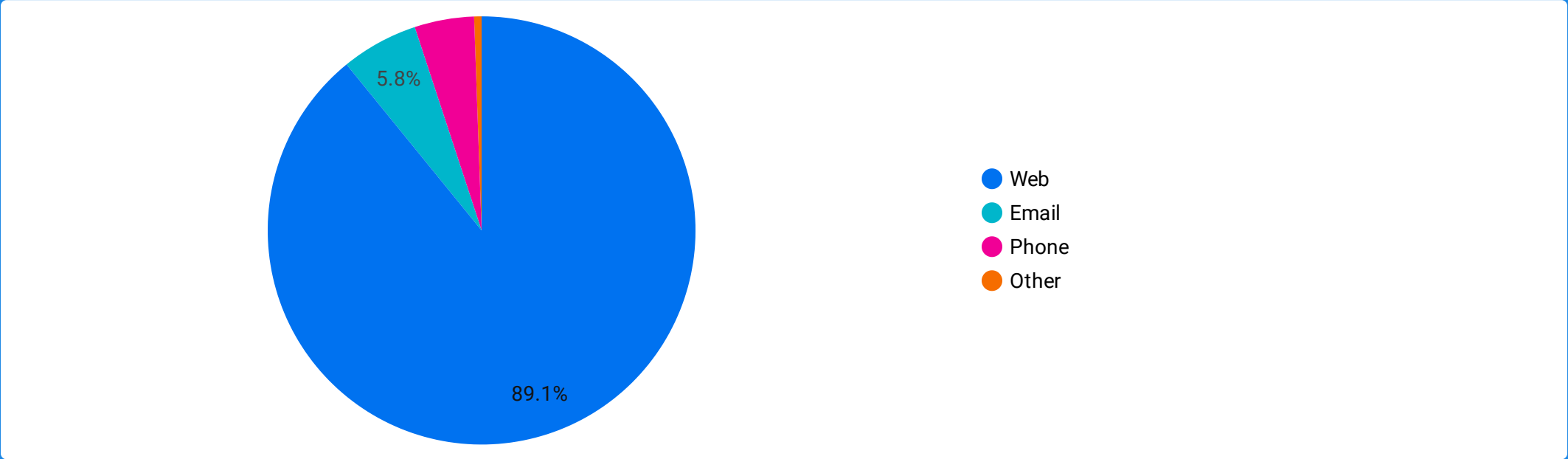
Ticket
Number
Enter ...

Subject

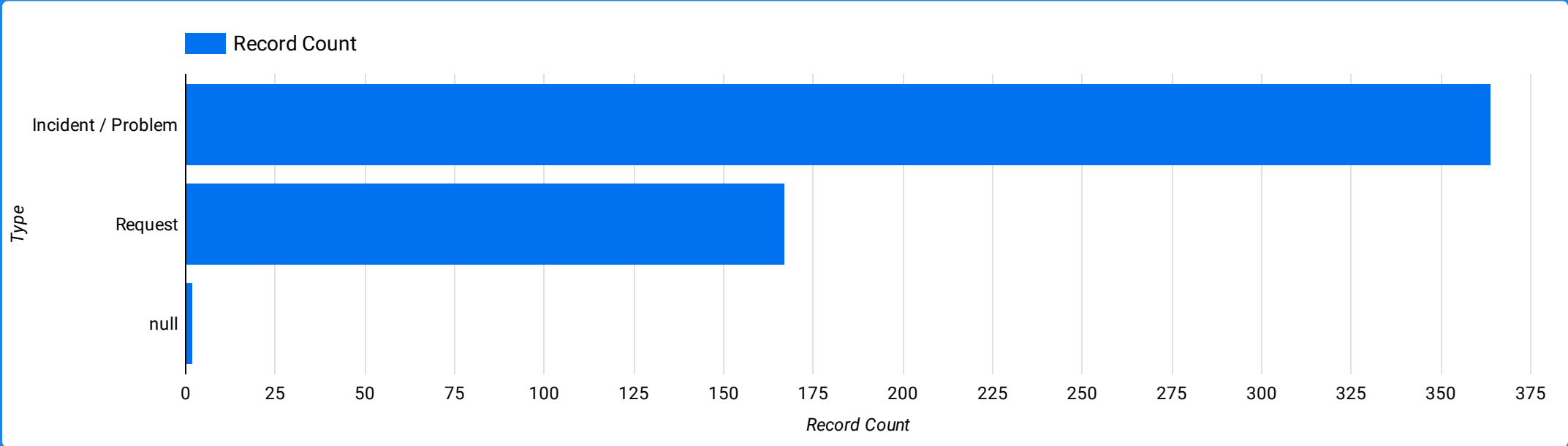
Priority

Breached SLA?

Summary of Ticket Sources



Total Tickets based on Type



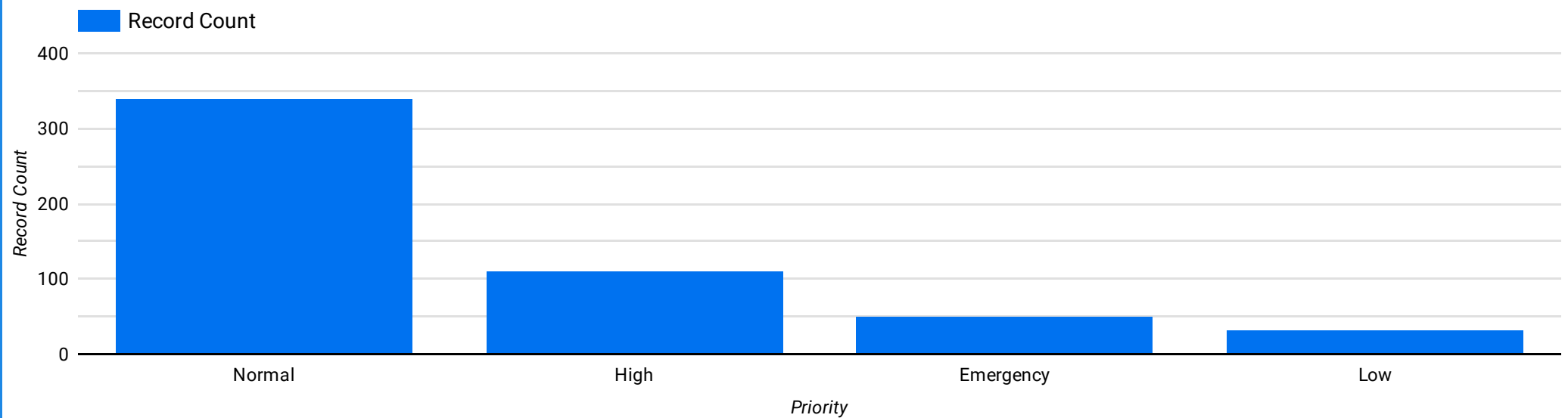
533

Enter ...

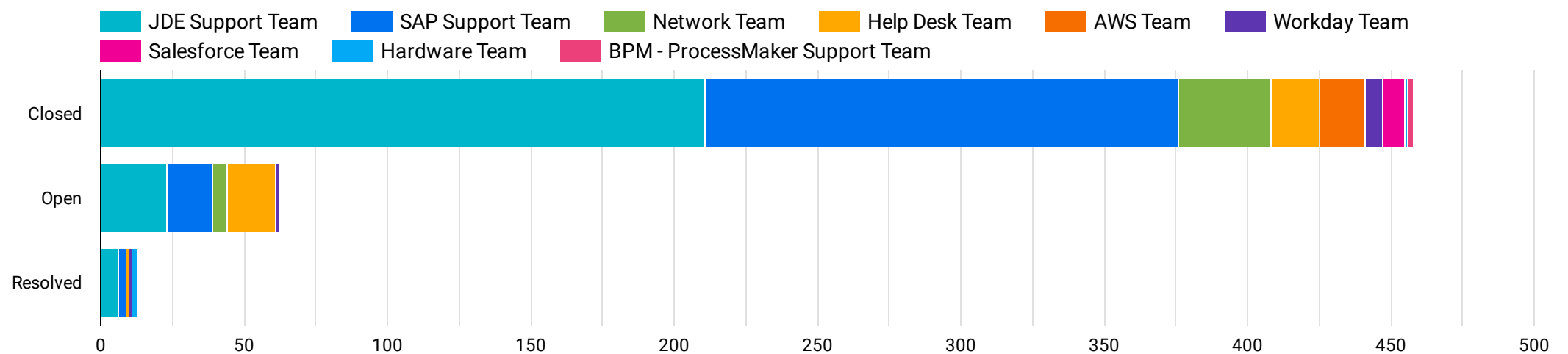
→

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Total Tickets based on Priority



Current Status of Tickets with Team Assigned



Record Count

533

Ticket
Number

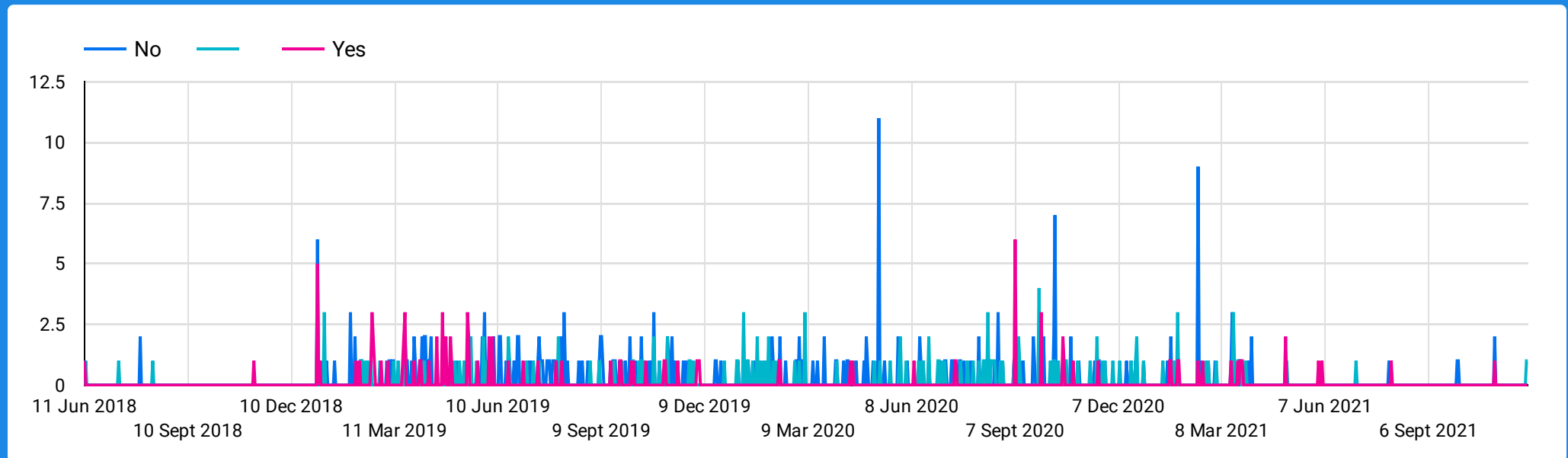
Enter ...

Subject

Priority

Breached SLA?

Tickets which breached SLA across the entire period of June 2018 to September 2021



Tickets by Department/Type and Priority

					Type / Ticket Number
Department	Priority	Incident / Problem		Request	null
SAP JDE Support Department	Normal				-
	High				-
	Emergency				-
	Low				-
Internal Technical Department	Normal				-
	High				-
	Emergency				-
	Low			-	-

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Ticket
Number

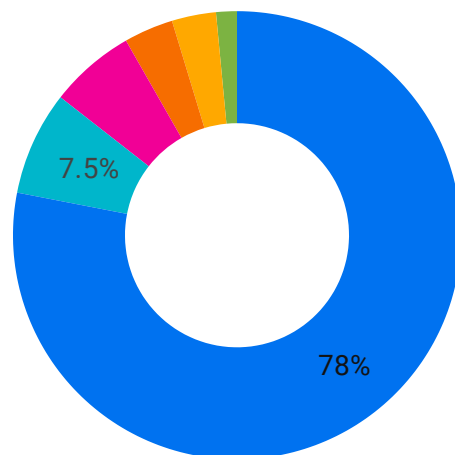
Enter ...

Subject

Priority

Breached SLA?

% of Total Tickets per Agent



- Jared Smith
- Raya Musk
- Stellar Murad
- Satya Prakash
- Jose Satary
- Mark Jikkins

Ticket Update of Total Tickets per Agent

