

Torq Case Management Overview

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Metrics, OKRs, and related information for Torq Case Management

Activity Index

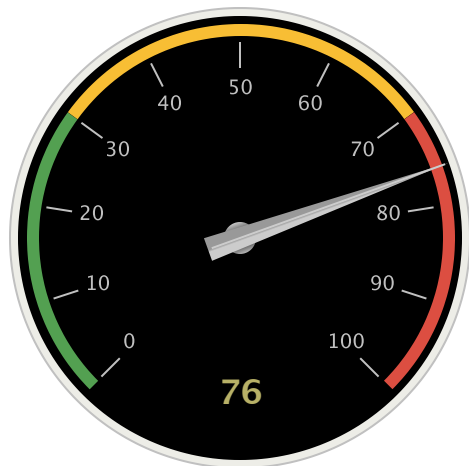
Account

Report Duration

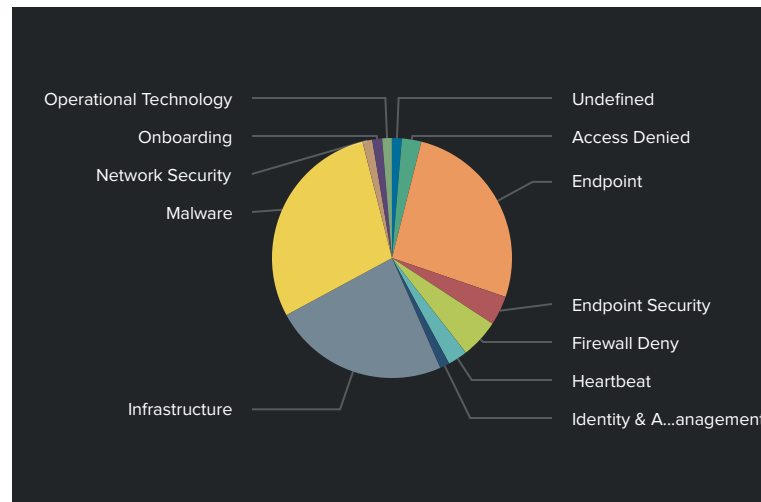
MTTR Duration

[Hide Filters](#)

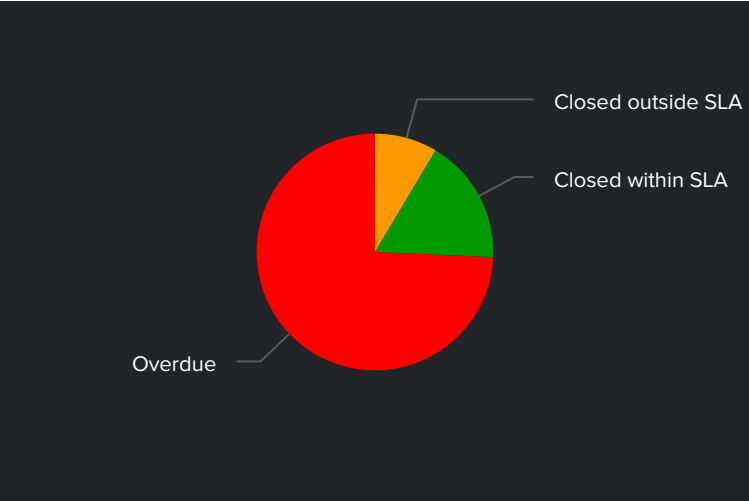
Number of cases with activity



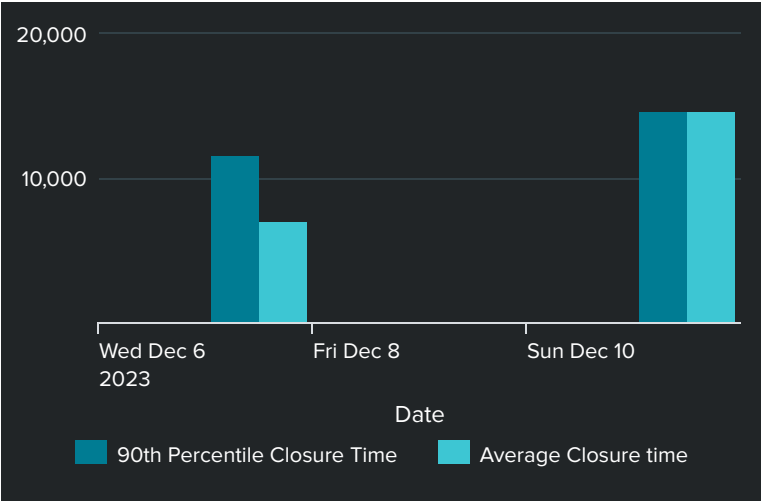
Case Categories



SLA Compliance



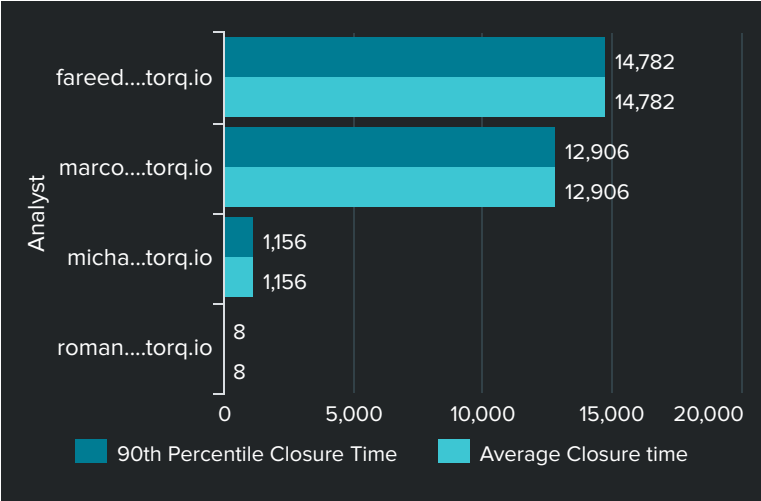
Time To Resolve (by Day (for the duration defined in the picker))



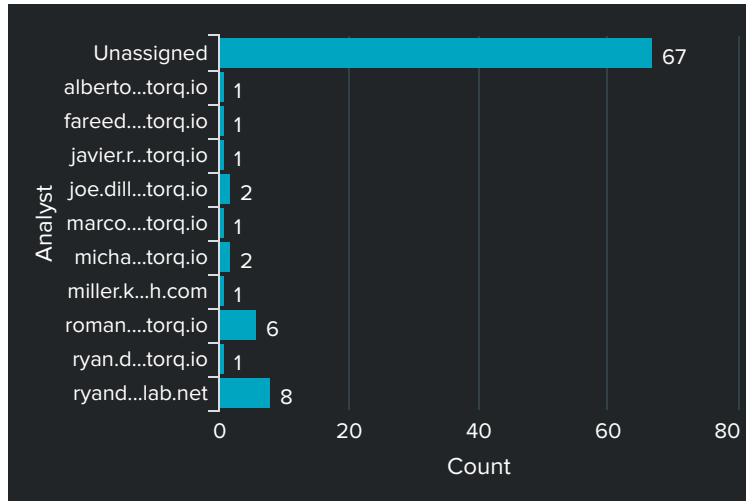
Time to Resolve (in minutes)

90th Percentile Closure time ⌵	Average Closure time ⌵	SLA ⌵
13419	7969	240
5167	1850	1440

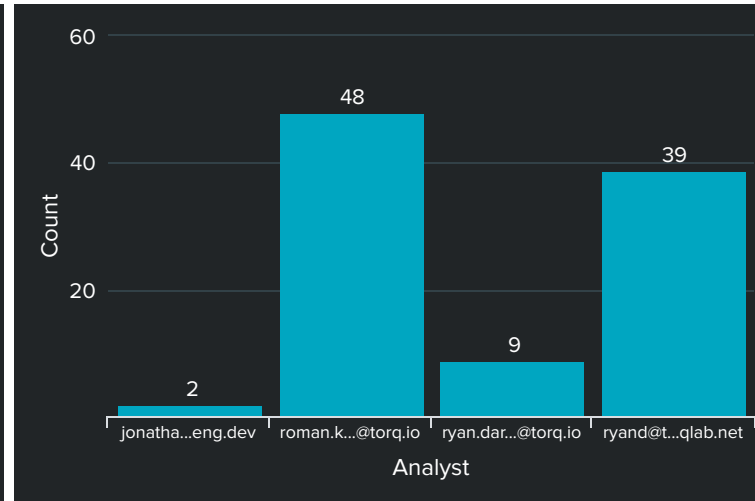
Resolve time by Analyst (in Minutes)



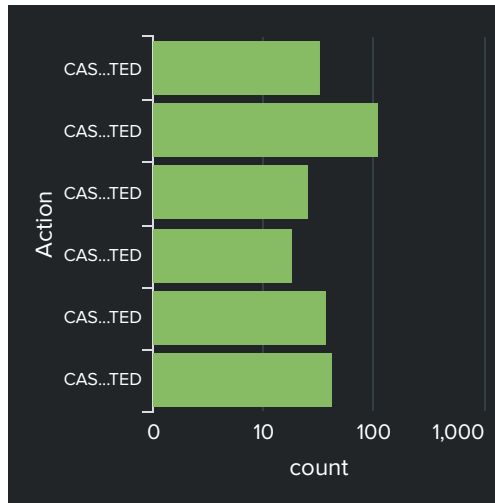
Caseload by Analyst



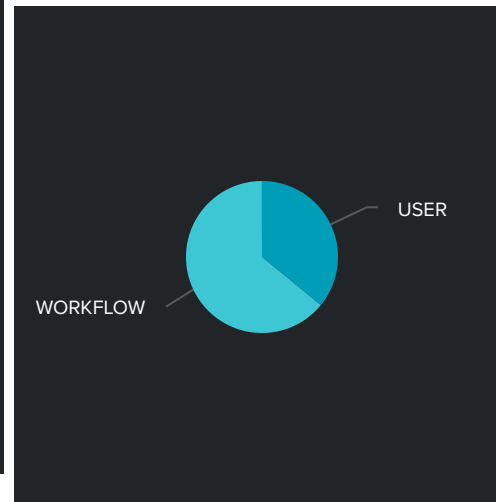
Activity by Analyst



Activity



Case Activity - Automation vs user



Case Activity

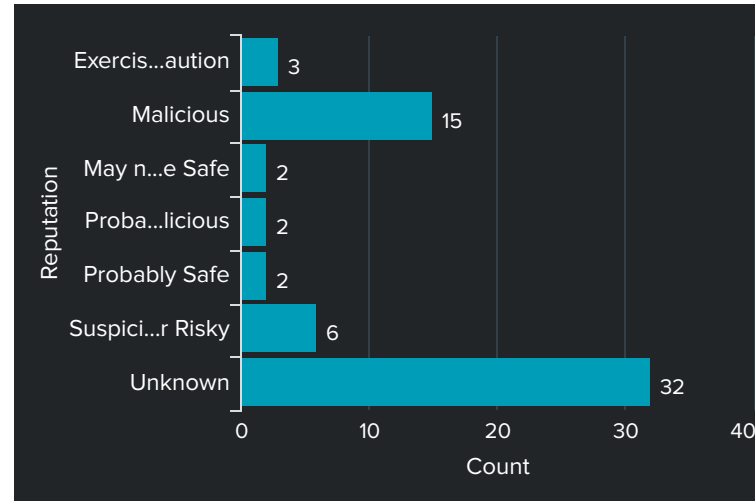


Observable Types

IP	File Hash	URL	Host Name	MAC Address	User Name	Email Address	File Name	Process Name	Resource UID	Other Type
16	0	4	9	0	0	0	0	0	0	0

Observables added

Observables by Risk Level



Observable Associations

