

Subject: Tickets
Creation date: September 11, 2014
Updated date: April 6, 2015
Transaction granularity: Each transaction
Time granularity: Month to date
Population frequency: Daily
Created By: Peter A. Peterson Modified By: Karteek Yadavilli

- I How many is closed were created by who for what accountidevice/instance during what time period?

 2. Which tickets were created by whom for what accountidevice/instance during what time period?

 3. What is the average ticket volume for my team for a given time period?

 4. How many tickets from Rackers vs External customers?

 5. How many tickets were raised for which product as defined in the ticketing system?

 6. How many tickets or logged by which automation tool?

 7. How Many Tickets or Comments happened in a given hour on a given day (done)?

 8. How many tickets or comments happened in a given hour on a given day (done)?

 9. How many tickets were created by a specific person for a specific period of time? (done)

 10. Which tickets were reated by a specific person for a specific period of time? (done)

 11. Which customers are using service but not paying? (done)

 12. Which customers are using service? (done)