Objective Questions:

1. **What is the total no. of attributes present in the data?**

Answer: 16 in total (15 unique and 1 duplicate).

2. **Which columns have inconsistent or missing values, and what is the count of such values?**

Answer: None of the columns have inconsistent or missing values. I have also tried removing duplicates but no such inconsistency of data was found.

Approach: Used COUNTBLANK (A1:J97499) to count the missing values in the data. And Used Pivot Table to find out if there is any inconsistency present in data or not.

3. **What is the average daily ticket volume over time?**

Answer: 53.34 is average daily ticket volume (found using total number of tickets divided by total number of days.

Question 3		Formula Used
Total TIcket	97498	COUNTA(Tickets!A:A)-1
Number of Days	1828	COUNTA(UNIQUE(Tickets!B:B))-1
Average Ticket per Day	53.34	(B2/B3)

Approach: Used COUNTA and UNIQUE Formulas to count the number of Total Tickets and count the Number of days.

4. **What is the distribution of ticket categories (e.g., Login Access, System, Software)?**

Answer: Distribution of tickets in different categories

Hardware – 9733 || Login Access – 29193 || Software – 19570 || System – 39002

Request Category	Count of ID Ticket
System	39002
Login Access	29193
Software	19570
Hardware	9733

Approach: Used Pivot Table to calculate the count of tickets against different request category.

5. **How many tickets has each agent handled?**

Approach: Used VLOOKUP in Ticket Sheet to get the name of each Agent. Used Pivot table to get agent wise ticket count.

Agent Name	Count of ID Ticket
Aurelio Tanori	2027
Jesus Contreras	2026
Elena Velez	2021
Melinda	2007
Barbara Grijalva	2003
Willyberto Gonzales	2000
Galindo Guadalupe	1991
Barraza Alberto	1988
Guadalupe Torrico	1987
Alfonso Barraza	1984
Alberto Casillas	1974
Silvia Morales	1974
Mata Lucero	1969
JesusGrajeda	1968
Isela Leyva	1968
Lorena	1966
Aldo Carrillo	1966
Flores Sierra	1963
Parra Luna	1963
Leon Lourdes	1961
Marisol Piedrahita	1960
Guadalupe Villanueva	1958
Lopez Moran.	1956
Rosa Olguin	1950
Ramon Macias	1949
Velasquez Jose	1949
A. Trejo	1949
Nurio Zepeda	1946
Darwin E.	1945
Eva Cardenas	1943
EstuardoTorres	1942
Enrique Montiel	1938
Estuardo Ocaño	1935
Yomaira Agudelo	1933
Segura Garcia	1931
Jesus Pacheco	1931
Luis Arguello	1929
Diana Rojo	1927
Orci Carlos	1926
Eduardo Luna	1920
Alfredo Barreras	1920
Guadalupe Hernandez	1915
Luis Torres	1913
Sandra Lujan	1906
Javier D.	1897
Reyna Santacruz	1897
Miller Gaviria	1892
Armando Sierra	1890
Alberto Gastelum	1889
Griselda Galindo	1856

6. How can you extract the domain from the email addresses in the IT Agents sheet?

Approach: Used the RIGHT function to extract the domain (including the extension) from the email address. To determine the number of characters to extract, two functions were used: the LEN function to find the total number of characters in the email, and the FIND function to locate the position of the @ symbol. The difference between the total length and the position of @ gives the number of characters after the @ symbol, which represents the domain with the extension.

Then, the FIND function is applied again to locate the position of the first period (.) in the extracted domain. Finally, the LEFT function is used to extract only the part of the domain name before the first dot, effectively removing the extension.

Exact formula used - `=LEFT (RIGHT ('IT Agents'!C2, LEN ('IT Agents'!C2) - FIND ("@", 'IT Agents'!C2)), FIND (".", RIGHT('IT Agents'!C2, LEN ('IT Agents'!C2) - FIND ("@", 'IT Agents'!C2))-1)`

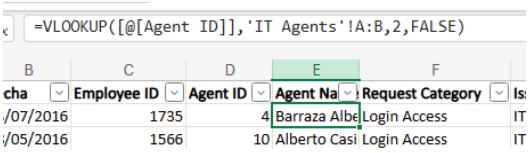
Question 6

fp20analytics

```
LEFT(RIGHT('IT Agents'!C2,
LEN('IT Agents'!C2) -
FIND("@", 'IT Agents'!C2)),
FIND(".", RIGHT('IT
Agents'!C2, LEN('IT
Agents'!C2) - FIND("@", 'IT
Agents'!C2)))-1)
```

7. **How can you find the full name of an agent given their Agent ID?**

Approach: Used VLOOKUP function to extract agent name from agent sheet using agent id which is common in both sheets.



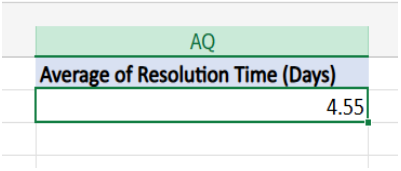
8. **What is the count of each issue type (e.g., IT Error, IT Request)?**

Approach: Used Pivot Table to find count of tickets against each Issue Type.

Issue Type	Count of ID Ticket
IT Error	24278
IT Request	73220

9. **What is the daily average resolution time for tickets?**

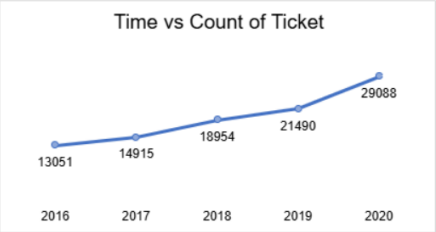
Answer: Average Resolution Time is 4.55 Days



Approach: Used Pivot table put Resolution Time for Value and set that as Average. Other approach can be Counting total number of days using COUNTA and AVERAGEIF to get average resolution time for each date. Then we can find SUM of average resolution time divide by total days.

10. **How has the volume of tickets changed over time?**

Answer: Volume of tickets is more than doubled over time from 2016 to 2020.



Approach: Made a pivot using Year and Count of Ticket than placed a Line Chart from that shows the number of tickets over the years.

11. What is the average age of the IT agents?

Answer: Average age of IT agents is 39.34 Years.

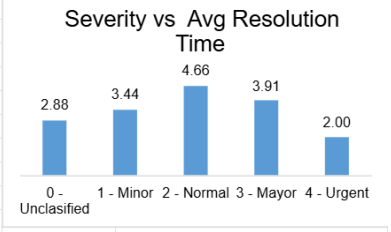
	H	I	J	K	L	M	N	O	P	Q
	Age									
9	35			For Birth Date	DATE([@[Year of Birth]],[@[Month of Birth]],[@[Day of Birth]])					
9	45			For Age	DATEDIF([@[Birth Date]],TODAY(),"Y")					
3	31			For Average	AVERAGE(H:H)					
8	46			Average Age	39.34					

Approach: First found out Birth date using DATE formula. Calculated age using DATEDIF formula from TODAY. Then found out Average age using Average Formula.

12. Is there a correlation between the severity of issues and the resolution time?

Answer: If an issue's severity is marked as Urgent then the average resolution time is least (2 Days). One the other hand if an issue's severity is marked as Normal then the Average resolution time taken is longest (4.66 Days).

Severity	Average of Resolution Time (Days)
0 - Unclasified	2.88
1 - Minor	3.44
2 - Normal	4.66
3 - Mayor	3.91
4 - Urgent	2.00



Approach: Created Pivot Table and find out Average Resolution Time for different Severity. Then created a bar chart for this pivot table.

13. How many categorical columns are there in the data?

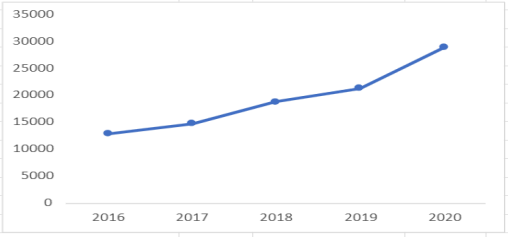
Answer: 5 Columns are categorical in the data (Request Category, Issue Type, Severity, Priority, Satisfaction Rate).

Subjective Question:

1. If there is an investment, should it be used to hire more IT agents, improve training programs, or upgrade ticket management software?

Answer: If there is an investment, should it be used to hire more IT agents, because as we can see in this graph, the count of IT Tickets is more than doubled from 2016 to 2020. So, count of tickets handled by each agent is more than doubled which can be solved by hiring more IT Agents.

Year	Count of ID Ticket
2016	13051
2017	14915
2018	18954
2019	21490
2020	29088



And also, some agents which are having average resolution time more than average resolution time of all agents, and average rating is less than average rating of all the agents can undergo some additional training that so improving training programmes that can also be an option for investment. These trainings can be specified further like training in the categories where resolution time is more than average and satisfaction rating is below average. These trainings will help reduce the resolution time and improve satisfaction rating and improve the overall performance of these IT agents.

Agent Name	Count of Ticket	Avg Resolution	Avg Rating	Comments
Barraza Alberto	1988	5.24	4.19	
Alberto Casillas	1974	4.30	4.42	
Segura Garcia	1931	3.72	4.46	
Alfredo Barreras	1920	4.29	3.67	
Guadalupe Torrico	1987	3.67	4.36	
Eduardo Luna	1920	4.41	4.15	
Luis Torres	1913	3.92	4.20	
Miller Gaviria	1892	4.73	3.99	Needs Additional Training
Javier D.	1897	4.06	4.49	
Darwin E.	1945	4.06	4.36	
Willyberto Gonzales	2000	4.26	4.38	
Alberto Gastelum	1889	3.71	4.40	
Leon Lourdes	1961	3.71	4.34	
JesusGrajeda	1968	3.60	4.47	
Barbara Grijalva	2003	4.23	4.44	
Guadalupe Hernandez	1915	4.56	4.38	
Galindo Guadalupe	1991	3.66	4.47	
Rosa Olguin	1950	5.32	4.32	
Reyna Santacruz	1897	3.85	3.91	
Isela Leyva	1968	3.65	4.22	
Marisol Piedrahita	1960	3.83	4.44	
Luis Arguello	1929	3.70	3.82	
Silvia Morales	1974	4.89	4.12	
Enrique Montiel	1938	4.64	4.44	
Guadalupe Villanueva	1958	4.80	3.63	Needs Additional Training
Aldo Carrillo	1966	4.55	3.78	Needs Additional Training
Elena Velez	2021	5.38	3.62	Needs Additional Training
Velasquez Jose	1949	4.52	3.69	
Sandra Lujan	1906	5.20	3.60	Needs Additional Training
Jesus Contreras	2026	5.55	4.34	
Orci Carlos	1926	4.32	3.67	
Yomaira Agudelo	1933	3.82	4.17	
EstuardoTorres	1942	4.90	4.09	Needs Additional Training
Aurelio Tanori	2027	4.51	4.41	
Jesus Pacheco	1931	4.60	3.66	Needs Additional Training
Melinda	2007	4.37	4.40	
Diana Rojo	1927	3.64	4.60	
Nurio Zepeda	1946	5.41	3.61	Needs Additional Training
Parra Luna	1963	4.87	3.85	Needs Additional Training
Mata Lucero	1969	5.45	4.34	
Lopez Moran.	1956	4.78	3.64	Needs Additional Training
Alfonso Barraza	1984	5.00	3.04	Needs Additional Training
Eva Cardenas	1943	4.72	4.41	
A. Trejo	1949	5.32	3.59	Needs Additional Training
Flores Sierra	1963	4.75	3.99	Needs Additional Training
Armando Sierra	1890	5.34	4.36	
Estuardo Ocaño	1935	5.52	3.98	Needs Additional Training
Lorena	1966	5.51	3.63	Needs Additional Training
Ramon Macias	1949	5.45	4.20	
Griselda Galindo	1856	5.32	4.28	

For Agent Name	UNIQUE(Tickets!E2:E97499)
For Count of Ticket	COUNTIF(Tickets!E:E,A2)
For Avg Resolution Time	(SUMIF(Tickets!E:E,A2,Tickets!J:J))/B2
For Avg Rating	(SUMIF(Tickets!E:E,A3,Tickets!K:K))/B3
For Comment	IF(AND(C2>4.55,D2<4.1),"Needs Additional Training","")

And also, we can see in the table below that there is a mismatch in the count of tickets which is marked High Priority and Urgent Severity. This mismatch shows there might be some inefficiencies in software. So, investing in the software systems can help overcome

these kinds of inefficiencies which will further help reducing resolution time improve satisfaction rating.

Count of ID Ticket	Priority			
Severity	0 - Unassiged	1 - Low	2 - Mid	3 - High
0 - Unclasified	115	80	55	106
1 - Minor	626	549	407	676
2 - Normal	26826	15282	14468	32080
3 - Mayor	1434	614	713	2075
4 - Urgent	409	169	202	612

Approach: Used Pivot Table to find Count of Tickets against Year. Then created a Line Chart using this pivot table. And used some formulas as mentioned in image below like UNIQUE, SUMIF, COUNTIF, AND, IF to find out the IT agents which are having both above average resolution time and below average satisfaction rating.

2. Which agents need additional training based on their performance metrics?

Answer: Agents that have resolution time longer than average resolution time of all agents along with rating lower than average rating of all the agents combined, need additional training.

Agent Name	Count of Ticket	Avg Resolution	Avg Rating	Comments
Barraza Alberto	1988	5.24	4.19	
Alberto Casillas	1974	4.30	4.42	
Segura Garcia	1931	3.72	4.46	
Alfredo Barreras	1920	4.29	3.67	
Guadalupe Torrico	1987	3.67	4.36	
Eduardo Luna	1920	4.41	4.15	
Luis Torres	1913	3.92	4.20	
Miller Gaviria	1892	4.73	3.99	Needs Additional Training
Javier D.	1897	4.06	4.49	
Darwin E.	1945	4.06	4.36	
Willyberto Gonzales	2000	4.26	4.38	
Alberto Gastelum	1889	3.71	4.40	
Leon Lourdes	1961	3.71	4.34	
JesusGrajeda	1968	3.60	4.47	
Barbara Grijalva	2003	4.23	4.44	
Guadalupe Hernandez	1915	4.56	4.38	
Galindo Guadalupe	1991	3.66	4.47	
Rosa Olguin	1950	5.32	4.32	
Reyna Santacruz	1897	3.85	3.91	
Isela Leyva	1968	3.65	4.22	
Marisol Piedrahita	1960	3.83	4.44	
Luis Arguello	1929	3.70	3.82	
Silvia Morales	1974	4.89	4.12	
Enrique Montiel	1938	4.64	4.44	
Guadalupe Villanueva	1958	4.80	3.63	Needs Additional Training
Aldo Carrillo	1966	4.55	3.78	Needs Additional Training
Elena Velez	2021	5.38	3.62	Needs Additional Training
Velasquez Jose	1949	4.52	3.69	
Sandra Lujan	1906	5.20	3.60	Needs Additional Training
Jesus Contreras	2026	5.55	4.34	
Orci Carlos	1926	4.32	3.67	
Yomaira Agudelo	1933	3.82	4.17	
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Jesus Pacheco	1931	4.60	3.66	Needs Additional Training
Melinda	2007	4.37	4.40	
Diana Rojo	1927	3.64	4.60	
Nurio Zepeda	1946	5.41	3.61	Needs Additional Training
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Mata Lucero	1969	5.45	4.34	
Lopez Moran.	1956	4.78	3.64	Needs Additional Training
Alfonso Barraza	1984	5.00	3.04	Needs Additional Training
Eva Cardenas	1943	4.72	4.41	
A. Trejo	1949	5.32	3.59	Needs Additional Training
Flores Sierra	1963	4.75	3.99	Needs Additional Training
Armando Sierra	1890	5.34	4.36	
Estuardo Ocaño	1935	5.52	3.98	Needs Additional Training
Lorena	1966	5.51	3.63	Needs Additional Training
Ramon Macias	1949	5.45	4.20	
Griselda Galindo	1856	5.32	4.28	

For Agent Name	UNIQUE(Tickets!E2:E97499)
For Count of Ticket	COUNTIF(Tickets!E:E,A2)
For Avg Resolution Time	(SUMIF(Tickets!E:E,A2,Tickets!J:J))/B2
For Avg Rating	(SUMIF(Tickets!E:E,A3,Tickets!K:K))/B3
For Comment	IF(AND(C2>4.55,D2<4.1),"Needs Additional Training","")

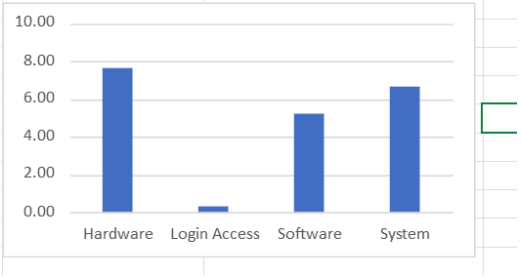
Approach: Average Resolution time and Average Rating for each Agent is calculated by summing total resolution time and summing total rating and divide by count of tickets handled by that particular agent to find the average.

Used Pivot Table to find Count of Tickets against Year. Then created a Line Chart using this pivot table. And used some formulas as mentioned in image below like UNIQUE, SUMIF, COUNTIF, AND, IF to find out the IT agents which are having both above average resolution time and below average satisfaction rating

3. **Do certain categories of requests have longer resolution times?**

Answer: Some request categories like Hardware and System are taking longest resolution time (7.6 Days and 6.6 Days respectively).
There can be a potential reason for these request categories longer than usual time, maybe IT agents providing support are not trained enough to provide better support in time or maybe there is a need to invest more in hardware and system so that issues related to these categories can be reduced.
On the other hand, resolution time for Login Access category is minimum (0.31 Day). The chart below suggest that we need to train the agents more when it comes to Hardware and System request category.

Request Category	Average of Resolution Time (Days)
Hardware	7.63
Login Access	0.31
Software	5.24
System	6.62



Approach: Pivot Table using Category and Average Resolution Time is Created. Then a column Chart is created using this pivot table as we can see in image.

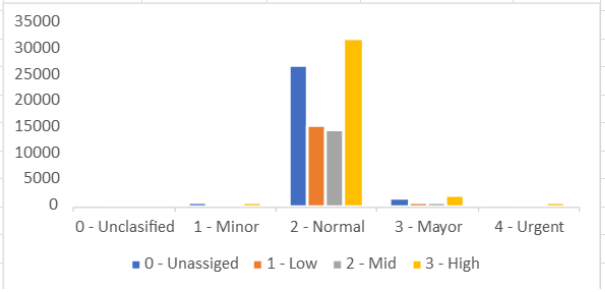
4. **How effective are the current software tools in managing IT tickets?**

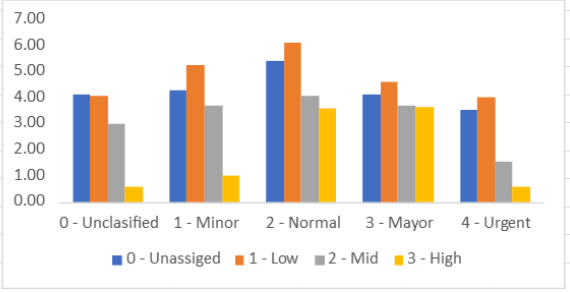
Answer: We need to optimize current software tools to mark the priority and severity of tickets properly which will help reduce resolution time and improve satisfaction rating.
We need to provide training to employees to mark the severity of tickets properly and further we can improve tools to mark the priority of the tickets according to their severity.
As we can see below that there is a huge number of tickets that where severity is marked as normal but Priority is unassigned this can affect the outcome of the ticket.

As we can see in the table below that maximum number of tickets are marked as Normal which indicates that the severity of the tickets is not getting marked properly, which can lead to priority not getting marked properly and tickets taking more than average resolution time.
We can see in the table below that maximum resolution time taken is by tickets marked as Severity – Normal and Priority – Low/Unassigned.

Count of Fecha	Priority			
Severity	0 - Unassigned	1 - Low	2 - Mid	3 - High
0 - Unclasified	115	80	55	106
1 - Minor	626	549	407	676
2 - Normal	26826	15282	14468	32080
3 - Mayor	1434	614	713	2075
4 - Urgent	409	169	202	612

Average of Resolutic	Priority			
Severity	0 - Unassigned	1 - Low	2 - Mid	3 - High
0 - Unclasified	4.11	4.08	3.00	0.57
1 - Minor	4.30	5.25	3.69	1.01
2 - Normal	5.42	6.13	4.06	3.60
3 - Mayor	4.13	4.60	3.70	3.62
4 - Urgent	3.56	4.01	1.56	0.55





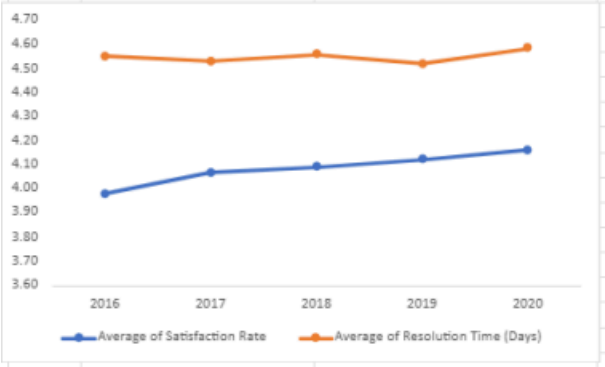
Approach: Used Pivot table to find out the count of tickets for different categories of Severity and Priority and created a bar chart using this pivot table.
Created another Pivot table to find out the average resolution time for different categories of Severity and Priority and created a bar chart using this pivot table.

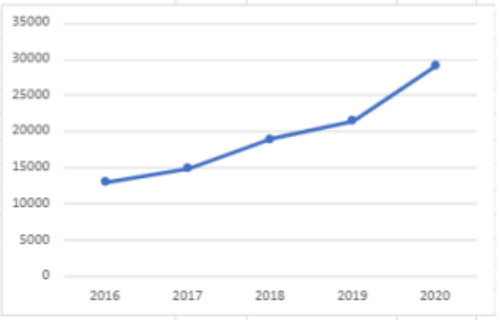
5. How has the performance of the IT support team changed over time?

Answer: Considering count of Ticket is more than doubled in numbers over the years, maintaining the same resolution time and steady growth of rating indicates the continuous improvement in performance of the IT agents

Year	Average of Satisfaction Rate	Average of Resolution Time (Days)
2016	3.98	4.55
2017	4.07	4.53
2018	4.09	4.56
2019	4.12	4.52
2020	4.16	4.59

Year	Count of ID Ticket
2016	13051
2017	14915
2018	18954
2019	21490
2020	29088





Approach: Used Pivot Table and Line Chart to analyse the performance of IT support team we found out Average Satisfaction Rating and Average of Resolution Time in Days over years. Average Resolution Time taken by IT Agents over the years is not changed (negligible). Average Satisfaction Rating of IT agents seems to be having a slight and steady growth over the years from 3.98 to 4.16. Considering count of Ticket is more than doubled in numbers over the years, maintaining the same resolution time and steady growth of rating indicates the continuous improvement in performance of the IT agents.

6. If we invest more on tech, do you think it will improve the ticket resolution times and employee satisfaction?

Answer: If we invest more on Hardware, System and Software, it will help reduce Resolution Time. As we can see in the table below resolution time for Hardware, System and Software is the maximum (5 to & 7.63 Days).

Request Category	Average of Resolution Time (Days)	Average of Satisfaction Rate
Hardware	7.63	4.10
Login Access	0.31	4.09
Software	5.24	4.11
System	6.62	4.10

Approach: We used pivot table to find out Average resolution time and average satisfaction rating for each request category. After analysing pivot table, we have some findings that, If we invest more on Hardware, System and Software, it will help reduce Resolution Time. As we can see in the table below resolution time for Hardware, System and Software is the maximum (5 to & 7.63 Days). So, we can say if we can invest in Tech, we can reduce the Resolution Time.

7. What are the key performance metrics for IT agents, and how can they be improved, do we need to fire any agents?

Answer: These 9 agents which are having least metric scores, these agents can be considered for firing or further training to improve their performance metrics.

Agent Name	Count of Ticket	Avg Resolution	Avg Rating
Sandra Lujan	1906.00	5.20	3.60
Alfonso Barraza	1984.00	5.00	3.04
A. Trejo	1949.00	5.32	3.59
Jesus Contreras	2026.00	5.55	4.34
Estuardo Ocaño	1935.00	5.52	3.98
Lorena	1966.00	5.51	3.63
Alberto Gastelum	1889.00	3.71	4.40
Armando Sierra	1890.00	5.34	4.36
Griselda Galindo	1856.00	5.32	4.28
Barraza Alberto	1988.00	5.24	4.19
Alberto Casillas	1974.00	4.30	4.42
Segura Garcia	1931.00	3.72	4.46
Alfredo Barreras	1920.00	4.29	3.67
Guadalupe Torrico	1987.00	3.67	4.36
Eduardo Luna	1920.00	4.41	4.15
Luis Torres	1913.00	3.92	4.20
Miller Gaviria	1892.00	4.73	3.99
Javier D.	1897.00	4.06	4.49
Darwin E.	1945.00	4.06	4.36
Willyberto Gonzales	2000.00	4.26	4.38
Leon Lourdes	1961.00	3.71	4.34
JesusGrajeda	1968.00	3.60	4.47
Barbara Grijalva	2003.00	4.23	4.44
Guadalupe Hernandez	1915.00	4.56	4.38
Galindo Guadalupe	1991.00	3.66	4.47
Rosa Olguin	1950.00	5.32	4.32
Reyna Santacruz	1897.00	3.85	3.91
Isela Leyva	1968.00	3.65	4.22
Marisol Piedrahita	1960.00	3.83	4.44
Luis Arguello	1929.00	3.70	3.82
Silvia Morales	1974.00	4.89	4.12
Enrique Montiel	1938.00	4.64	4.44
Guadalupe Villanueva	1958.00	4.80	3.63
Aldo Carrillo	1966.00	4.55	3.78
Elena Velez	2021.00	5.38	3.62
Velasquez Jose	1949.00	4.52	3.69
Orci Carlos	1926.00	4.32	3.67
Yomaira Agudelo	1933.00	3.82	4.17
EstuardoTorres	1942.00	4.90	4.09
Aurelio Tanori	2027.00	4.51	4.41
Jesus Pacheco	1931.00	4.60	3.66
Melinda	2007.00	4.37	4.40
Diana Rojo	1927.00	3.64	4.60
Nurio Zepeda	1946.00	5.41	3.61
Parra Luna	1963.00	4.87	3.85
Mata Lucero	1969.00	5.45	4.34
Lopez Moran.	1956.00	4.78	3.64
Eva Cardenas	1943.00	4.72	4.41
Flores Sierra	1963.00	4.75	3.99
Ramon Macias	1949.00	5.45	4.20

Approach: To find out the agents which can be considered to fire, first we need to find performance metrics like average resolution time, count of tickets resolved, average rating for of all the agents. Used pivot table to find these metrics. Bottom 3 Agents with least count of Tickets resolved, Bottom 3 Agents with lowest Average Rating and Top 3 Agents with maximum Average Resolution Time is Highlighted in this pivot table using Conditional Formatting.

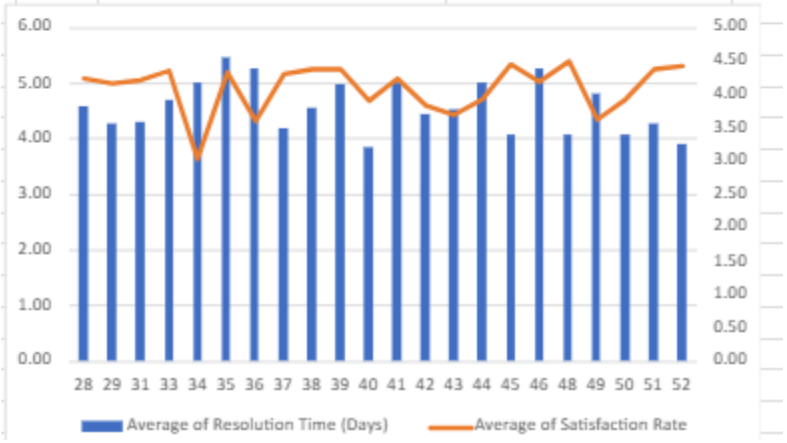
8. **How do employee demographics impact satisfaction and ticket outcomes?**

Answer: For Age 34-36 usually satisfaction rate is below average and resolution time is above average.

For Age 50-52 usually satisfaction rate is above average and resolution time is below average.

For Age 28-33 and Age 41-44 usually satisfaction rate and resolution time is average.

Age	Average of Resolution Time (Days)	Average of Satisfaction Rate
28	4.57	4.23
29	4.26	4.16
31	4.30	4.20
33	4.69	4.36
34	5.00	3.04
35	5.45	4.34
36	5.26	3.60
37	4.18	4.32
38	4.56	4.38
39	4.98	4.38
40	3.85	3.91
41	5.00	4.25
42	4.45	3.84
43	4.52	3.69
44	5.00	3.93
45	4.06	4.44
46	5.24	4.19
48	4.06	4.49
49	4.80	3.63
50	4.06	3.92
51	4.26	4.38
52	3.89	4.41



Approach: To find out how employee demographics like seniority impact satisfaction and ticket outcomes. We first calculate age of IT agents using DATEDIF formula and Date of Birth of IT Agents. Then we created Pivot Table using Age, Average Resolution Time, Average Satisfaction Rating to find out which age has maximum/minimum average resolution time and maximum/minimum average satisfaction rate using conditional formatting. For resolution time maximum time taken is highlighted red and minimum time taken is highlighted green. For satisfaction rating maximum satisfaction rate is highlighted green and minimum satisfaction rate is highlighted red.

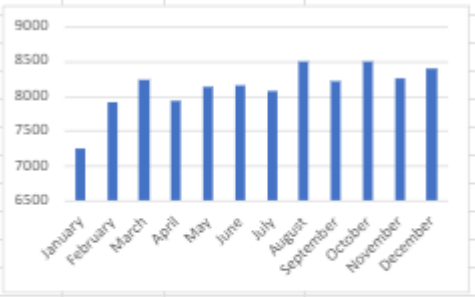
9. Identify the trends for IT support operations based on ticket volumes and satisfaction, and mention the peak and stable times?

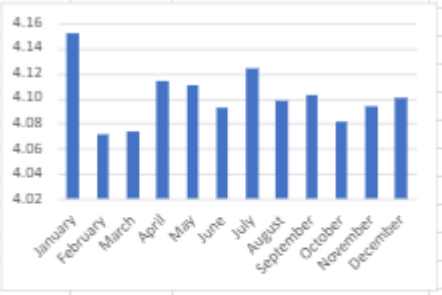
Answer: January month is having minimum count of tickets and maximum satisfaction rating. That represents stable time.

And August and October are having maximum count of tickets. That represents peak time.

Month	Count of Fecha
January	7242
February	7901
March	8228
April	7937
May	8121
June	8141
July	8070
August	8489
September	8219
October	8495
November	8254
December	8401

Month	Average of Satisfaction Rate
January	4.15
February	4.07
March	4.07
April	4.11
May	4.11
June	4.09
July	4.12
August	4.10
September	4.10
October	4.08
November	4.09
December	4.10





Approach: Found Month from Fecha using TEXT formula and created a Pivot Table using Month and Count of Tickets and Month and Satisfaction rating
Created COLUMN CHARTS for these 2 pivot tables.

10. What metrics should be included in the final dashboard to provide a comprehensive view of call centre performance and guide investment decisions?

Answer:

To provide a comprehensive view of call centre performance the following metrics should be included in the final dashboard.

- Total Tickets – Total count of tickets.
- Average Tickets – Average tickets per day.
- Average Resolution Time – Average resolution time per ticket.
- Average Tickets per Agent – Average ticket per agent.
- Average Satisfaction Rating – Average satisfaction rating per Ticket
- Doughnut Chart for Category vs Ticket – Category against % weightage of Ticket Count
- Column Chart for Severity vs Resolution Time – Average Resolution Time for Severity
- Line Chart for Time vs Count of Ticket – Count of Ticket for Years
- Pie Chart for Issur Type vs Ticket – Issue Type against % weightage of Ticket Count
- Line Chart for Average Resolution Time vs Years – Average Resolution Time and Average Satisfaction Rate for Years
- Year Slicer to select Different Time
- Priority Slicer to select Different Priority

Dashboard for IT Ticket Analysis for FP20 Analytics

Total Tickets	Avg Tickets	Avg Resolution Time	Avg Tickets per Agent	Avg Satisfaction Rating
97498	53.37	4.55 Days	1949.96	4.10

Year
- 2016
- 2017
- 2018
- 2019
- 2020

Priority
- 0 - Unassiged
- 1 - Low
- 2 - Mid
- 3 - High

Severity
- 0 - Unclasified
- 1 - Minor
- 2 - Normal
- 3 - Mayor
- 4 - Urgent

Request Category
- Hardware
- Login Access
- Software
- System