Report from 2024-01-01 to 2024-01-31

Created vs Resolved
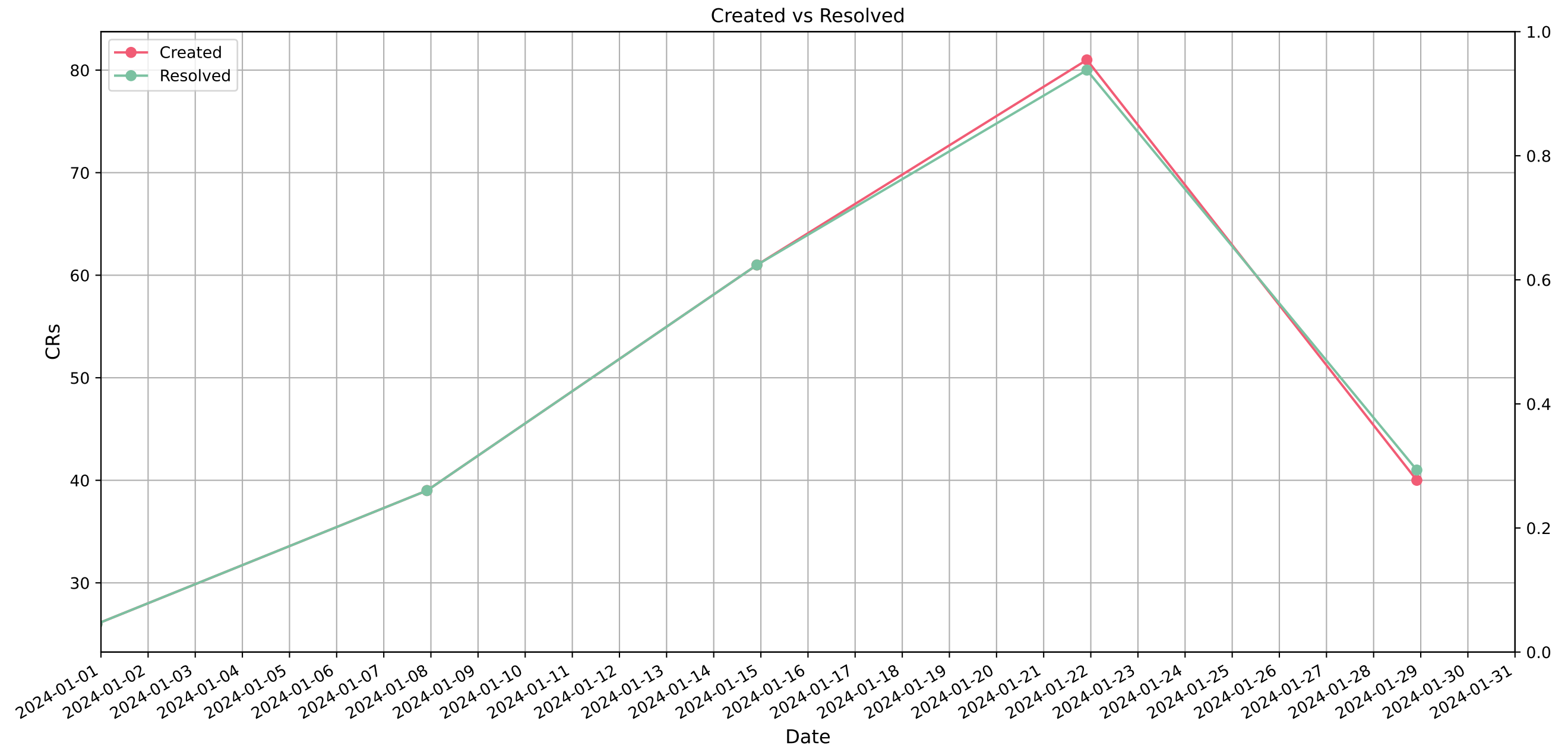
Total for Created: 247 CRs

Total for Resolved: 247 CRs
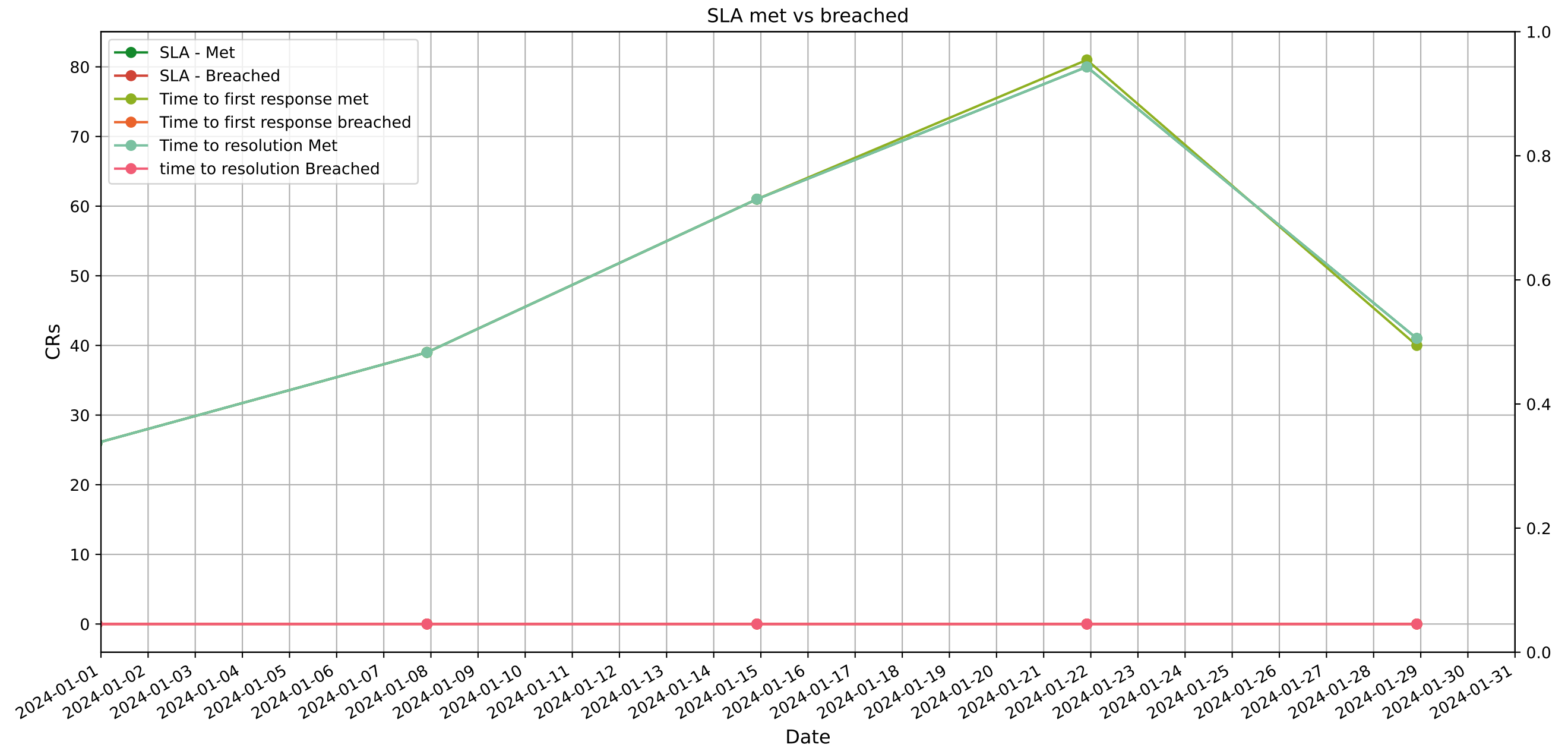
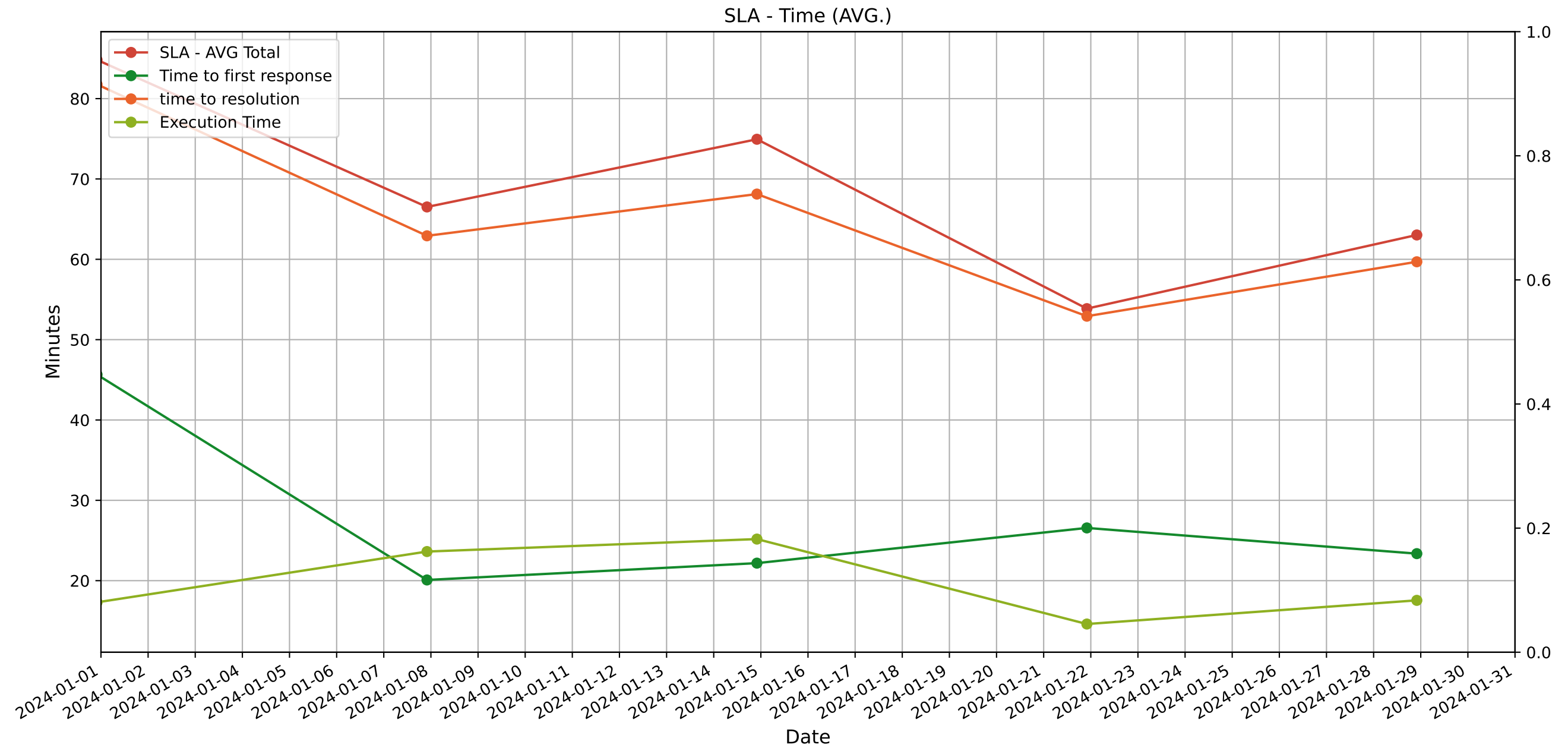SLA met vs breached

Total for SLA - Met: 247 CRs

Total for SLA - Breached: 0 CRs

Total for Time to first response met: 247 CRs

Total for Time to first response breached: 0 CRs

Total for Time to resolution Met: 247 CRs

Total for time to resolution Breached: 0 CRs
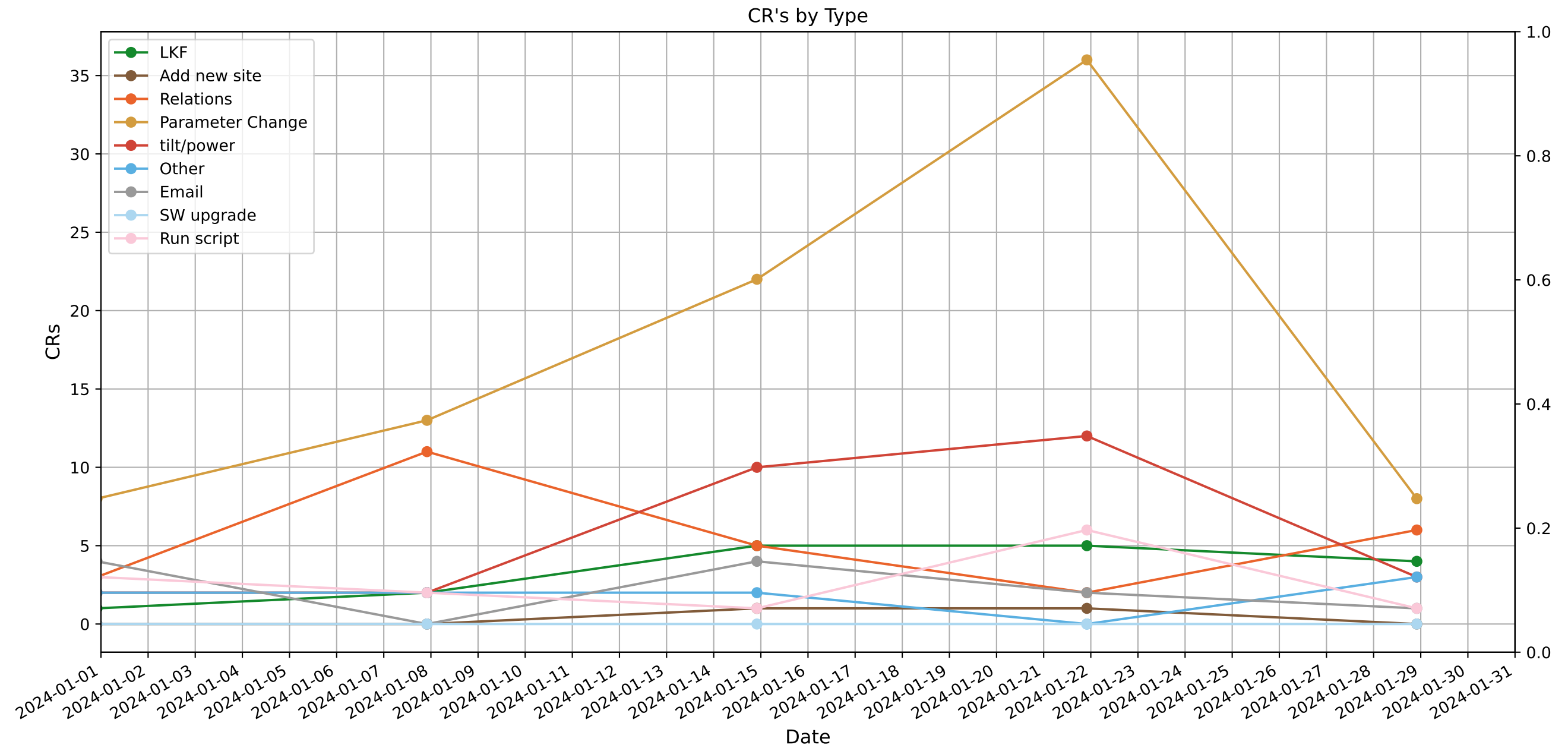
SLA - Time (AVG.)

Total for SLA - AVG Total: 5 Hours and 43 Minutes

Total for Time to first response: 2 Hours and 17 Minutes

Total for time to resolution: 5 Hours and 25 Minutes

Total for Execution Time: 1 Hours and 38 Minutes

CR's by Type

Total for LKF: 17 CRs

Total for Add new site: 2 CRs

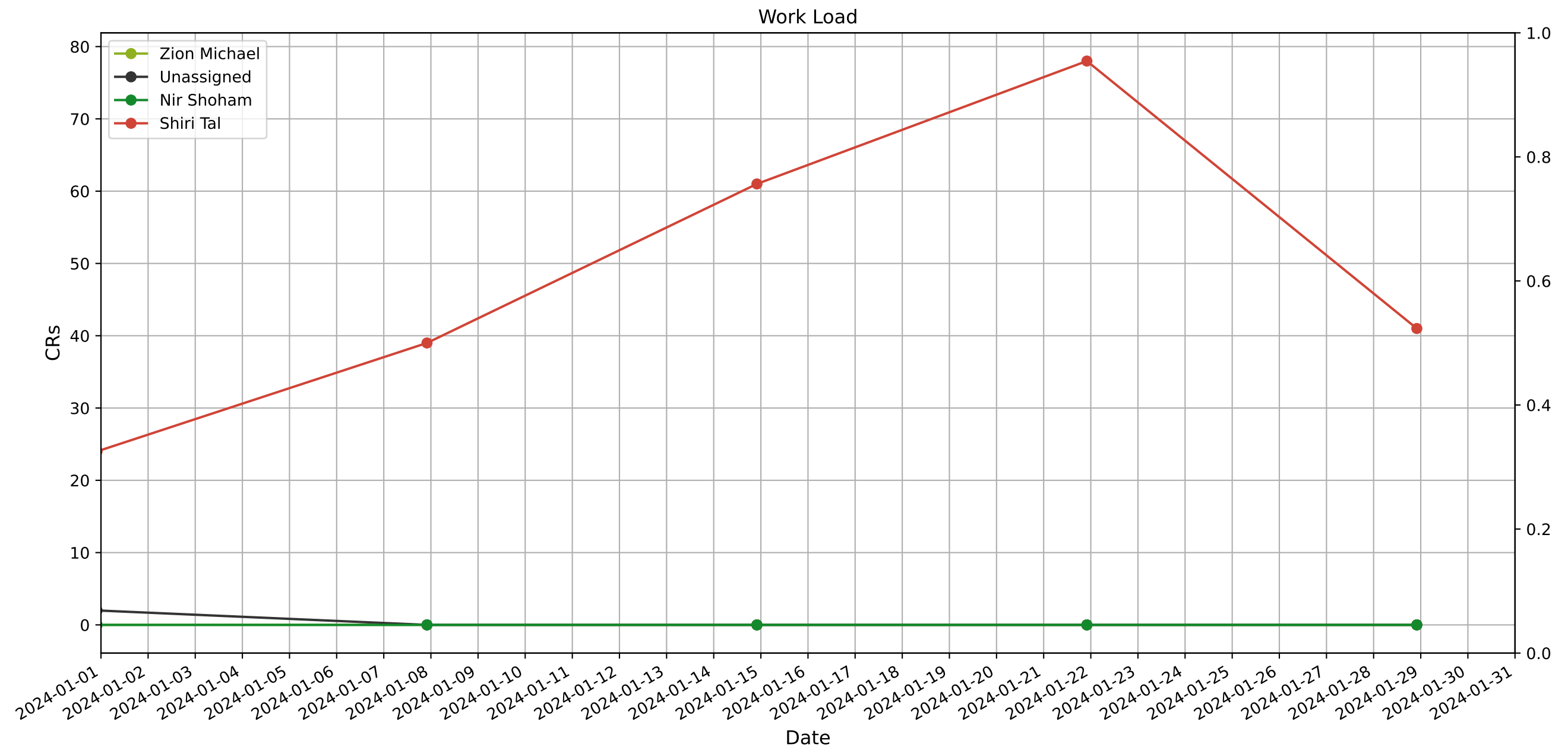Total for Relations: 27 CRs

Total for Parameter Change: 87 CRs

Total for tilt/power: 29 CRs

Total for Other: 9 CRs

Total for Email: 11 CRs

Total for SW upgrade: 0 CRs

Total for Run script: 13 CRs

Work Load

Total for Zion Michael: 0 CRs

Total for Unassigned: 2 CRs

Total for Nir Shoham: 0 CRs

Total for Shiri Tal: 243 CRs