

### Team Members

Requesters

14

AssignedTo

11

### Values

Total Tickets

49

New

8

Processing

13

Solved

12

Closed

16

### Priority Level

Very High

19

High

8

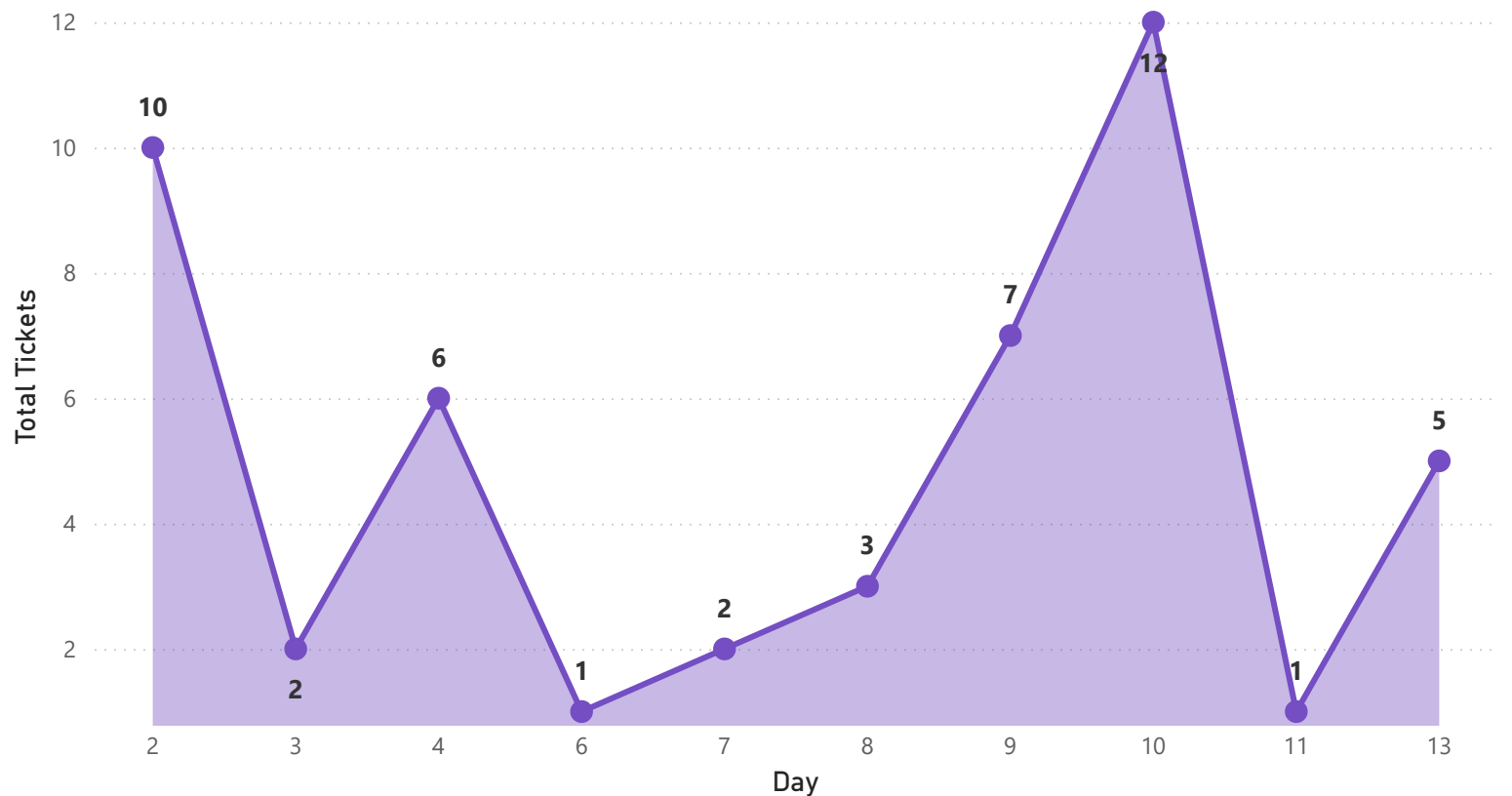
Medium

22

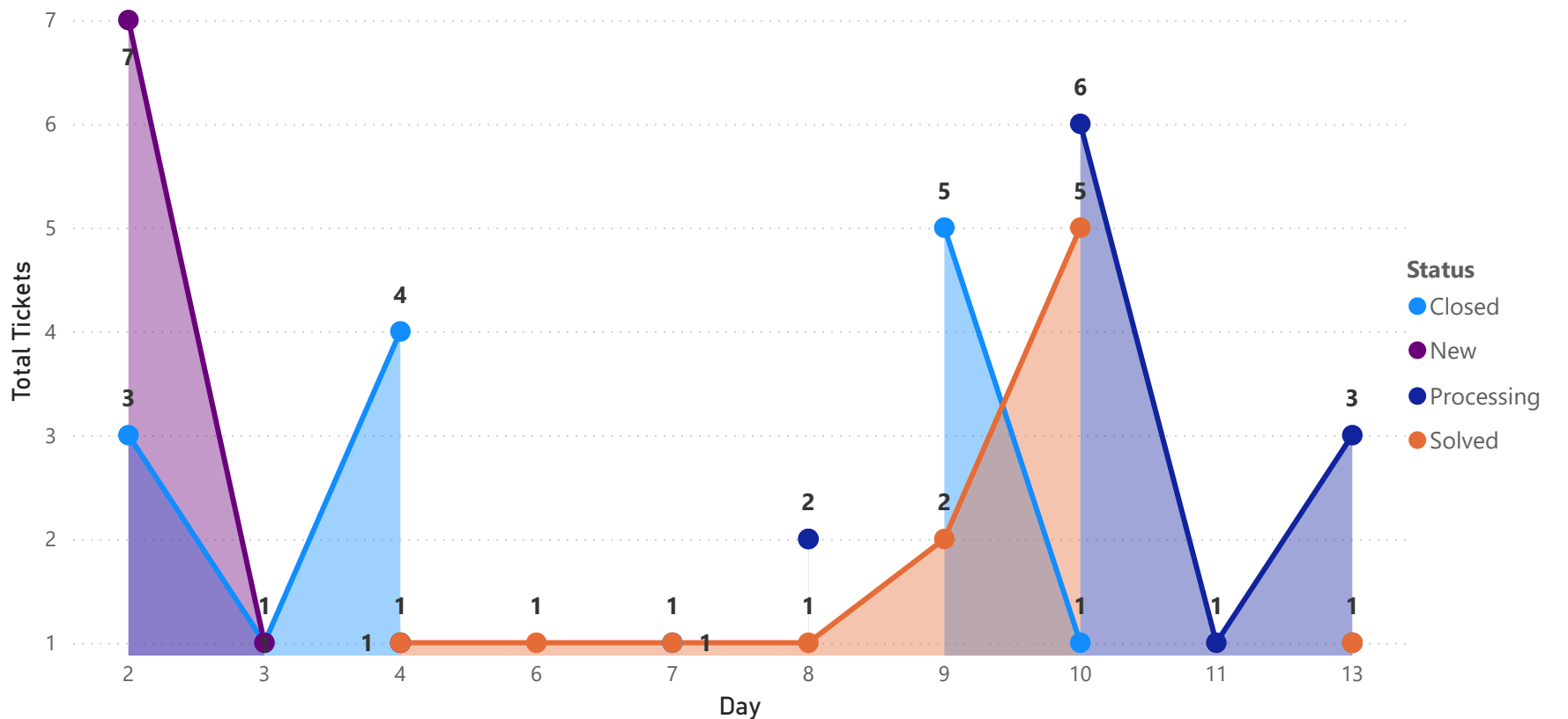
Major

0

### Day wise Tickets



### Status wise Day



### Status

Status	Total Tickets
Closed	16
Processing	13
Solved	12
New	8

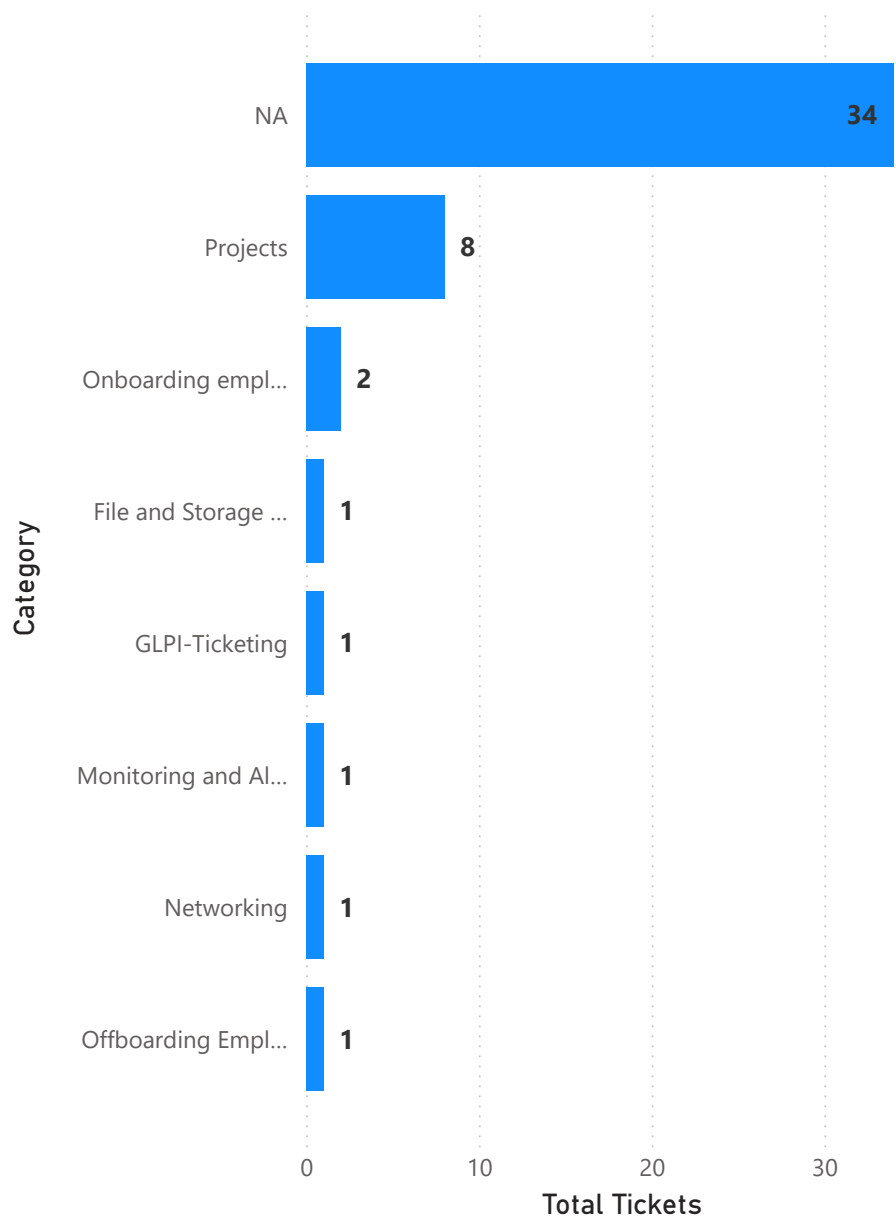
### Category wise Status

category	Closed	New	Processing	Solved	Total
NA	12	8	6	8	34
Projects	1		3	4	8
Onboarding employee	1		1		2
File and Storage Management	1				1
GLPI-Ticketing	1				1
Monitoring and Alerts			1		1
Networking			1		1
Offboarding Employee			1		1
Total	16	8	13	12	49

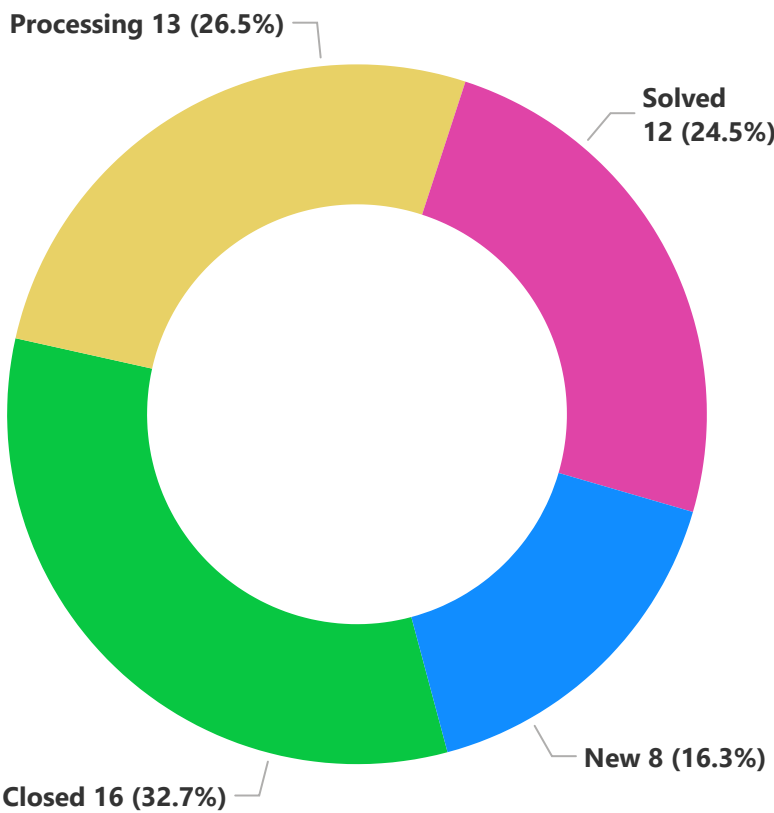
### Category

Category	Total Tickets
NA	34
Projects	8
Onboarding employee	2
File and Storage Management	1
GLPI-Ticketing	1
Monitoring and Alerts	1
Networking	1
Offboarding Employee	1
Total	49

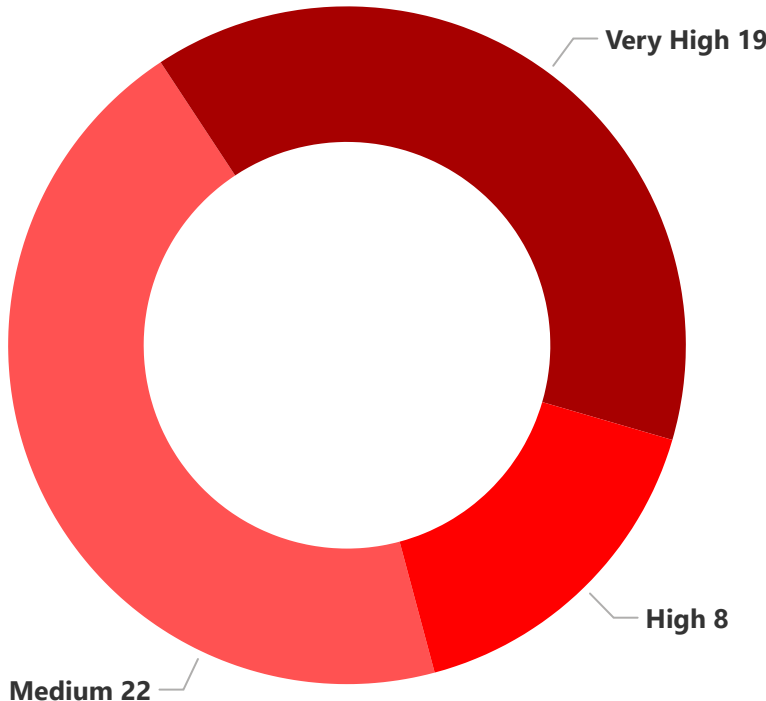
### Ticket by Category



### Ticket by Status



### Ticket by Priority



### Team Members

Requesters

14

AssignedTo

11

### Values

Total Tickets

49

New

8

Processing

13

Solved

12

Closed

16

### Priority Level

Very High

19

High

8

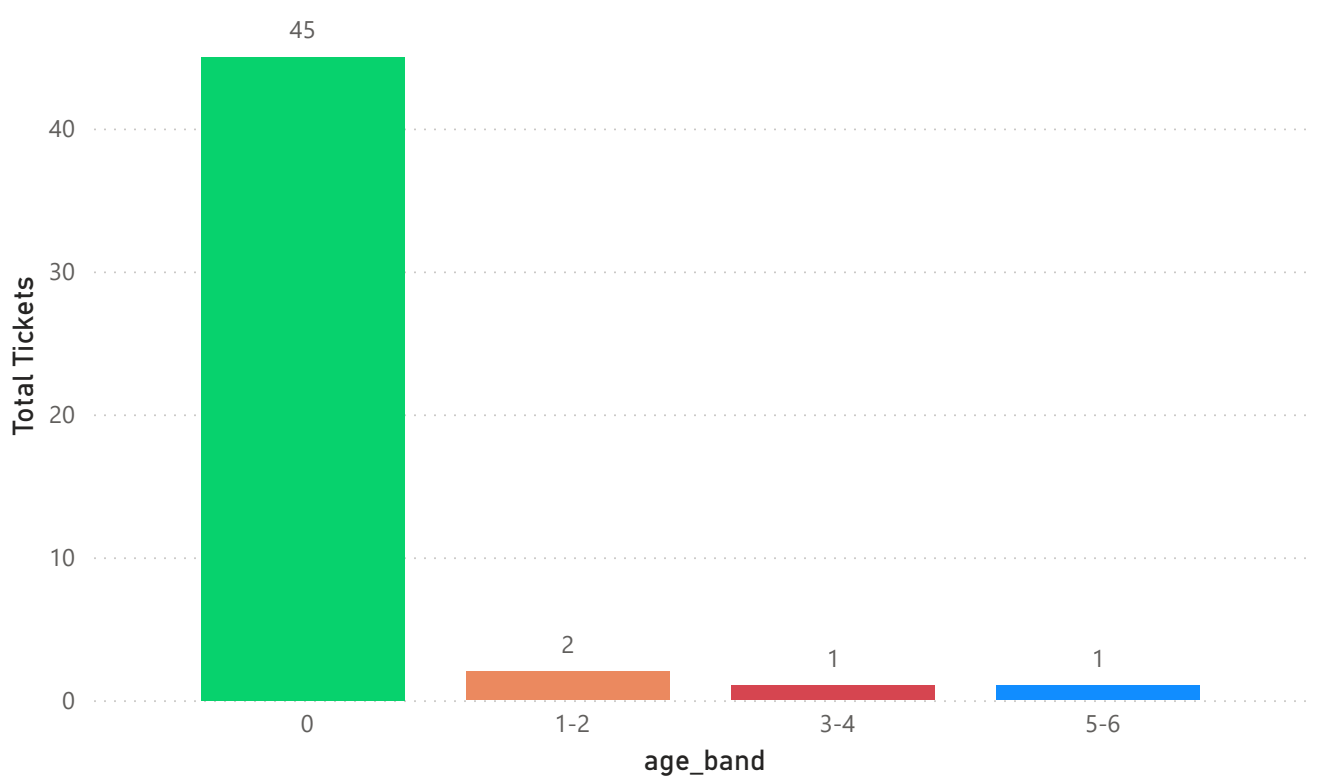
Medium

22

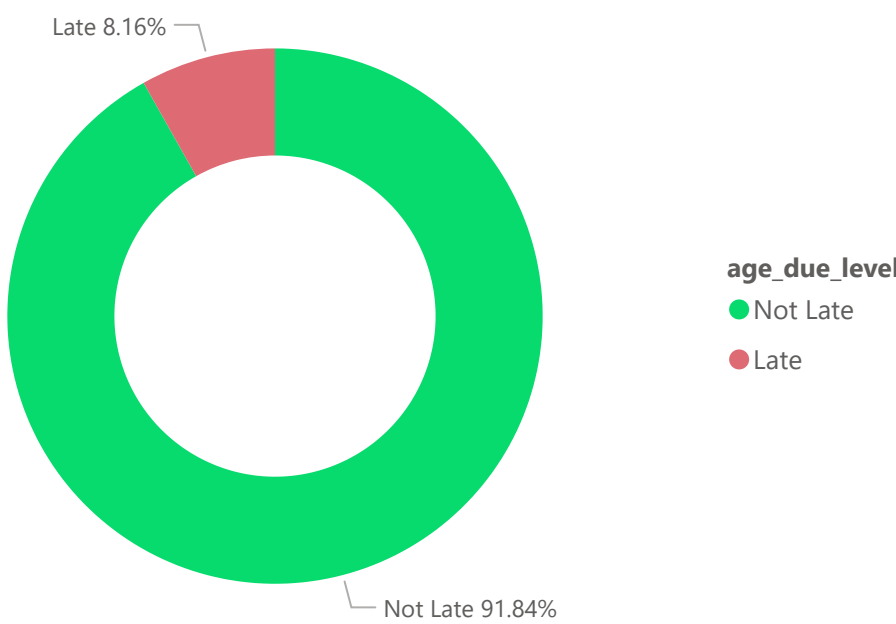
Major

0

### Total Tickets by Age Band



### Age Due Level



### Age Due Level

Age Status	Total Tickets
Not Late	45
Late	4

### Age Due Level

Age Groups	Total Tickets
0	45
1-2	2
3-4	1
5-6	1

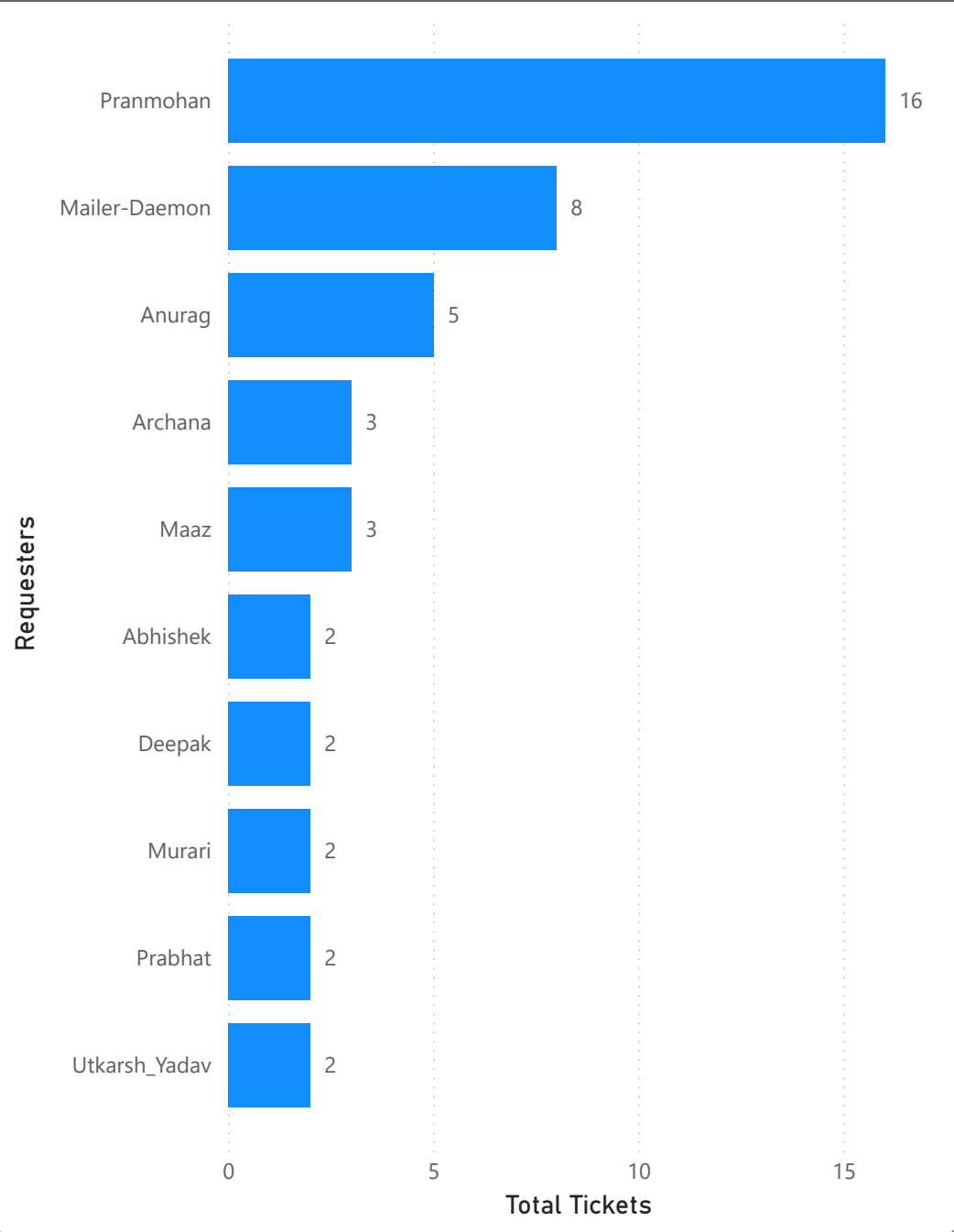
### Age Band wise Category

category	0	1-2	3-4	5-6	Total
NA	30	2	1	1	34
Projects	8				8
Onboarding employee	2				2
File and Storage Management	1				1
GLPI-Ticketing	1				1
Monitoring and Alerts	1				1
Networking	1				1
Offboarding Employee	1				1
Total	45	2	1	1	49

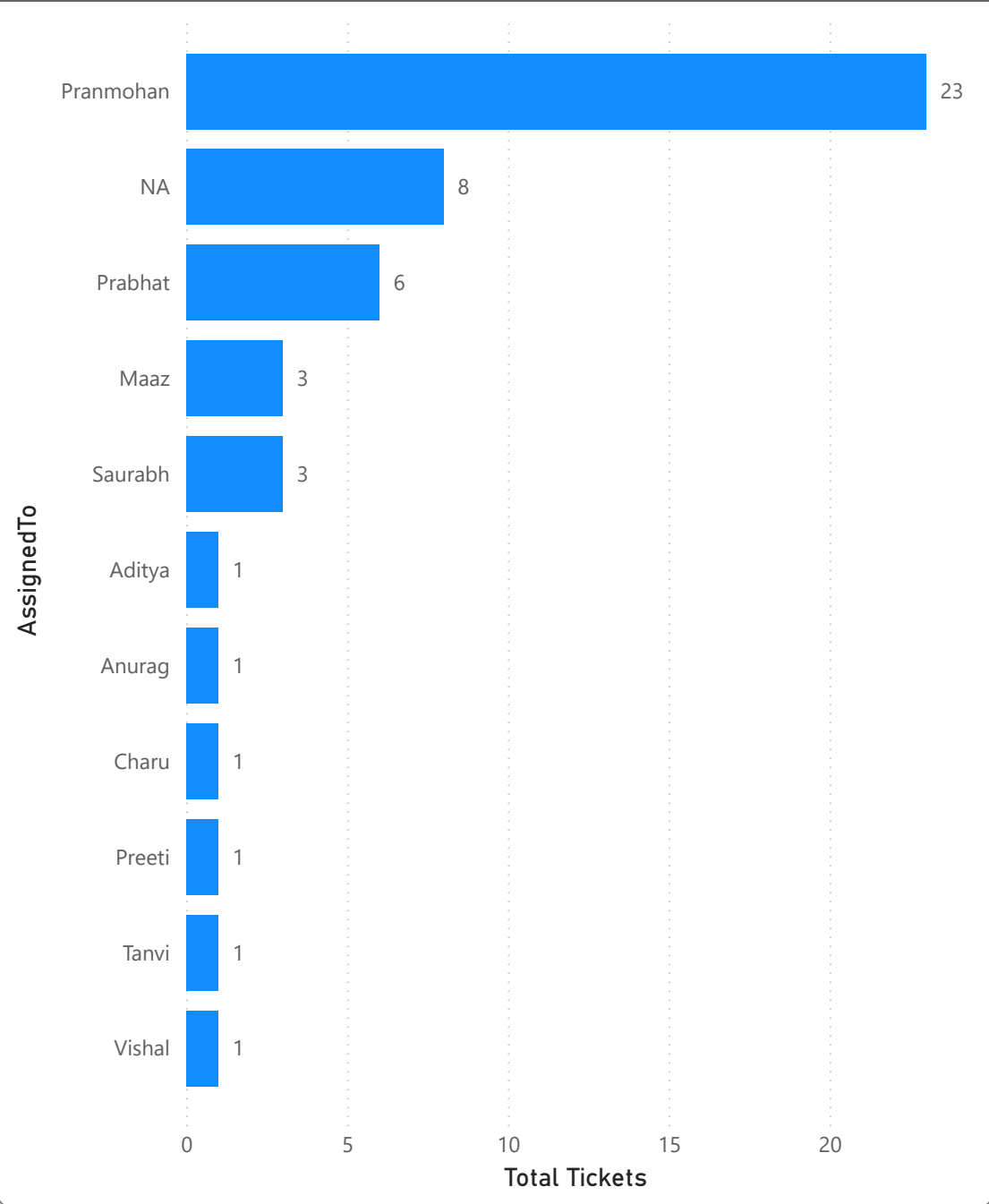
### Age Band wise Assigned

category	0	1-2	3-4	5-6	Total
File and Storage Management	1				1
GLPI-Ticketing	1				1
Monitoring and Alerts	1				1
NA	9	2	1	1	9
Networking	1				1
Offboarding Employee	1				1
Onboarding employee	1				1
Projects	4				4
Total	11	2	1	1	11

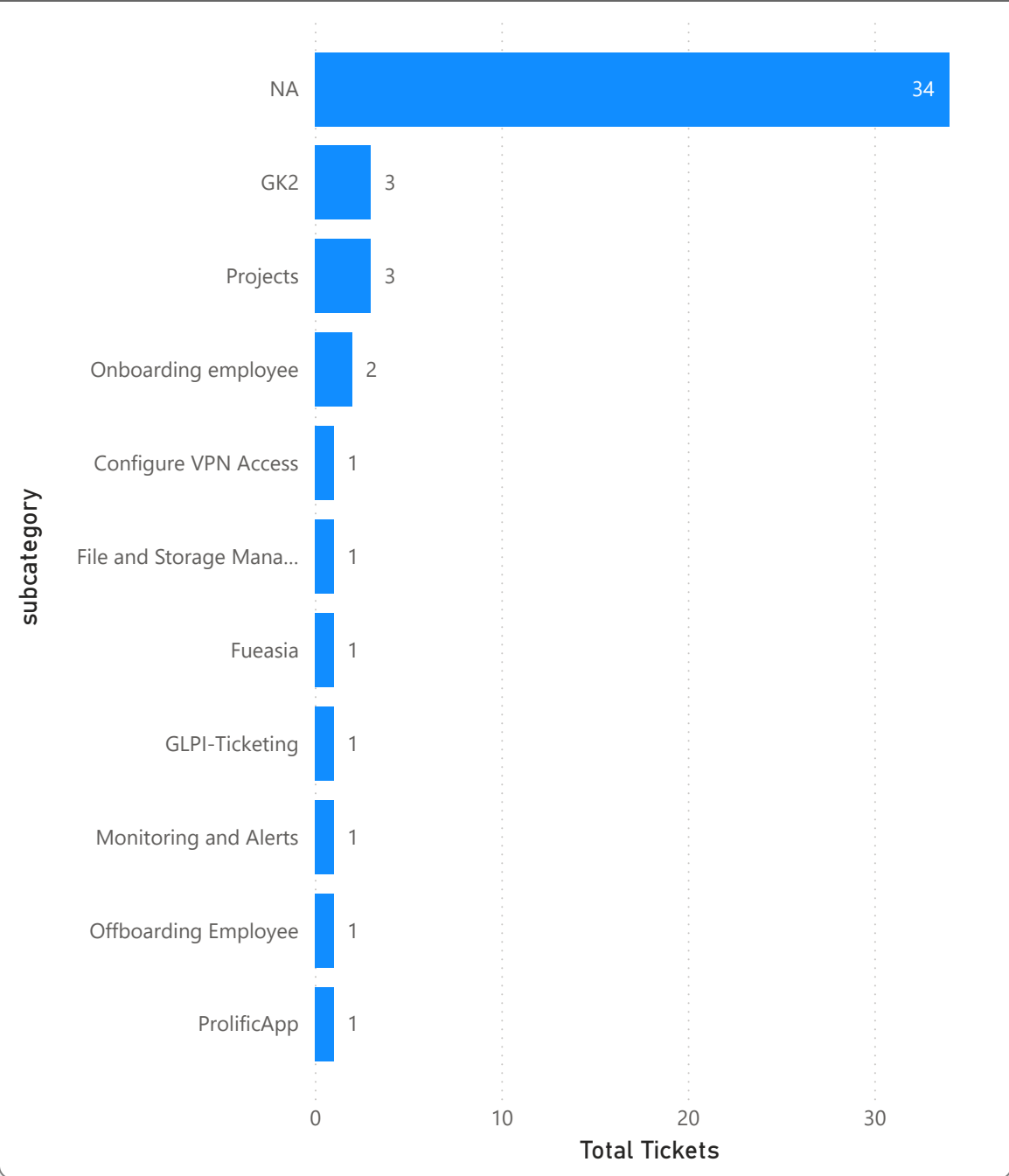
### Top 10 Requester



### Top 10 Assigned



### Top 10 SubCategory





# ITSM PROEFFICO

## TICKET PIVOT

status\_groups

☐ Closed

☐ New

☐ Processing

☐ Solved

ticket\_date

01/01/2025

13/01/2025

Team Members	
Requesters	AssignedTo
14	11

Values				
Total Tickets	New	Processing	Solved	Closed
49	8	13	12	16

Priority Level			
Very High	High	Medium	Major
19	8	22	0

ITSM Proeffico Ticket												
ticket_id	ticket_date	closedate	solvedate	Issues	Requesters	AssignedTo	category	subcategory	Status	priority	age_solved	age_closed
511	13/01/25	13/01/2025	13/01/2025	Staranf Pipeline	Utkarsh_Yadav	Pranmohan	NA	NA	Closed	Medium	0	0
504	13/01/25			Glow Right Access	Anurag	Aditya	NA	NA	Processing	Medium		
516	13/01/25			Dependency Issue In Edhanam Api	Pranmohan	Pranmohan	NA	NA	Processing	Very High		
512	13/01/25		13/01/2025	Pipeline Of Staranf Production Environment.	Utkarsh_Yadav	Pranmohan	NA	NA	Solved	Medium	0	
505	13/01/25			Onboarding Sachin Kumar (Backend)	Pranmohan	Pranmohan	Onboarding employee	Onboarding employee	Processing	Very High		
503	11/01/25			Check Prolificapp Proai Server	Prabhat	Pranmohan	Projects	ProlificApp	Processing	High		
479	10/01/25			Grafana Setup Monitoring For Indiapolls Project (Azure Server)	Aditya	Charu	Monitoring and Alerts	Monitoring and Alerts	Processing	High		
498	10/01/25	10/01/2025	10/01/2025	Add Category For Offboarding Employee In Glpi	Pranmohan	Pranmohan	NA	NA	Closed	Very High	0	0
495	10/01/25			Fueasia Registration Count Not Increase	Archana	Anurag	NA	NA	Processing	Very High		
494	10/01/25			Wrong Comment Show On 3Rd World Fueasia Registration	Archana	Maaz	NA	NA	Processing	Very High		
502	10/01/25			Remove Approval System From Gk2 Ui For One Day	Maaz	Saurabh	NA	NA	Processing	High		
484	10/01/25		10/01/2025	Database Connection Problem	Abhishek	Pranmohan	NA	NA	Solved	Medium	0	
501	10/01/25		11/01/2025	Login Credentials For Sonarqube	Mukul	Pranmohan	NA	NA	Solved	Medium	1	
487	10/01/25		10/01/2025	Need List Of Abstarcats	Abhishek	Preeti	NA	NA	Solved	Very High	0	
496	10/01/25			Need Vpn Access	Anjana	Saurabh	Networking	Configure VPN Access	Processing	Very High		
499	10/01/25			Offboarding Of Chahat Dia	Pranmohan	Pranmohan	Offboarding Employee	Offboarding Employee	Processing	Very High		
483	10/01/25		10/01/2025	Need Access Of Deployment Sheets Given Below	Pranmohan	Prabhat	Projects	Projects	Solved	Very High	0	
500	10/01/25		10/01/2025	Clear All Data Of This Url "Https://Prolificapp.Proeffico.Com/"	Deepak	Pranmohan	Projects	Projects	Solved	High	0	
457	09/01/25	09/01/2025	09/01/2025	Add Alm-Kpi In The Category Of Glpi	Pranmohan	Pranmohan	NA	NA	Closed	Medium	0	0
473	09/01/25	10/01/2025	09/01/2025	Alm_Kpi Deployment ..	Pranmohan	Pranmohan	NA	NA	Closed	Very High	0	1
456	09/01/25	09/01/2025	09/01/2025	Alm-Kpi Jenkins , Docker, Ocp Setup For Code Deployment	Pranmohan	Pranmohan	NA	NA	Closed	Very High	0	0
468	09/01/25	09/01/2025	09/01/2025	Proai_Website Css Issue Fixed	Pranmohan	Pranmohan	NA	NA	Closed	Medium	0	0
477	09/01/25	09/01/2025	09/01/2025	Required Vpn	Anurag	Saurabh	NA	NA	Closed	Medium	0	0
478	09/01/25		09/01/2025	Required Vpn	Anurag	Prabhat	NA	NA	Solved	Medium	0	
474	09/01/25		09/01/2025	Deployment On Gk2Ui	Maaz	Pranmohan	Projects	GK2	Solved	Very High	0	
455	08/01/25			Unable To View Pdf Documents And Revision Number Update From 01 To 00	Murari	Maaz	Projects	GK2	Processing	High		
454	08/01/25			Issue In Process Inspection Tab: Ongoing, Completed, And Incomplete Inspections Not Displaying	Murari	Tanvi	Projects	GK2	Processing	Medium		
453	08/01/25		09/01/2025	Ksksurgicals Website Not Working	Deepak	Prabhat	Projects	Projects	Solved	Very High	1	
449	07/01/25	07/01/2025	07/01/2025	Bbb Server Cleanup	Pranmohan	Pranmohan	NA	NA	Closed	Very High	0	0
447	07/01/25		10/01/2025	Allow Me To Use Youtube	Pranmohan	Prabhat	NA	NA	Solved	Very High	3	
445	06/01/25		09/01/2025	Reducing Excessive Disk And Cpu Usage For Improved System Efficiency	Javed	Prabhat	NA	NA	Solved	Very High	3	
430	04/01/25	07/01/2025	07/01/2025	Create Users And Admin User In Teleport Test	Pranmohan	Pranmohan	NA	NA	Closed	Medium	3	3
431	04/01/25	09/01/2025	04/01/2025	Prepare A List Of Modules And Functionalities Available In Teleport.	Pranmohan	Pranmohan	NA	NA	Closed	Medium	0	5
429	04/01/25	04/01/2025	04/01/2025	Setup Teleport On Test Server	Pranmohan	Pranmohan	NA	NA	Closed	Very High	0	0
427	04/01/25			Update Invoice Issue	Prabhat	Vishal	NA	NA	Processing	Very High		
428	04/01/25		07/01/2025	Composer Issue On Edhanam Test	Anurag	Pranmohan	NA	NA	Solved	High	3	
432	04/01/25	04/01/2025	04/01/2025	Deployment Issue Come On Fueasia Please Solve It	Maaz	Pranmohan	Projects	Fueasia	Closed	High	0	0
426	03/01/25	04/01/2025	04/01/2025	Image Move Button Not Working	Archana	Maaz	NA	NA	Closed	High	1	1
515	03/01/25			Undelivered Mail Returned To Sender	Mailer-Daemon	NA	NA	NA	New	Medium		
418	02/01/25	02/01/2025	02/01/2025	Increase The File Size To Upload At Server From The Request In Prolific	Anurag	Prabhat	File and Storage Management	File and Storage Management	Closed	Medium	0	0
416	02/01/25	02/01/2025	02/01/2025	Add A New Category For Onboarding	Pranmohan	Pranmohan	GLPI-Ticketing	GLPI-Ticketing	Closed	Medium	0	0
506	02/01/25			Undelivered Mail Returned To Sender	Mailer-Daemon	NA	NA	NA	New	Medium		
507	02/01/25			Undelivered Mail Returned To Sender	Mailer-Daemon	NA	NA	NA	New	Medium		
508	02/01/25			Undelivered Mail Returned To Sender	Mailer-Daemon	NA	NA	NA	New	Medium		
509	02/01/25			Undelivered Mail Returned To Sender	Mailer-Daemon	NA	NA	NA	New	Medium		
510	02/01/25			Undelivered Mail Returned To Sender	Mailer-Daemon	NA	NA	NA	New	Medium		
513	02/01/25			Undelivered Mail Returned To Sender	Mailer-Daemon	NA	NA	NA	New	Medium		
514	02/01/25			Undelivered Mail Returned To Sender	Mailer-Daemon	NA	NA	NA	New	Medium		
417	02/01/25	02/01/2025	02/01/2025	Onborad Employee Aaqib	Pranmohan	Pranmohan	Onboarding employee	Onboarding employee	Closed	Very High	0	0





# ITSM PROEFFICO

## TICKET PROCESS & NEW

status\_groups

☐ Closed

☐ New

☐ Processing

☐ Solved

ticket\_date

01/01/2025

13/01/2025

Team Members

Requesters

14

AssignedTo

11

Values

Total Tickets

49

New

8

Processing

13

Solved

12

Closed

16

Priority Level

Very High

19

High

8

Medium

22

Major

0

New												
ticket_id	ticket_date	closedate	solvedate	Issues	Requesters	AssignedTo	category	subcategory	Status	priority	age_solved	age_closed
515	03/01/25			Undelivered Mail Returned To Sender	Mailer-Daemon	NA	NA	NA	New	Medium		
514	02/01/25			Undelivered Mail Returned To Sender	Mailer-Daemon	NA	NA	NA	New	Medium		
513	02/01/25			Undelivered Mail Returned To Sender	Mailer-Daemon	NA	NA	NA	New	Medium		
510	02/01/25			Undelivered Mail Returned To Sender	Mailer-Daemon	NA	NA	NA	New	Medium		
509	02/01/25			Undelivered Mail Returned To Sender	Mailer-Daemon	NA	NA	NA	New	Medium		
508	02/01/25			Undelivered Mail Returned To Sender	Mailer-Daemon	NA	NA	NA	New	Medium		
507	02/01/25			Undelivered Mail Returned To Sender	Mailer-Daemon	NA	NA	NA	New	Medium		
506	02/01/25			Undelivered Mail Returned To Sender	Mailer-Daemon	NA	NA	NA	New	Medium		

Processing												
ticket_id	ticket_date	closedate	solvedate	Issues	Requesters	AssignedTo	category	subcategory	Status	priority	age_solved	age_closed
504	13/01/25			Glow Right Access	Anurag	Aditya	NA	NA	Processing	Medium		
516	13/01/25			Dependency Issue In Edhanam Api	Pranmohan	Pranmohan	NA	NA	Processing	Very High		
505	13/01/25			Onboarding Sachin Kumar (Backend)	Pranmohan	Pranmohan	Onboarding employee	Onboarding employee	Processing	Very High		
503	11/01/25			Check Prolificapp Proai Server	Prabhat	Pranmohan	Projects	ProlificApp	Processing	High		
479	10/01/25			Grafana Setup Monitoring For Indiapolls Project (Azure Server)	Aditya	Charu	Monitoring and Alerts	Monitoring and Alerts	Processing	High		
495	10/01/25			Fueasia Registration Count Not Increase	Archana	Anurag	NA	NA	Processing	Very High		
494	10/01/25			Wrong Comment Show On 3Rd World Fueasia Registration	Archana	Maaz	NA	NA	Processing	Very High		
502	10/01/25			Remove Approval System From Gk2 Ui For One Day	Maaz	Saurabh	NA	NA	Processing	High		
496	10/01/25			Need Vpn Access	Anjana	Saurabh	Networking	Configure VPN Access	Processing	Very High		
499	10/01/25			Offboarding Of Chahat Dia	Pranmohan	Pranmohan	Offboarding Employee	Offboarding Employee	Processing	Very High		
455	08/01/25			Unable To View Pdf Documents And Revision Number Update From 01 To 00	Murari	Maaz	Projects	GK2	Processing	High		
454	08/01/25			Issue In Process Inspection Tab: Ongoing, Completed, And Incomplete Inspections Not Displaying	Murari	Tanvi	Projects	GK2	Processing	Medium		
427	04/01/25			Update Invoice Issue	Prabhat	Vishal	NA	NA	Processing	Very High		


Close												
ticket_id	ticket_date	closedate	solvedate	Issues	Requesters	AssignedTo	category	subcategory	Status	priority	age_solved	age_closed
511	13/01/25	13/01/2025	13/01/2025	Starmf Pipeline	Utkarsh_Yadav	Pranmohan	NA	NA	Closed	Medium	0	0
498	10/01/25	10/01/2025	10/01/2025	Add Category For Offboarding Employee In Glpi	Pranmohan	Pranmohan	NA	NA	Closed	Very High	0	0
457	09/01/25	09/01/2025	09/01/2025	Add Alm-Kpi In The Category Of Glpi	Pranmohan	Pranmohan	NA	NA	Closed	Medium	0	0
473	09/01/25	10/01/2025	09/01/2025	Alm_Kpi Deployment ..	Pranmohan	Pranmohan	NA	NA	Closed	Very High	0	1
456	09/01/25	09/01/2025	09/01/2025	Alm-Kpi Jenkins , Docker, Ocp Setup For Code Deployment	Pranmohan	Pranmohan	NA	NA	Closed	Very High	0	0
468	09/01/25	09/01/2025	09/01/2025	Proai_Website Css Issue Fixed	Pranmohan	Pranmohan	NA	NA	Closed	Medium	0	0
477	09/01/25	09/01/2025	09/01/2025	Required Vpn	Anurag	Saurabh	NA	NA	Closed	Medium	0	0
449	07/01/25	07/01/2025	07/01/2025	Bbb Server Cleanup	Pranmohan	Pranmohan	NA	NA	Closed	Very High	0	0
430	04/01/25	07/01/2025	07/01/2025	Create Users And Admin User In Teleport Test	Pranmohan	Pranmohan	NA	NA	Closed	Medium	3	3
431	04/01/25	09/01/2025	04/01/2025	Prepare A List Of Modules And Functionalities Available In Teleport.	Pranmohan	Pranmohan	NA	NA	Closed	Medium	0	5
429	04/01/25	04/01/2025	04/01/2025	Setup Teleport On Test Server	Pranmohan	Pranmohan	NA	NA	Closed	Very High	0	0
432	04/01/25	04/01/2025	04/01/2025	Deployment Issue Come On Fueasia Please Solve It	Maaz	Pranmohan	Projects	Fueasia	Closed	High	0	0
426	03/01/25	04/01/2025	04/01/2025	Image Move Button Not Working	Archana	Maaz	NA	NA	Closed	High	1	1
418	02/01/25	02/01/2025	02/01/2025	Increase The File Size To Upload At Server From The Request In Prolific	Anurag	Prabhat	File and Storage Management	File and Storage Management	Closed	Medium	0	0
416	02/01/25	02/01/2025	02/01/2025	Add A New Category For Onboarding	Pranmohan	Pranmohan	GLPI-Ticketing	GLPI-Ticketing	Closed	Medium	0	0
417	02/01/25	02/01/2025	02/01/2025	Onborad Employee Aaqib	Pranmohan	Pranmohan	Onboarding employee	Onboarding employee	Closed	Very High	0	0

Solved												
ticket_id	ticket_date	closedate	solvedate	Issues	Requesters	AssignedTo	category	subcategory	Status	priority	age_solved	age_closed
512	13/01/25		13/01/2025	Pipeline Of Starmf Production Environment.	Utkarsh_Yadav	Pranmohan	NA	NA	Solved	Medium	0	
484	10/01/25		10/01/2025	Database Connection Problem	Abhishek	Pranmohan	NA	NA	Solved	Medium	0	
501	10/01/25		11/01/2025	Login Credentials For Sonarqube	Mukul	Pranmohan	NA	NA	Solved	Medium	1	
487	10/01/25		10/01/2025	Need List Of Abstarcat	Abhishek	Preeti	NA	NA	Solved	Very High	0	
483	10/01/25		10/01/2025	Need Access Of Deployment Sheets Given Below	Pranmohan	Prabhat	Projects	Projects	Solved	Very High	0	
500	10/01/25		10/01/2025	Clear All Data Of This Url "Https://Prolificapp.Proeffico.Com/"	Deepak	Pranmohan	Projects	Projects	Solved	High	0	
478	09/01/25		09/01/2025	Required Vpn	Anurag	Prabhat	NA	NA	Solved	Medium	0	
474	09/01/25		09/01/2025	Deployment On Gk2Ui	Maaz	Pranmohan	Projects	GK2	Solved	Very High	0	
453	08/01/25		09/01/2025	Kksurgicals Website Not Working	Deepak	Prabhat	Projects	Projects	Solved	Very High	1	
447	07/01/25		10/01/2025	Allow Me To Use Youtube	Pranmohan	Prabhat	NA	NA	Solved	Very High	3	
445	06/01/25		09/01/2025	Reducing Excessive Disk And Cpu Usage For Improved System Efficiency	Javed	Prabhat	NA	NA	Solved	Very High	3	
428	04/01/25		07/01/2025	Composer Issue On Edhanam Test	Anurag	Pranmohan	NA	NA	Solved	High	3	



## ITSM PROEFFICO

## TICKET PRE DAY

**status\_groups** 

- ☐ Closed
- ☐ Processing
- ☐ Solved

ticket\_date

11/01/2025

13/01/2025

## Team Members

## Requesters

4

AssignedTo

2

## Values

Total Tickets

6

New

0

## Processing

4

Solved

1

Closed

1

### Priority Level

Very High

2

High

1

### Medium

3

Major

0

## ITSM Proeffico Ticket

[illegible]