

Google DS - Helpdesk

For this task, we will use the cleansed data for the helpdesk tickets. Please do the following in Google Data Studio:

1. Display total record count.
2. Add a pie chart displaying the summary of "ticket sources".
3. Add a chart of your choice to represent the total tickets based on priority.
4. Add a chart of your choice to represent the total tickets based on ticket type.
5. Add 2 more charts or graphs that are deemed useful based on your own analysis.
6. Capture screenshots of your graphs and paste it in a document or slide. You can also download the report as PDF and provide clear and concise summaries for each graph.