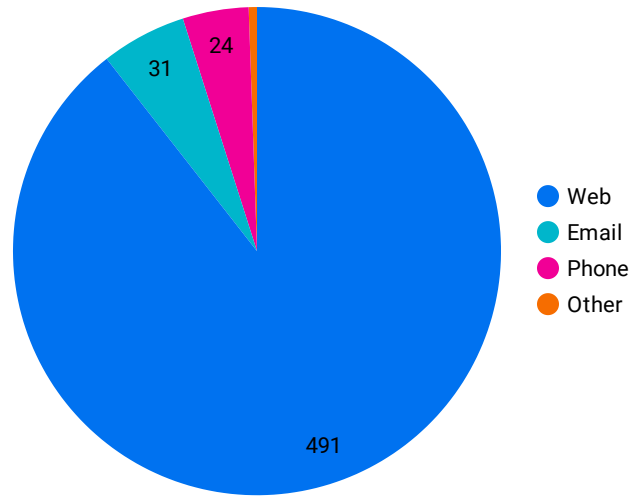
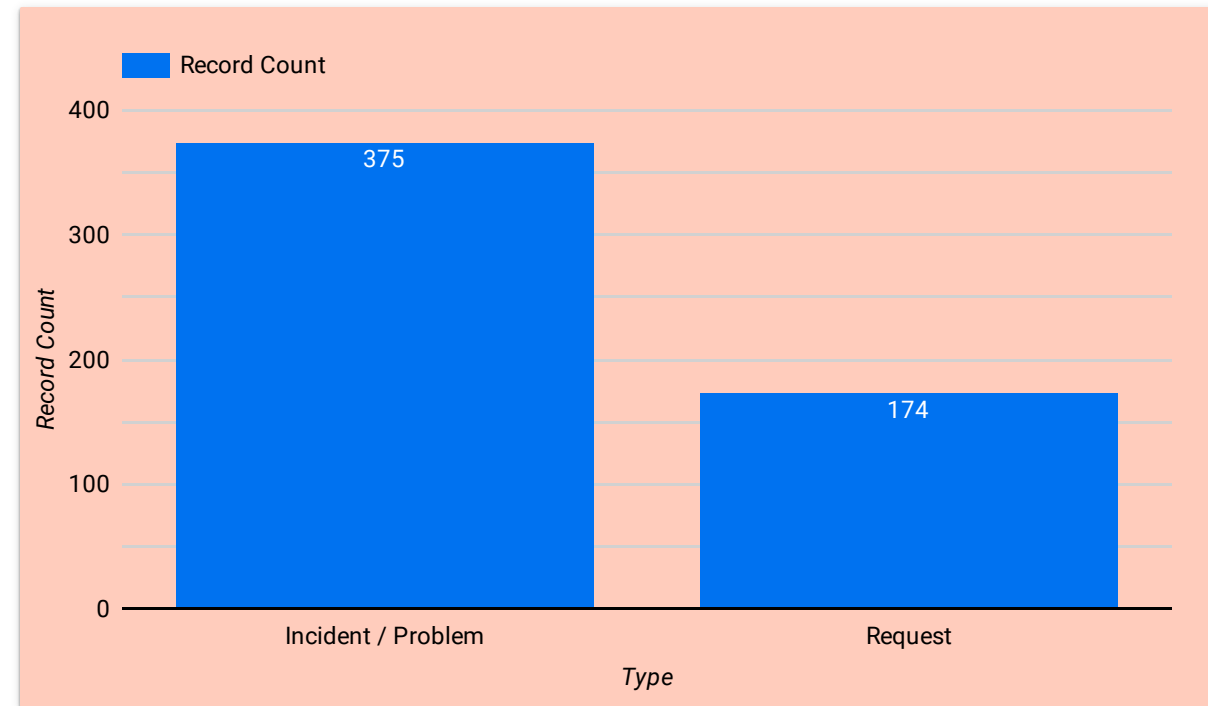


Record Count

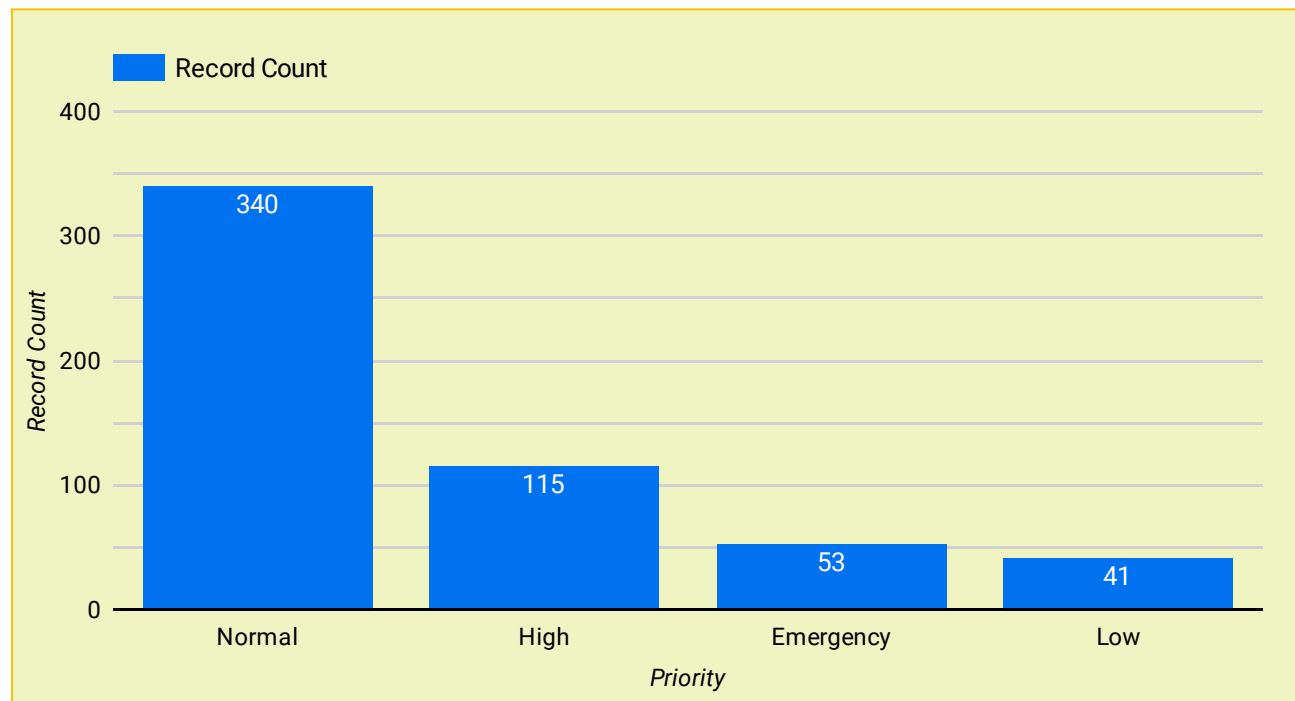
549



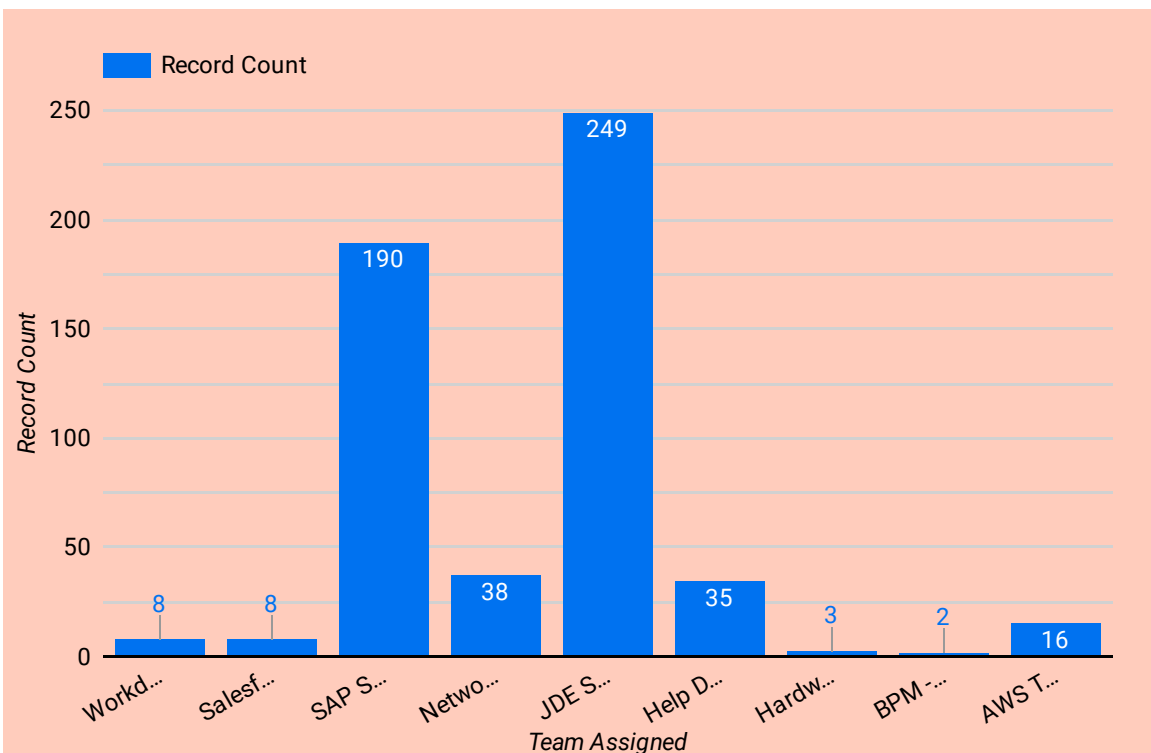
The above Pie Chart represents the record count of the tickets as per the Source. It is clear that the majority source of ticket is from the Web followed by email and phone. There is very small amount of tickets from other sources.



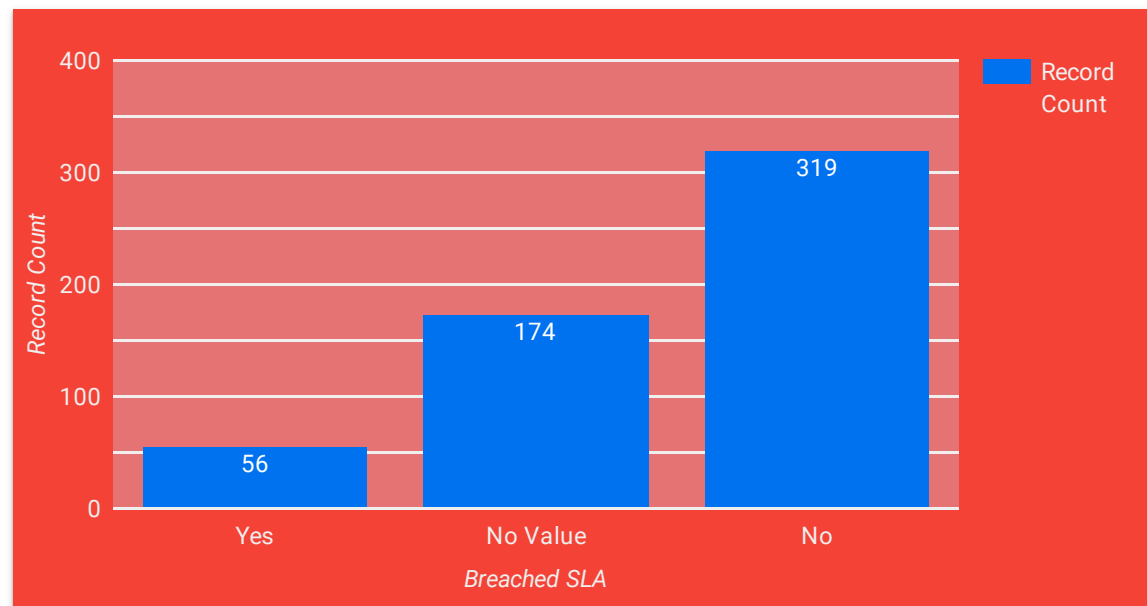
I have used a column chart to show the total count of tickets as per Type as I feel it is a simple way to visualize and easier to understand for any viewer as well. It is clear from the chart that majority type of tickets that have been raised is due to an incident or a problem and about 174 tickets have been raised due to a request.



The chart on the left depicts record count of the tickets as per priority. We can see that Normal priority has the highest number of tickets raised followed by High and Emergency. Low level priority has the lowest number of tickets.



This particular chart depicts the record count of ticket per team. We can clearly see that most of the tickets has been assigned to the JDE support team which is about 249 tickets followed by SAP Support Team which is about 190 tickets. Rest of the teams have about 20-40 tickets assigned to them whereas salesforce team and workday team have only about 8 tickets raised. Hardware and BPM team has about 3 tickets assigned to them.



I have used a column chart to show the record count on the tickets that have breached the SLA(Service level agreement). We can clearly see that, most of the tickets(319) have not breached the SLA which is a very good number. However, there are 56 tickets that have breached the SLA which is good number as well but if there are no tickets that have breached the SLA will be the best scenario.