



## FP20 IT Help Desk Analysis

Agent name  
All

Year  
All

Resolution Class  
All

Page 1

Page 2

Total Tickets  
97,498

Total Agents  
50

Total Employee  
2,000

Average Satisfaction Rate  
4.10

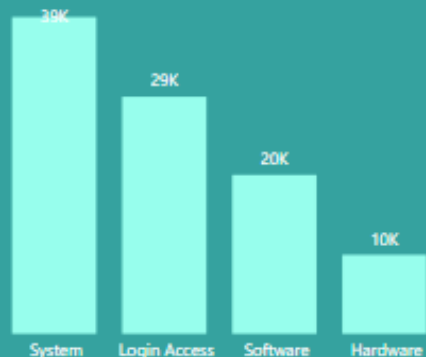
Average Resolution Time (Days)  
4.55

Average Age  
35.40

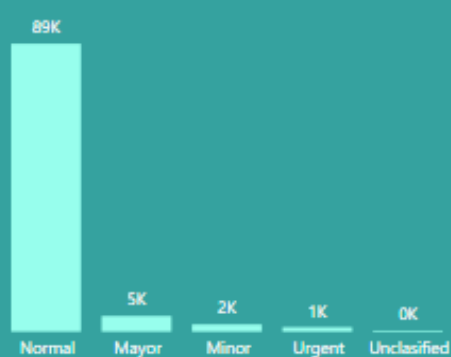
Within SLA  
47,014

Outside SLA  
50,484

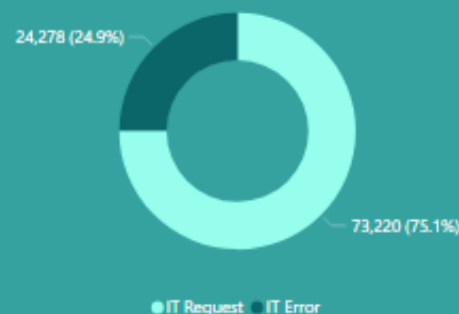
### Total Tickets by Request Category



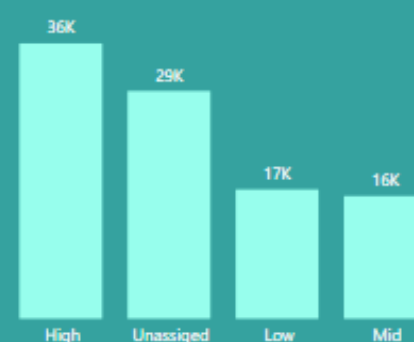
### Total Tickets by Severity Type



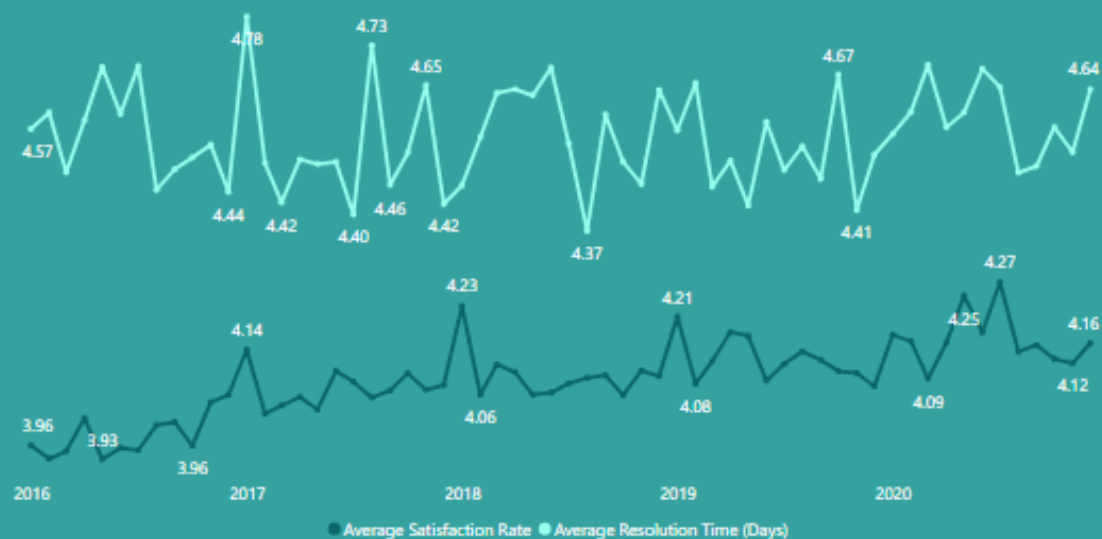
### Total Tickets by Issue Type



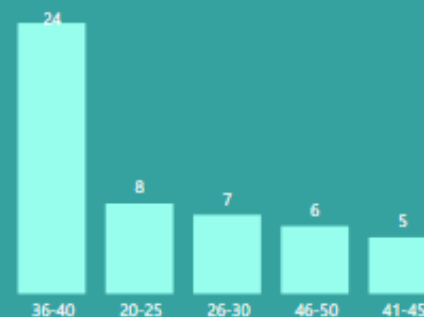
### Total Tickets by Priority Type



### Average Satisfaction Rate and Average Resolution Time (Days) by Year and Month



### Total Agents by Age Group



### Outside SLA and Within SLA by Age Group



Average Satisfaction Rate (4.93% increase) and Average Resolution Time (Days) (1.66% increase) both trended up between January 2016 and December 2020. Average Satisfaction Rate started trending down on August 2020, falling by 0.54% (0.02) in 3 months.

At 39,002, System had the highest Total Tickets and was 300.72% higher than Hardware, which had the lowest Total Tickets at 9,733. System had the highest Total Tickets at 39,002, followed by Login Access, Software, and Hardware. System accounted for 40.00% of Total Tickets. Across all 5 Severity Type, Total Tickets ranged from 356 to 88,656.



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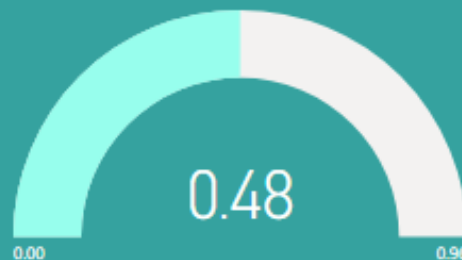
Average Age  
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Within SLA  
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Outside SLA  
50,484

Name	Last Name	Age	Total Tickets	Average Resolution Time (Days)	Average Satisfaction Rate	SLA Compliance %
AURELIO	TANORI	41	2,027	4.51	4.41	0.49
JESUS	CONTRERAS	37	2,026	5.55	4.34	0.45
ELENA	VELEZ	27	2,021	5.38	3.62	0.45
MELINDA	BARCELO	24	2,007	4.37	4.40	0.48
BARBARA	GRUJALVA	48	2,003	4.23	4.44	0.49
WILLYBERTO	GONZALES	47	2,000	4.26	4.38	0.51
GUADALUPE	TORRICO	27	1,987	3.67	4.36	0.51
ALBERTO	CASILLAS	27	1,974	4.30	4.42	0.49
JESUS	GRAJEDA	41	1,968	3.60	4.47	0.51
GUADALUPE	VILLANUEVA	45	1,958	4.80	3.63	0.47
ALBERTO	TORRICO	27	1,940	5.33	3.50	0.47
Total			35,374	4.50	4.14	0.48

### SLA Compliance %



Outside SLA (135.08% increase) and Within SLA (132.76% increase) both trended up between January 2016 and December 2020. Within SLA started trending up on April 2020, rising by 5.44% (63) in 8 months.

Within SLA jumped from 920 to 1173 during its steepest incline between December 2019 and March 2020.

Total Satisfaction Rate experienced the longest period of growth (+2844) between January 2017 and November 2019.

### Within SLA and Outside SLA by Year and Month



### Total Tickets, Total Resolution Time (Days) and Total Satisfaction Rate by Year and Month

