

# IT Tickets Analysis

User

Res. Days

Res. Avg Days

Last Refresh Date : 21-11-2018

Severity

All

Priority

All

TicketType

All

Satisfaction

All

Departments

All

RequestorSeniority

All

FiledAgainst

All

966

Total Users

50K

Total Tickets

339K

Total Days

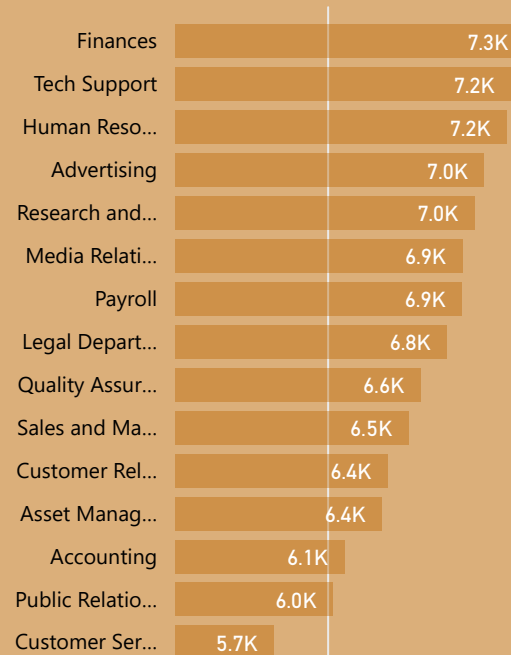
15

Total Departments

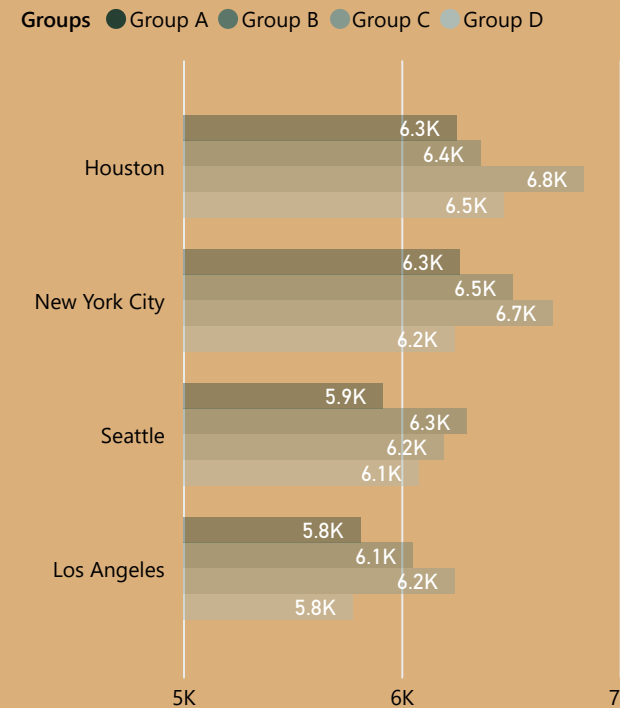
6.84

Avg Res. Days

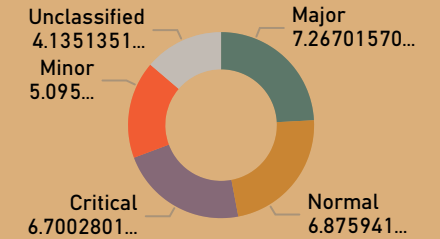
Total Tickets by Departments



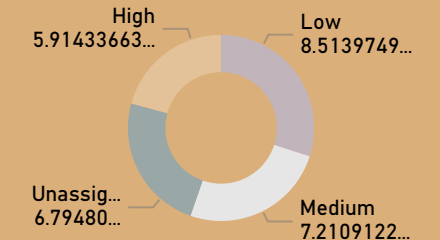
Total Tickets by Business Unit and Groups



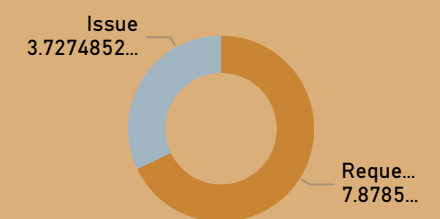
by Severity



by Priority



by Ticket Type



by Gender

