389 119 126 144 Service Desk Tickets **Total Orlando Tickets Total Tickets Total Denver Tickets Total Dalls Tickets** Ticket Count by Category **Monthly Ticket Count Location** • Dallas • Denver • Orlando **Location** • Dallas • Denver • Orlando **Escort Engineer** 99 100 75 32 74 Category **Total Tickets** Delivery 63 24 28 16 32 Device Check 25 27 31 Device Identify 35 35 31 27 16 Jan-23 Feb-23 Mar-23 May-23 Apr-23 0 50 100 MonthYear Total Tickets Tickets by Business Hours/After Hours Business Hours Tickets After Hours Tickets SLA Breaches 30 20 10 Orlando Dallas Orlando Orlando Dallas Dallas Denver Denver Dallas Dallas Denver Orlando Denver Orlando Denver Feb-23 Mar-23 May-23 Jan-23 Apr-23 Location