

97498

Tickets

2000

Employees

50

Agents

4.55

Avg of Res Time

4.10

Avg of Sat Rate

36

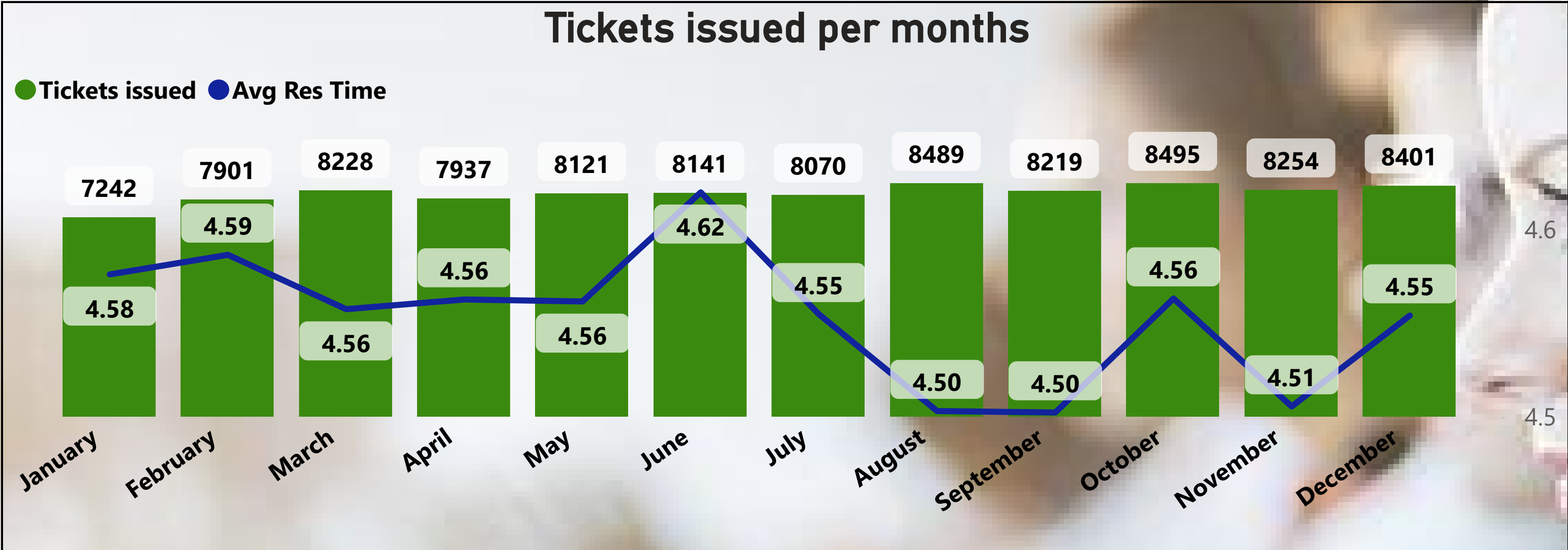
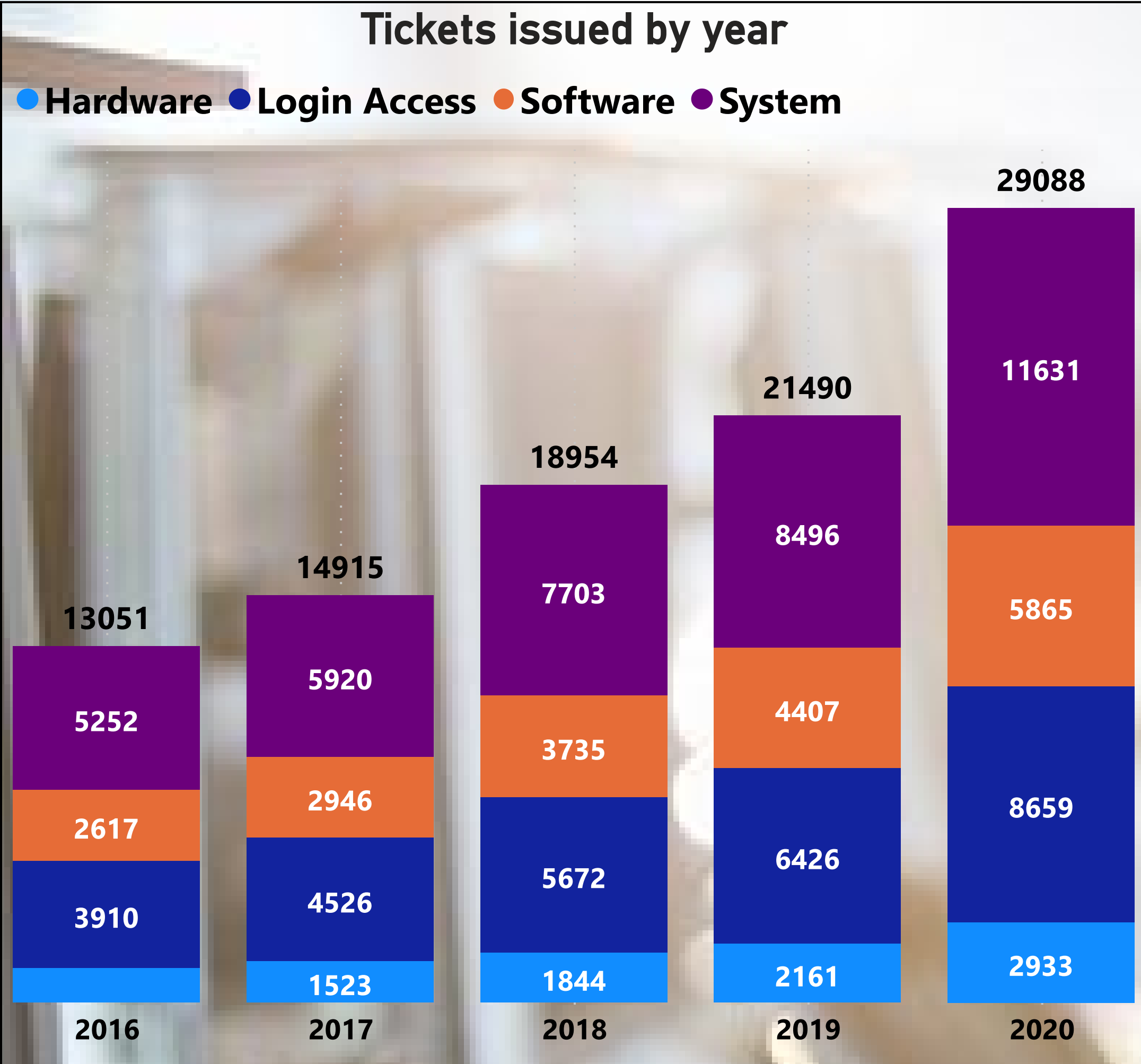
Avg Agent age

IT Help Desk Analysis

Challenge # 8 FP20

FP20

ANALYTICS



Agents

2016

2019

2017

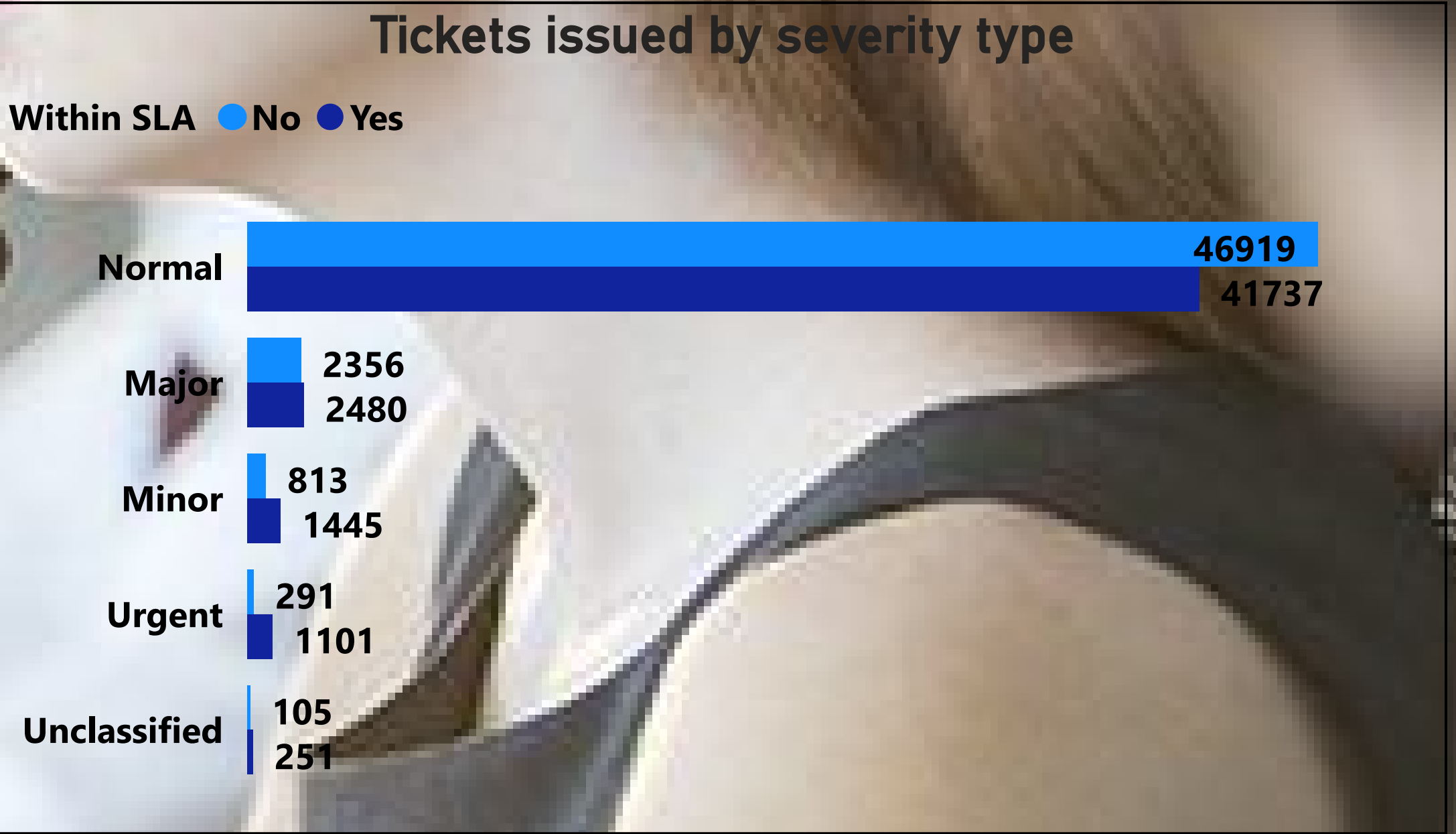
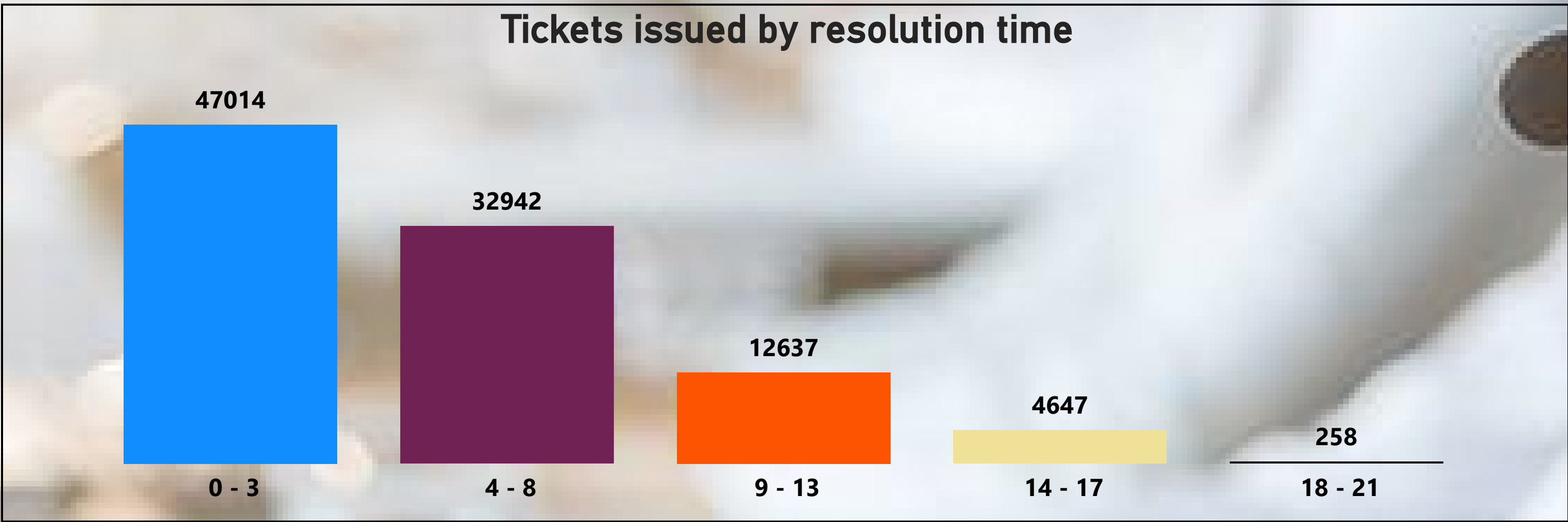
2020

2018

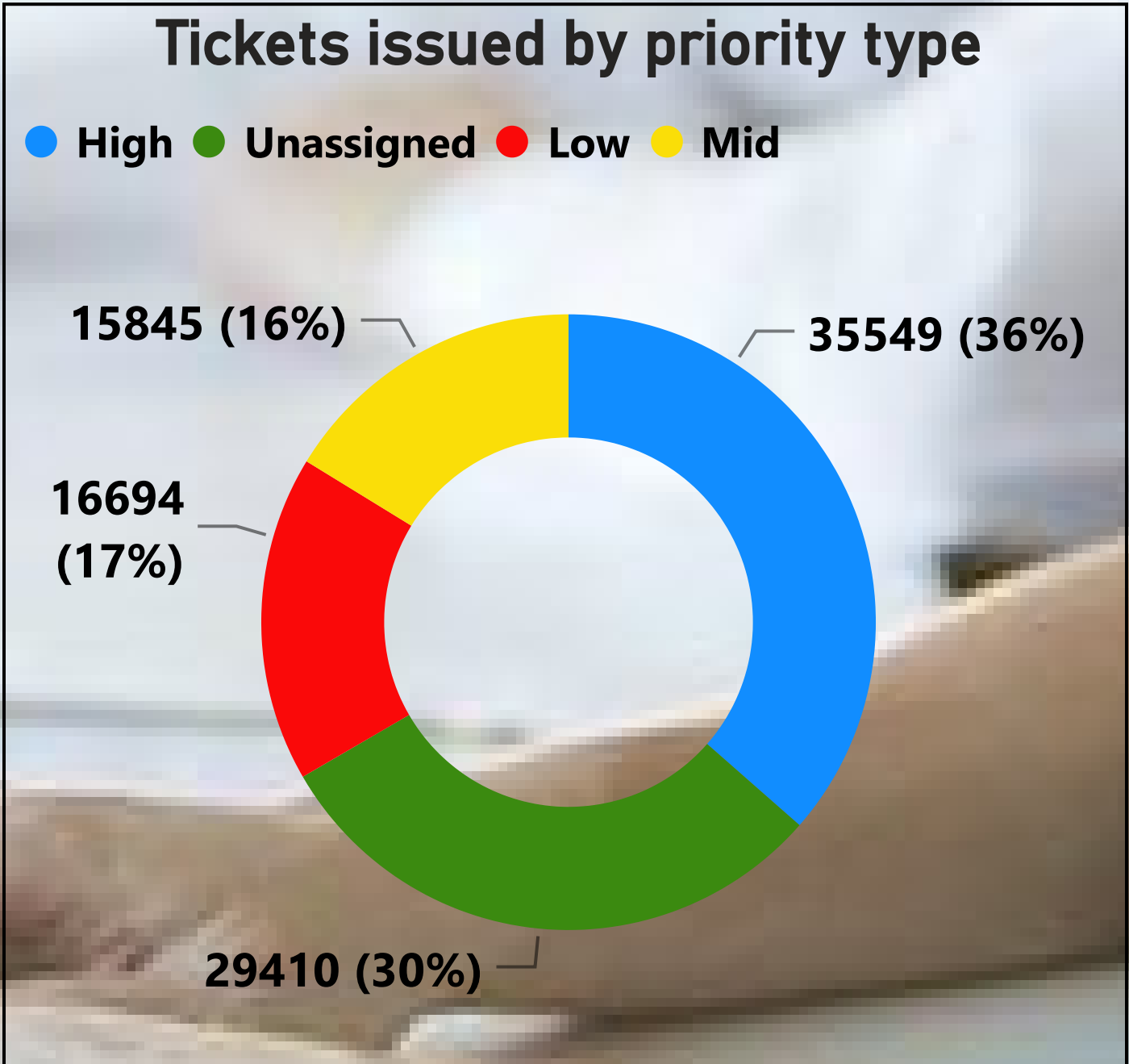
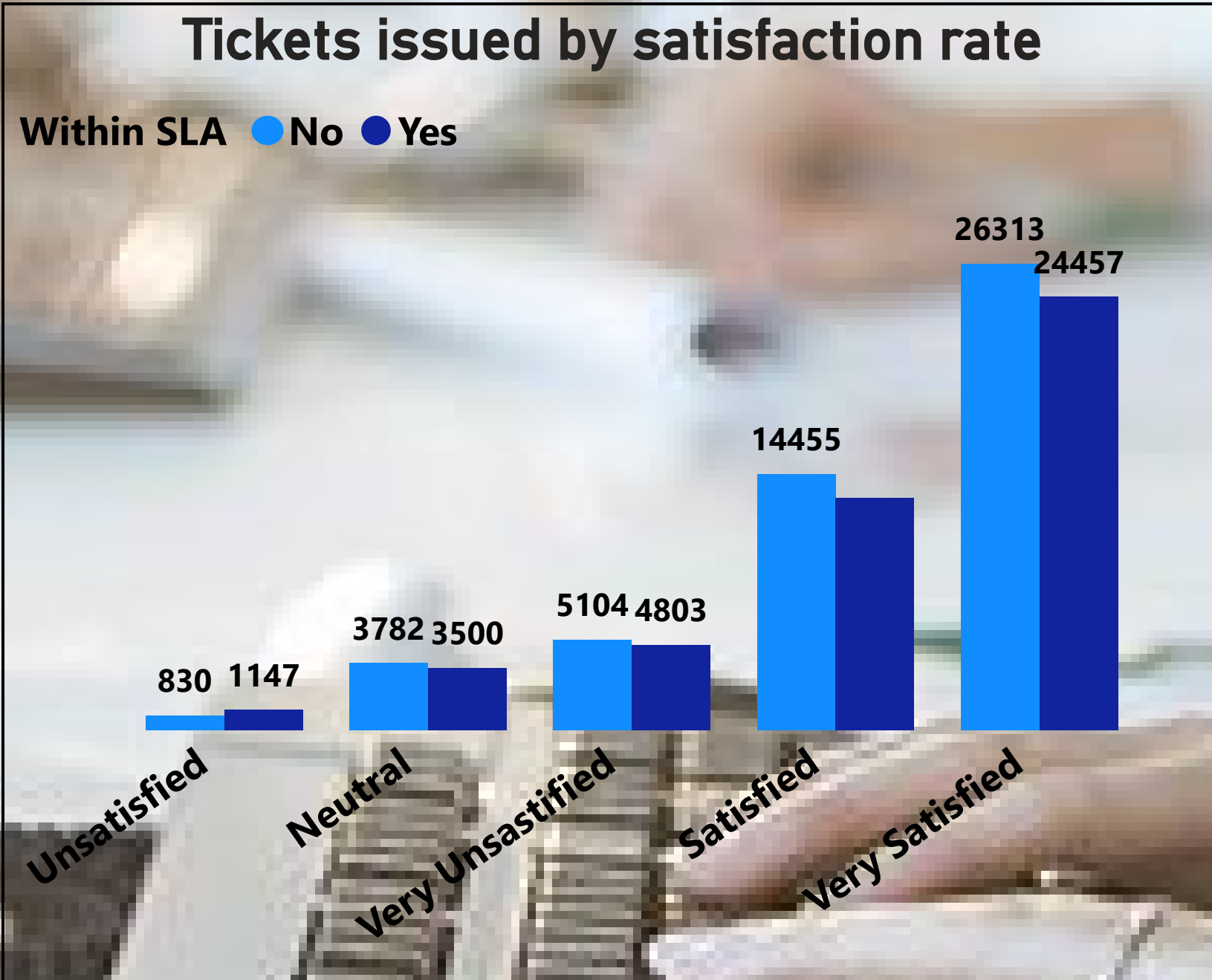
Tickets issued by SLA Status

SLA No Yes

47014 (48%) 50484 (52%)



Severity Type	Hardware	Login Access	Software	System
Major	5.78	0.33	5.08	5.53
Minor	6.73	0.41	3.62	4.93
Normal	7.82	0.31	5.33	6.79
Unclassified	6.40	0.32	3.02	3.90
Urgent	2.78	0.36	3.00	2.59



Priority Type	Major	Minor	Normal	Unclassified	Urgent
High	3.62	1.01	3.60	0.57	0.55
Low	4.60	5.25	6.13	4.08	4.01
Mid	3.70	3.69	4.06	3.00	1.56
Unassigned	4.13	4.30	5.42	4.11	3.56

Priority Type	Hardware	Login Access	Software	System
Unassigned	9.84	0.27	5.80	7.75
Mid	6.40	0.30	4.97	5.72
Low	9.47	0.39	7.12	8.72
High	5.48	0.32	4.02	5.08

Issue Type	2016	2017	2018	2019	2020
IT Request	9757	11235	14301	16146	21781
IT Error	3294	3680	4653	5344	7307

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Avg of Sat Rate

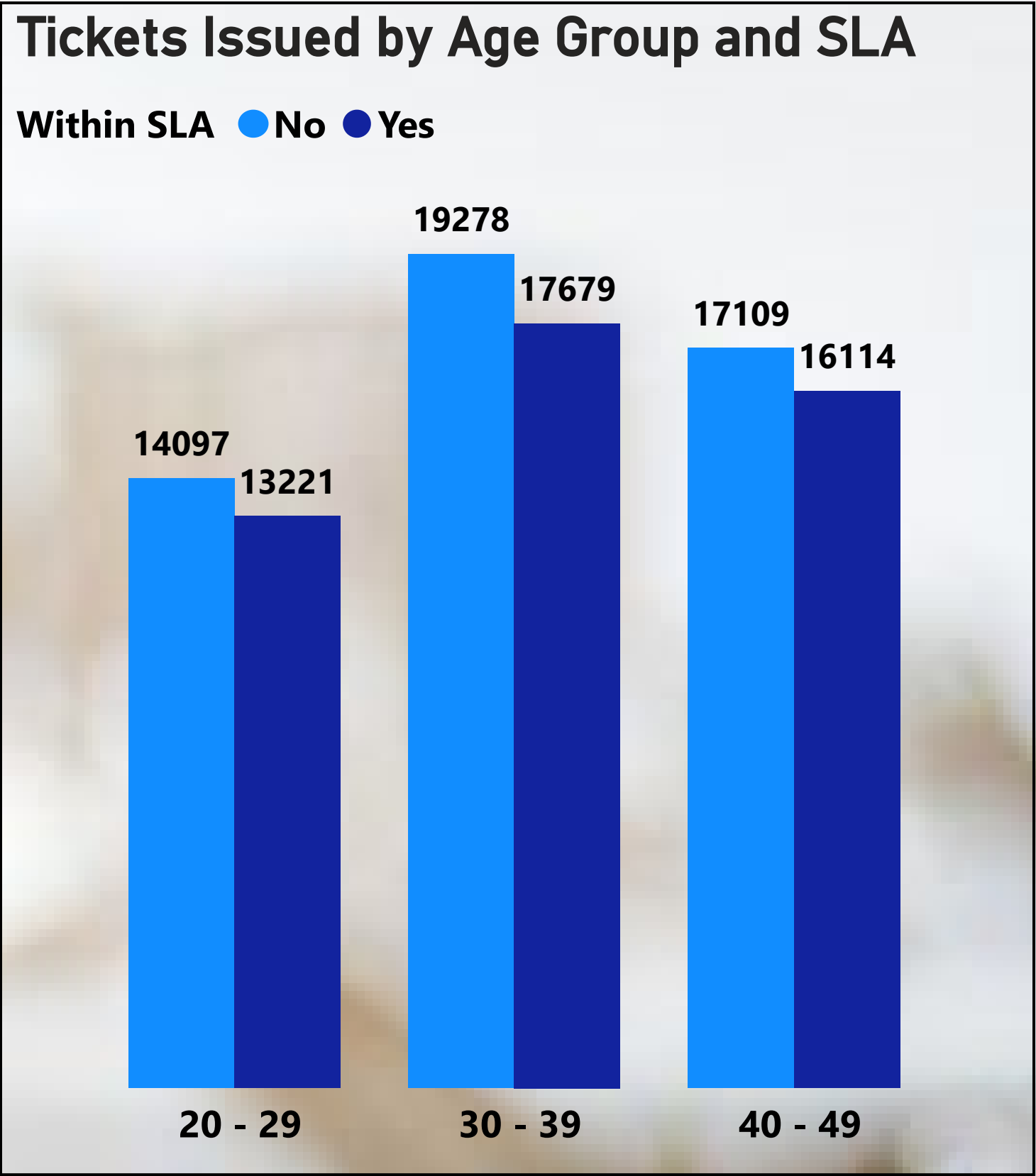
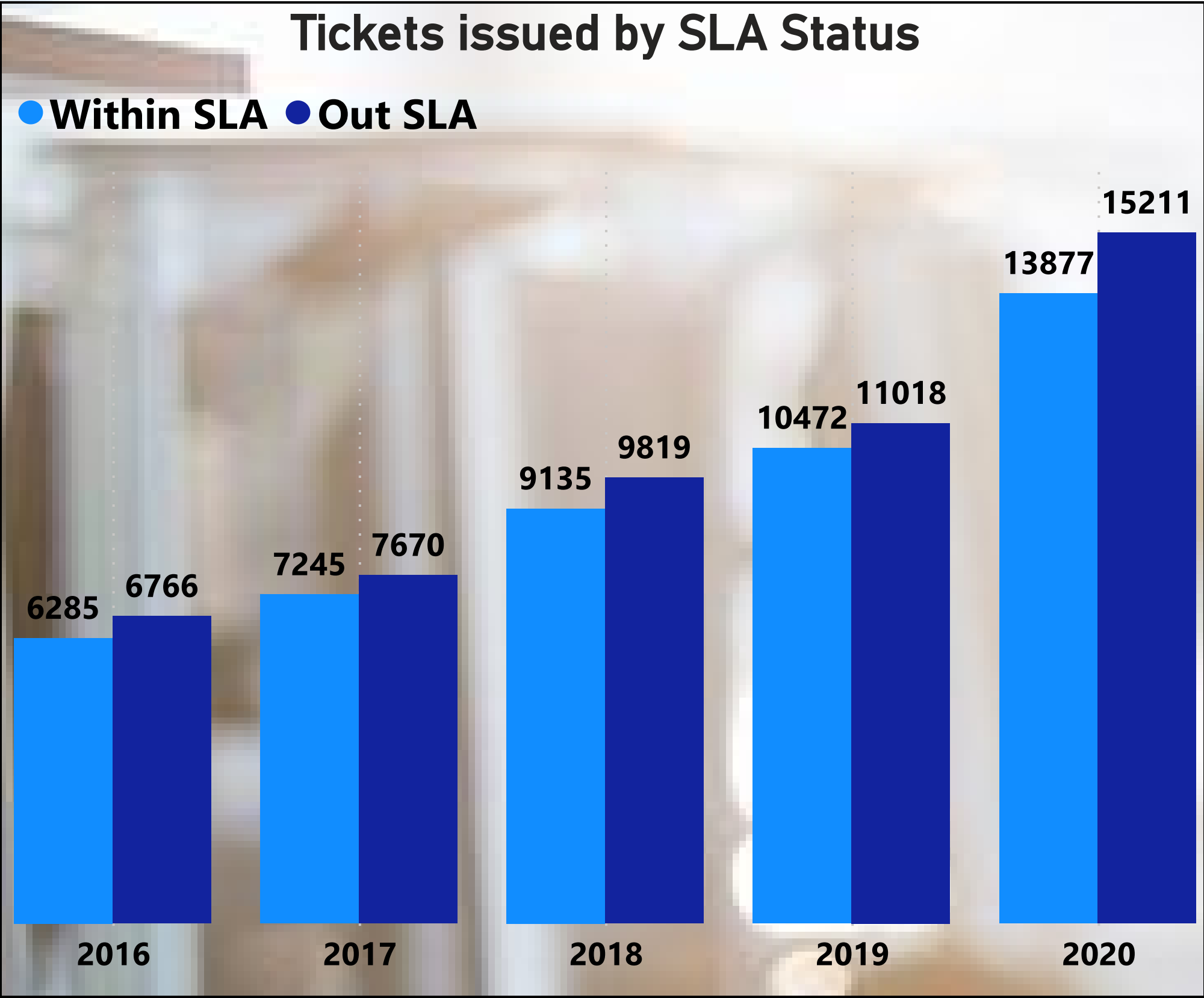
2016	2019
2017	2020
2018	

IT Help Desk Analysis

Challenge # 8 FP20

FP20

ANALYTICS



Agent	Tickets	Within SLA	Out SLA	Avg of Res Time	Avg of Sat Rate
Guadalupe	3978	2025	1953	3.66	4.42
Aurelio	2027	987	1040	4.51	4.41
Jesus	2026	902	1124	5.55	4.34
Elena	2021	919	1102	5.38	3.62
Melinda	2007	969	1038	4.37	4.40
Barbara	2003	973	1030	4.23	4.44
Willyberto	2000	1014	986	4.26	4.38
Alberto	1988	930	1058	5.24	4.19
Alfonso	1984	903	1081	5.00	3.04

Tickets

Satisfaction rate by age group

20 - 2930 - 3940 - 49

4.13 (34%)4.23 (34%)3.97 (32%)

Resolution time by age group

20 - 2930 - 3940 - 49

4.48 (33%)4.47 (33%)4.68 (34%)

- 97498 tickets were issued along the timeframe with 50 IT agents in charge. 2000 employees contacted the IT company with an average resolution time of 4.55 and an average satisfaction rate of 4.10
- Along the timeframe analyzed, regarding ticket issuance, it can be seen a positive growth trend where the highest spike was observed from 2019 to 2020 passing from 21490 tickets to 29088 tickets issued. The system category was the one with the highest quantity of tickets followed by Login Access, Software, and Hardware respectively.
- Regarding resolution time, almost half of the total tickets were resolved within 0 -3 days (47014) followed by 4 - 8 days (32942), 9 - 13 days (12637), 14 – 17 days (4647), and 18 – 21 days (258) which indicates a decent performance from the IT Agents. Nonetheless, it also represents a huge opportunity to improve the resolution time of tickets.
- According to the Priority Type, tickets with high priority account for 36% followed by Unassigned 30%, Low 17%, and Mid 16% which indicates unassigned priority tickets need to be resolved with a higher priority to accomplish the metrics.
- 90% of tickets (88656) lie within Normal regarding severity type and 46919 tickets (53%) were resolved outside SLA metrics which means the IT team requires more training to enhance efficiency and performance.
- In terms of Priority Type and Severity Type, Login access was the category that registered the lowest averages of resolution time. In contrast, Hardware had the highest average of resolution time which indicates IT Agents have to gain knowledge and expertise on the other request categories.
- As per issue type, IT request accounts for 75% with Systems Issues as the category with the most tickets.
- Satisfaction rate and resolution were higher within the age group of 30 – 39 years which accounts for 32% and 34% respectively of the IT Agents.
- Most of the tickets were issued by the IT agents within the age group of 30 -39 years where 19278 out of 36957 tickets were outside SLA time and 17679 were resolved inside SLA time. For the most part, over the years tickets outside SLA were higher than those that met SLA time which showed more training is needed for IT Agents to make them more competitive and efficient in terms of resolution time.