

# IT Helpdesk Ticket Analysis

Year

All

Quarter

All

Month

All

Day

All

Total Tickets

97K

Witin SLA

47K

Outside SLA

50K

SLA Compliance

48.22%

Non SLA Compliance

51.78%

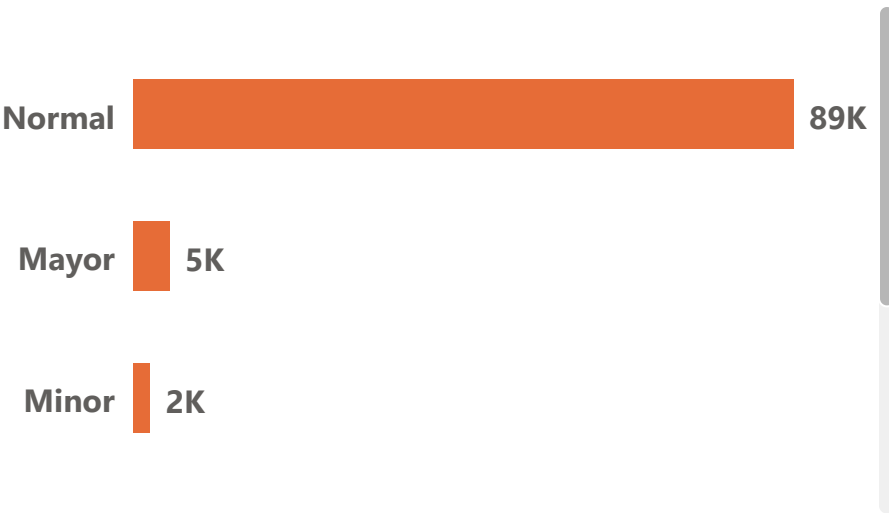
Average Resolution...

4.55

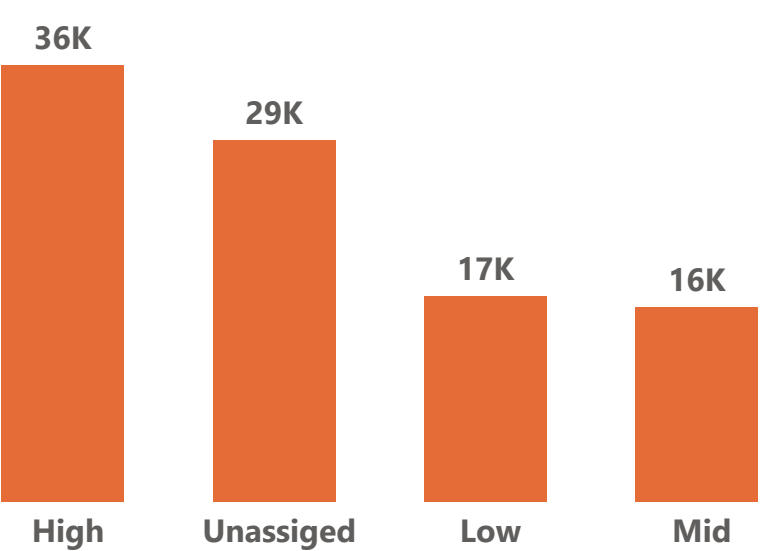
Average Satisfaction...

4

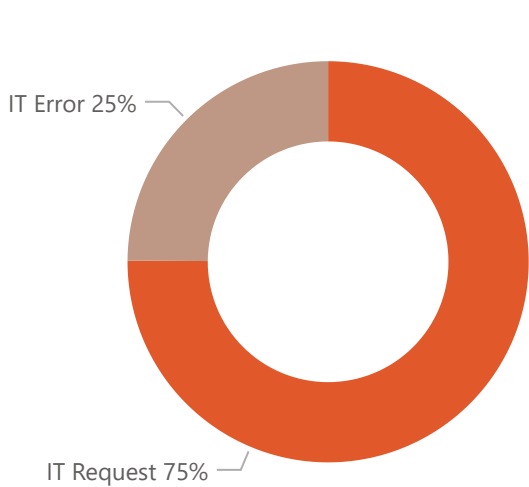
Total Tickets by Severity



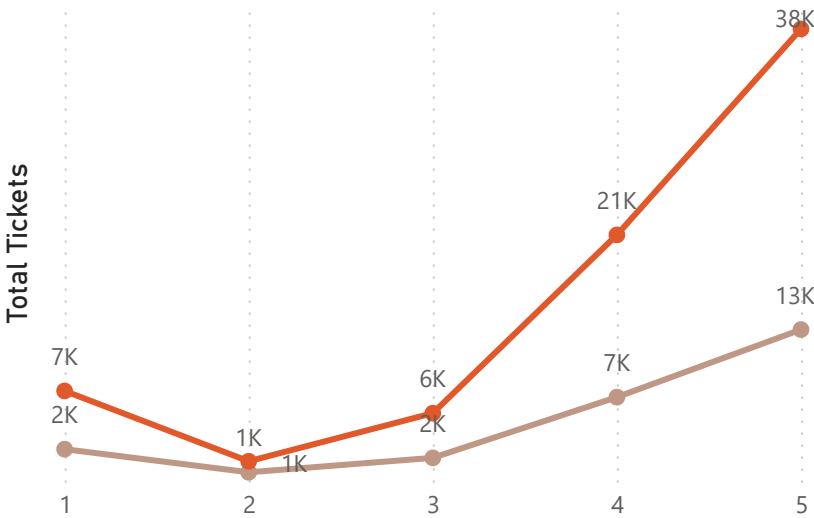
Total Tickets by Priority



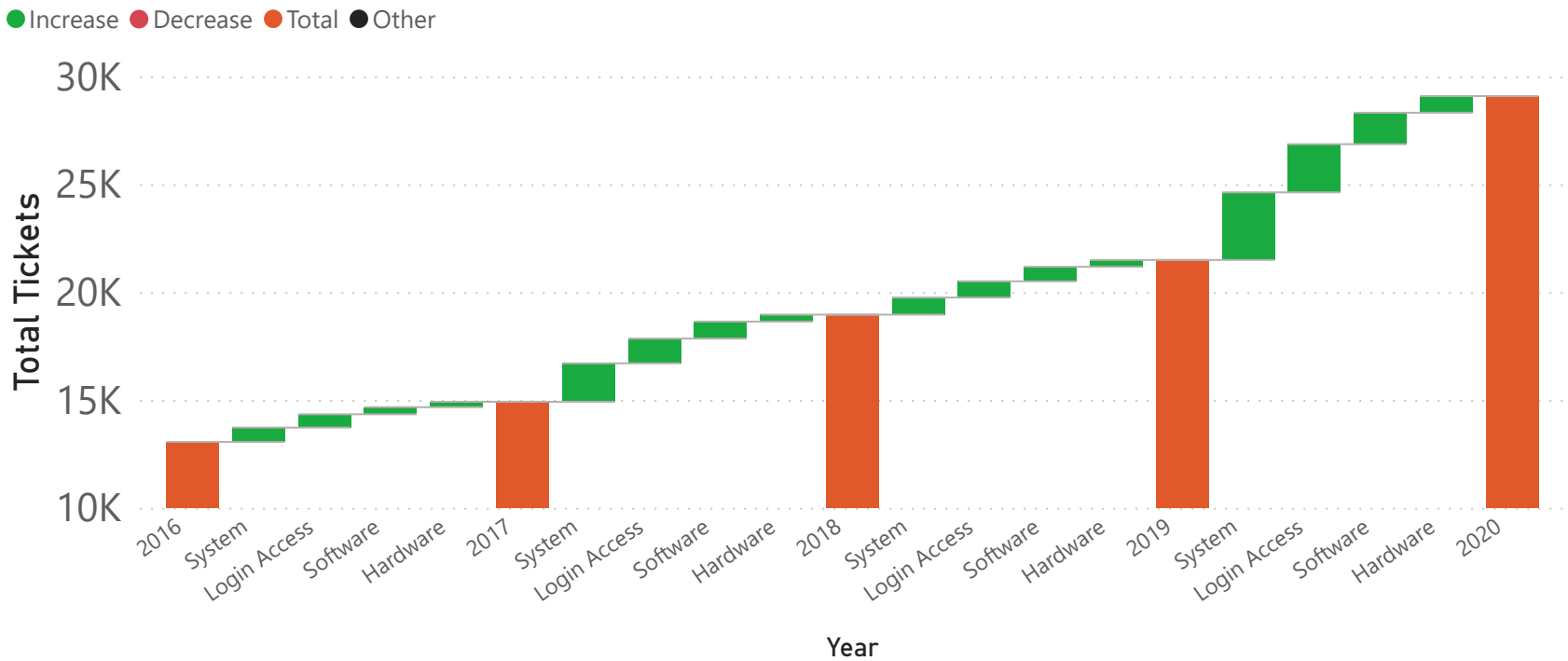
Total Tickets by Issue Type



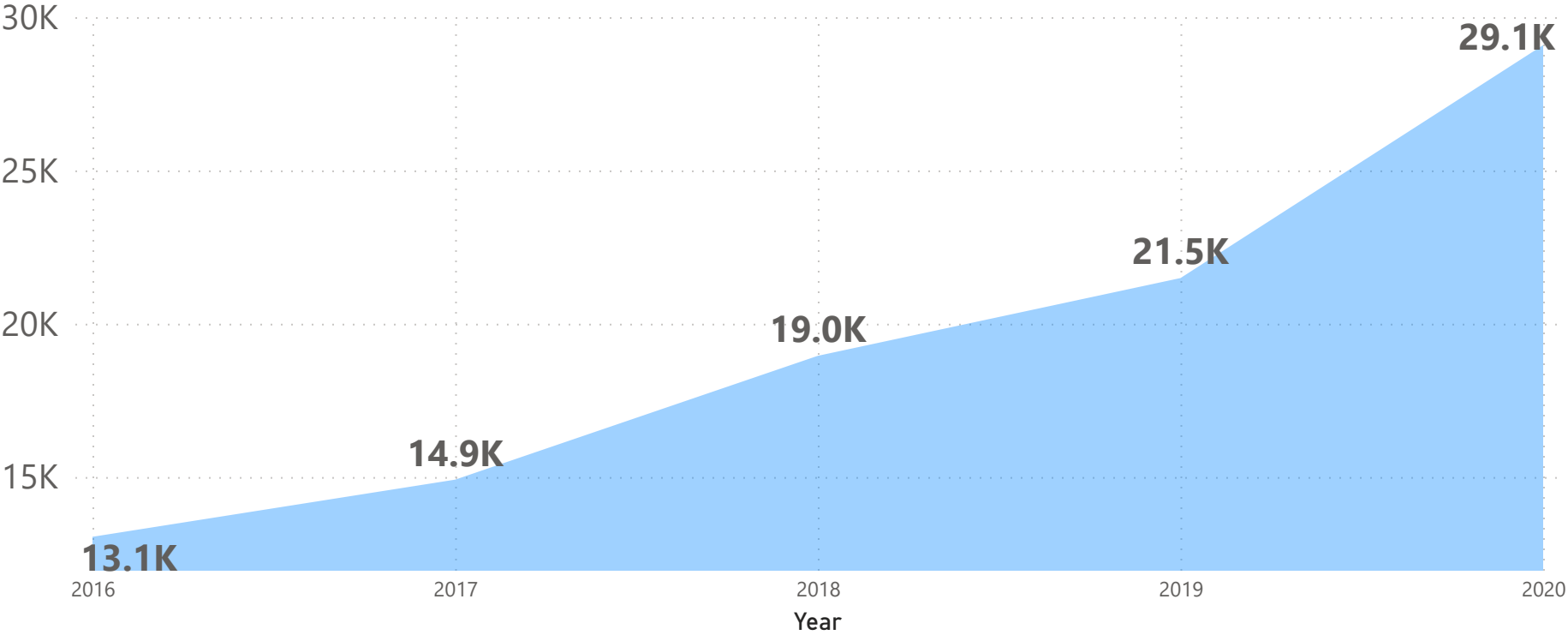
Total Tickets by Satisfaction Rate and Issue Type



Total Tickets by Year and Request Category



Total Tickets by Year



# IT Helpdesk Ticket Analysis

Year

All

Quarter

All

Month

All

Day

All

Total Agents

50

Count of Employee ID

2K

Average Satisfaction Rate

4

Average Agent Age

36

Average Resolution Time

4.55

Agent ID	Full Name	Email	Age	Date of Birth	Average Satisfaction Rate
4	Alberto Barraza	alberto.barraza@fp20analytics.com	43	Friday, October 20, 1978	4
10	Alberto Casillas	alberto.casillas@fp20analytics.com	28	Monday, February 01, 1993	4
21	Alberto Gastelum	alberto.gastelum@fp20analytics.com	25	Thursday, October 10, 1996	4
6	Alberto Trejo	alberto.trejo@fp20analytics.com	33	Wednesday, March 09, 1988	4
41	Aldo Carrillo	aldo.carrillo@fp20analytics.com	39	Sunday, August 01, 1982	4
19	Alfonso Barraza	alfonso.barraza@fp20analytics.com	31	Sunday, May 13, 1990	3
40	Alfredo Barreras	alfredo.barreras@fp20analytics.com	47	Saturday, October 19, 1974	4
49	Armando Sierra	armando.sierra@fp20analytics.com	30	Friday, April 05, 1991	4
48	Aurelio Tanori	aurelio.tanori@fp20analytics.com	42	Wednesday, August 29, 1979	4
24	Barbara Grijalva	barbara.grijalva@fp20analytics.com	49	Monday, June 05, 1972	4
16	Carlos Orci	carlos.orci@fp20analytics.com	39	Tuesday, October 26, 1982	4
42	Darwin Echeverry	darwin.echeverry@fp20analytics.com	30	Tuesday, July 16, 1991	4
34	Diana Rojo	diana.rojo@fp20analytics.com	25	Saturday, March 09, 1996	5
20	Eduardo Luna	eduardo.luna@fp20analytics.com	38	Tuesday, November 22, 1983	4
3	Elena Velez	elena.velez@fp20analytics.com	28	Sunday, June 06, 1993	4
38	Enrique Montiel	enrique.montiel@fp20analytics.com	36	Wednesday, February 27, 1985	4

Total Tickets and Average Resolution Time by Day1 and Issue Type

