

Optimizing IT Support Team Performance Using Analytics

Priority

Region

Category

All

All

1/1/2024

3/30/2024

Average Resolution Time (Hours)

35.89

Total Tickets

28.59K

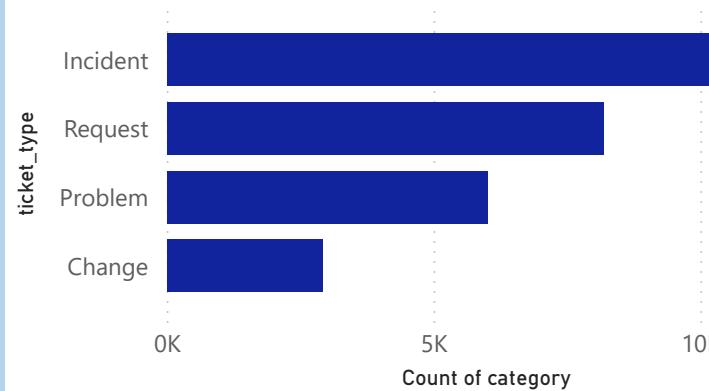
High-Priority Ticket Count

11K

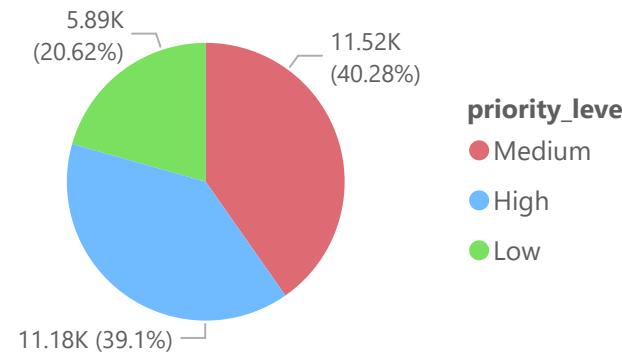
Top Performing Region

West

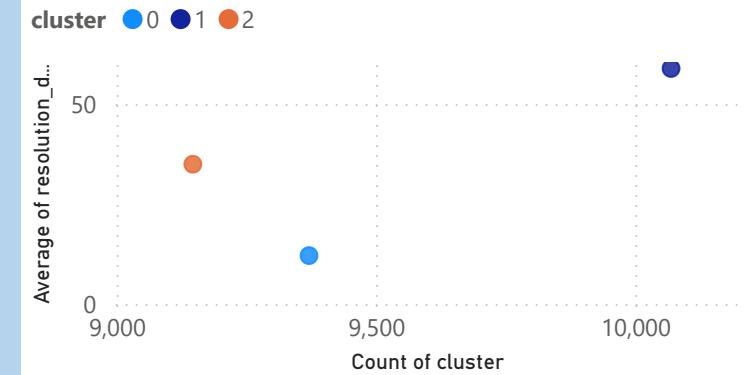
Count of category by ticket_type



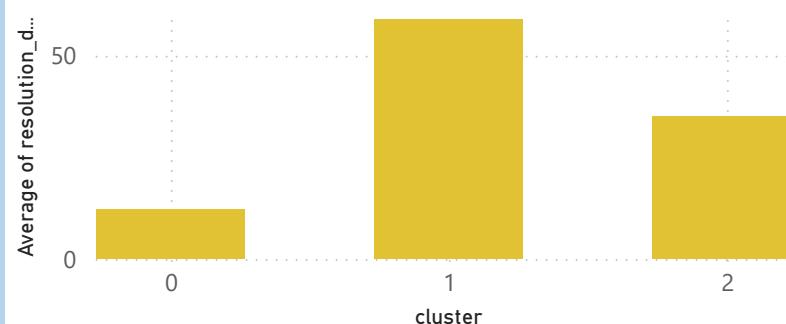
Ticket Distribution by Priority



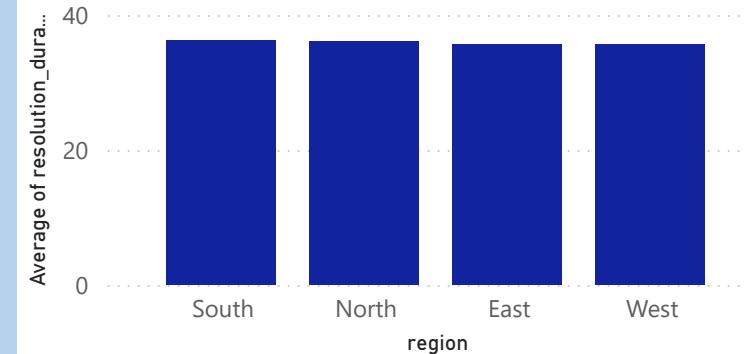
Cluster Size vs Performance



Average of resolution_duration by cluster



Region-wise Average Resolution Time



High-Priority Ticket Resolution Time

