Count of Number by Assignment group and Priority

Priority ● 1 - Critical ● 2 - High ● 3 - Moderate ● 4 - Low ● 5 - Planning
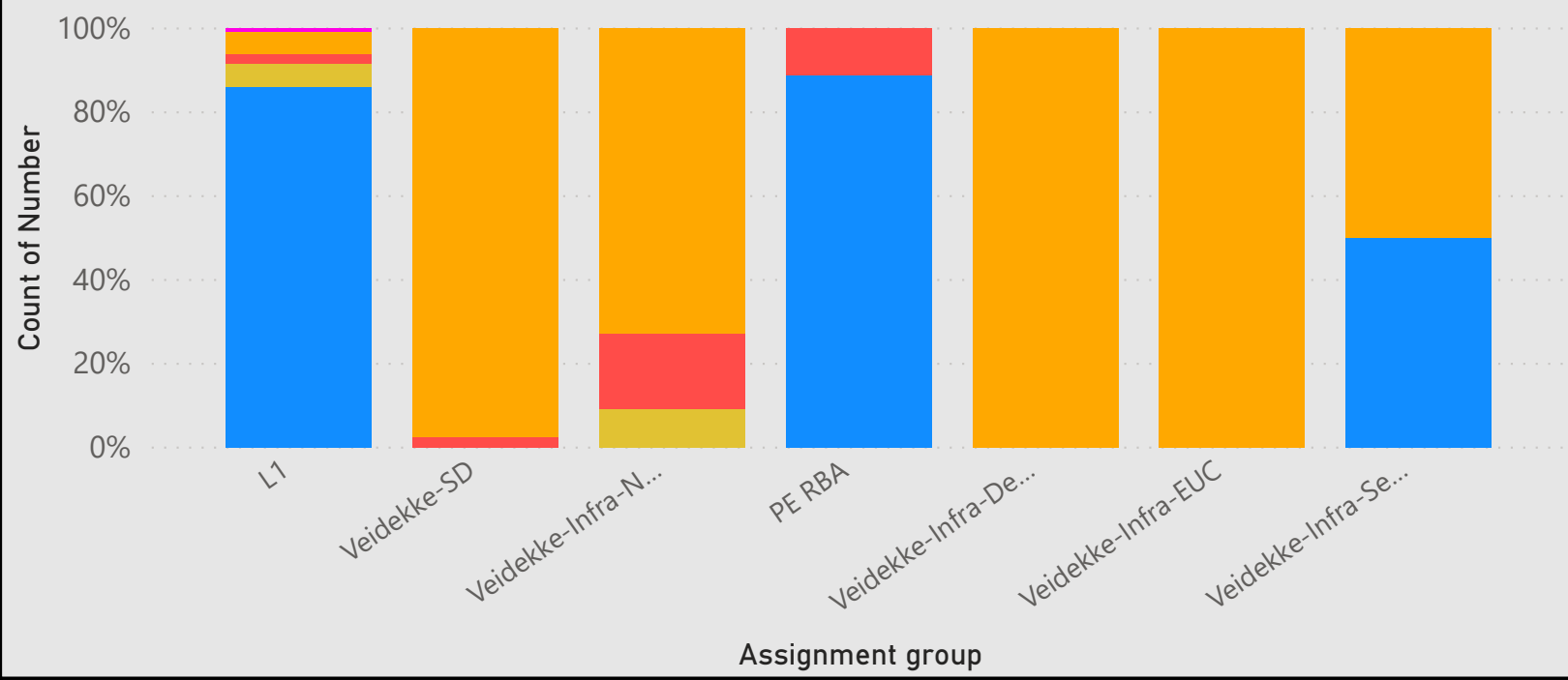
Count of Number (y-axis: 0% to 100%)

Assignment group (x-axis): L1, Veidekke-SD, Veidekke-Infra-N..., PE RBA, Veidekke-Infra-De..., Veidekke-Infra-EUC, Veidekke-Infra-Se...

Assignment group

● L1
● Veidekke-SD
● Veidekke-Infra-Network
● PE RBA
● Veidekke-Infra-Deskside
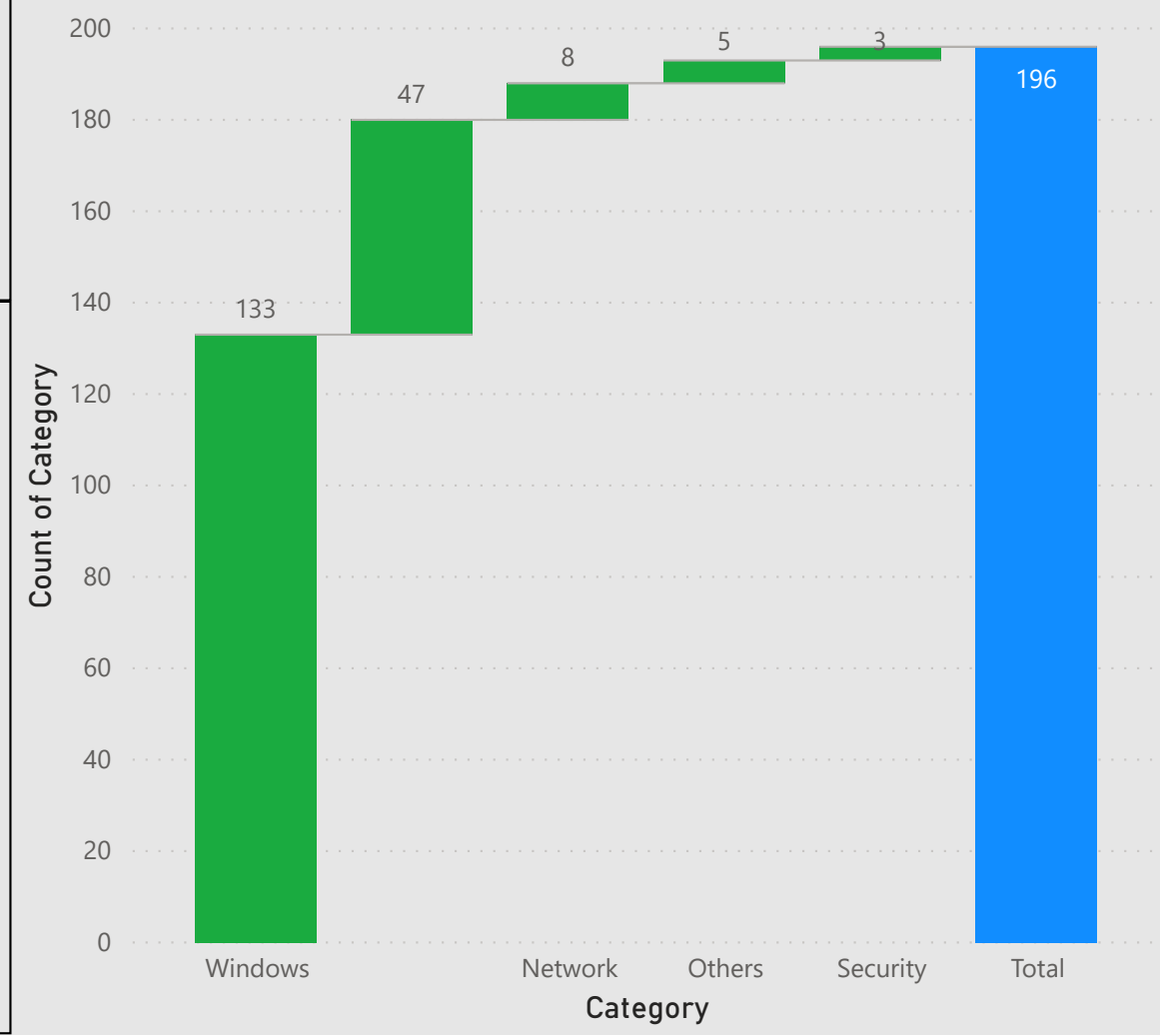● Veidekke-Infra-EUC
● Veidekke-Infra-Security

66.33%
19.9%
5.61%
4.59%
1.02%
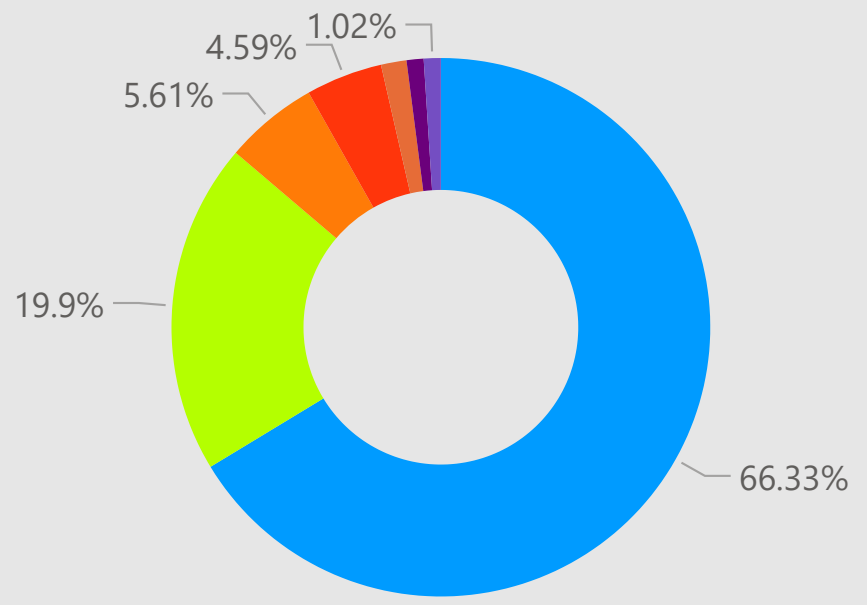
Priority

☐ 1 - Critical
☐ 2 - High
☐ 3 - Moderate
☐ 4 - Low
☐ 5 - Planning

Contact type

☐ Chat
☐ Email
☐ MNS
☐ Phone
☐ Self-service
☐ Walk-in

196

Count of Category by Category

● Increase ● Decrease ● Total

Count of Category (y-axis: 0 to 200)

133   47   8   5   3   196

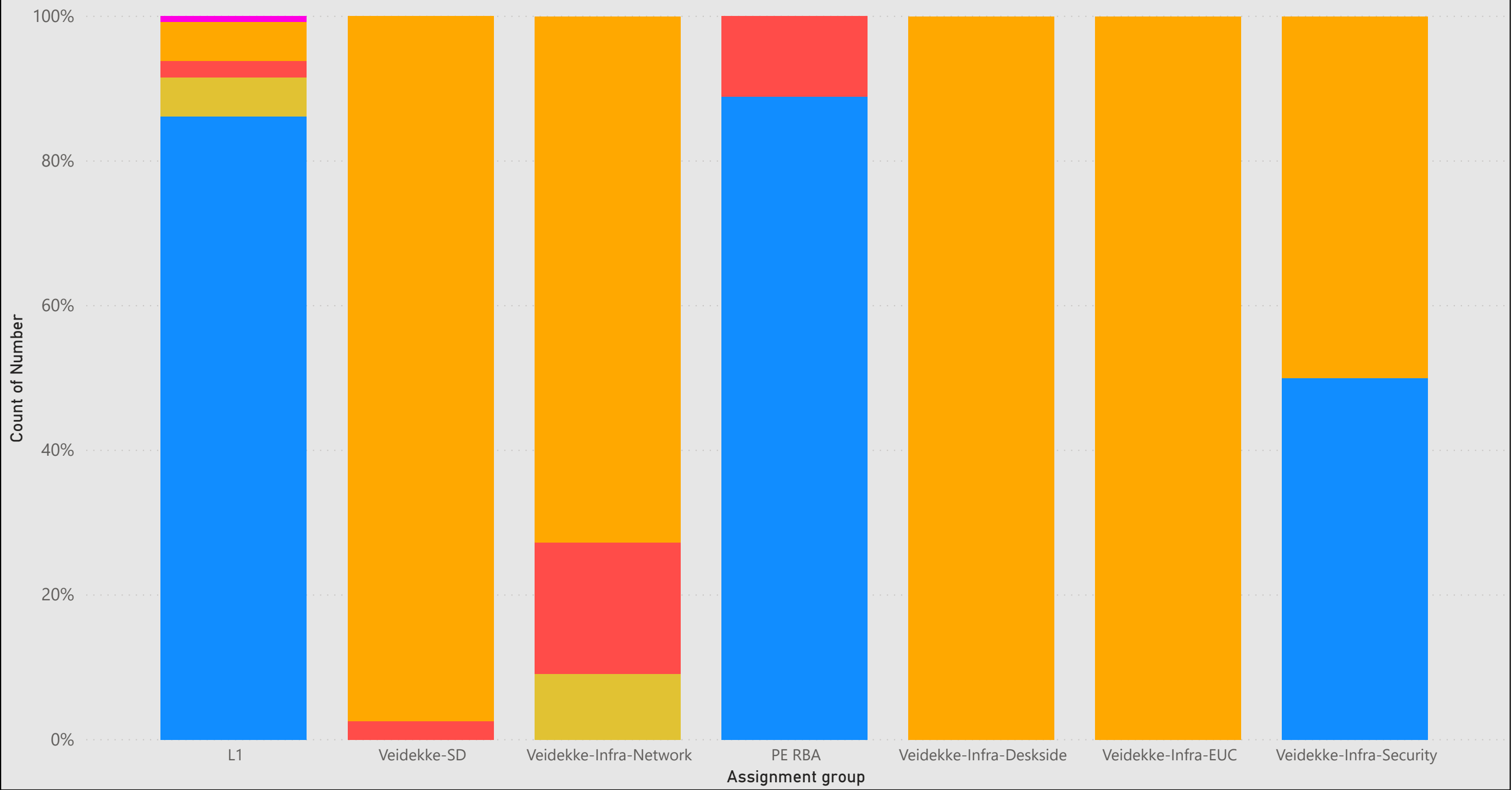Category (x-axis): Windows, Network, Others, Security, Total

Assignment group
- L1
- Veidekke-SD
- Veidekke-Infra-Network
- PE RBA
- Veidekke-Infra-Deskside
- Veidekke-Infra-EUC
- Veidekke-Infra-Security

66.33%
19.9%
5.61%
4.59%
1.53%
1.02%

Count of Number by Assignment group and Priority

Count of Category by Category

● Increase ● Decrease ● Total