



518 | 500

Total Resolved Ticket

96.53

Resolution %

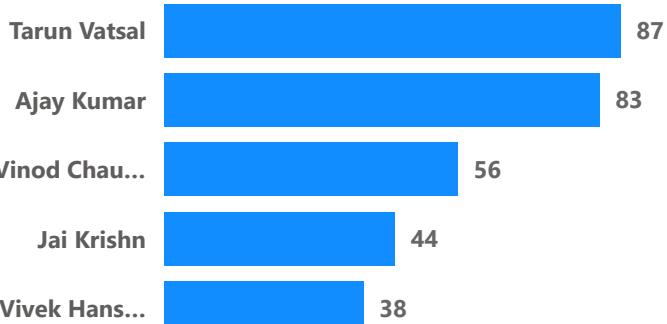
359 | 354

Total Incident Resolved

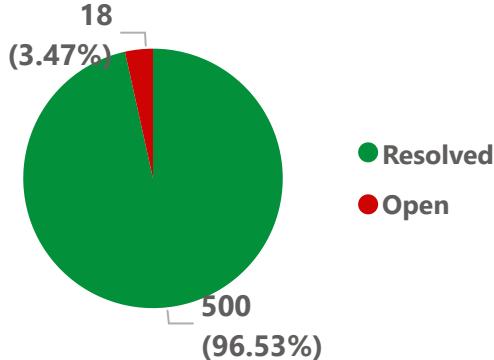
159 | 146

Total Service Resolved

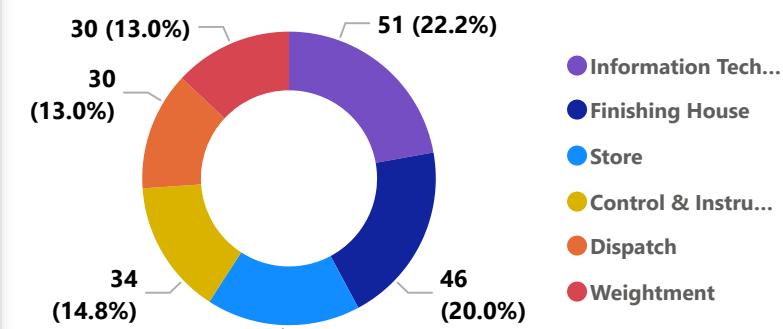
Resolved By (IT Team Performance)



Ticket Status Distribution



Tickets by Department



Tickets By Category and Subcategory

Category	Sub Category	Total Tickets	Resolved
IT Helpdesk	Other Devices	119	117
IT Helpdesk	Others	70	67
IT Helpdesk	Desktop	53	52
CCTV	CCTV	44	41
SAP	MM	39	39
SAP	PP	32	32
Network	Internet	30	30
Application	SAP	25	24
IT Helpdesk	Hardware	20	15
Application	Application Others	15	15
IT Helpdesk	Laptop	14	14

Ticket Created By Dates

