

Ссылка на дашборд:

<https://public.tableau.com/app/profile/tatyana.vedernikova/viz/DASHBOARDCANVAST-vedernikova/Dashboard1?publish=yes>

## Helpdesk Performance Overview

Created by Tatyana Vedernikova

Total tickets

3/1/2020 - 10/30/2020

**4,215**

Average days open

**19.24**

CSAT

Highly Satisfied score  
for Resolved and Closed tickets

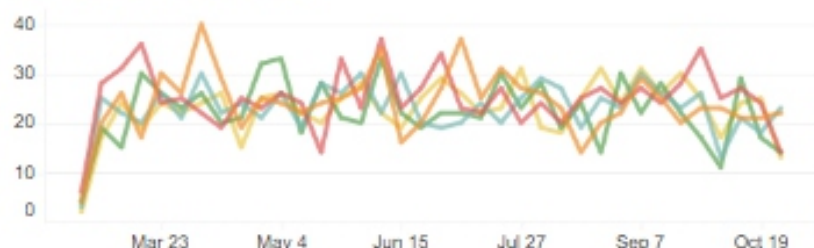
**20.78%**

CSAT

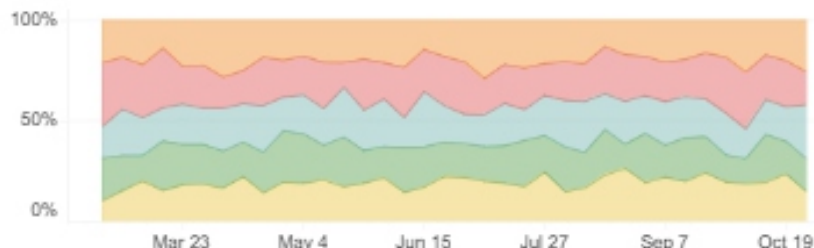
Goog rating score ('2 - Satisfied', '3 - Highly Satisfied')  
for Resolved and Closed tickets

**47.42%**

Counted tickets number



The share of tickets from the total number



owner\_group

- ☒ (All)
- ☒ Null
- ☒ Architecture
- ☒ Hardware
- ☒ Networking
- ☒ Security and Govern...
- ☒ Software

Highlight owner\_group

Highlight owner\_group 0

Filter

owner\_group

ticket status

- ☒ (All)
- ☒ Null
- ☒ Closed - No Action
- ☒ Open
- ☒ Resolved
- ☒ Waiting for Requesto...

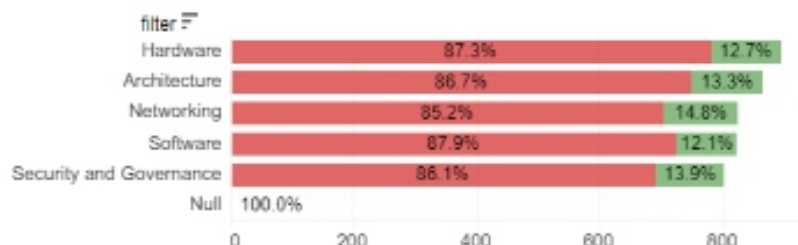
owner\_group

- ☒ (All)
- ☒ Null
- ☒ Architecture
- ☒ Hardware
- ☒ Networking

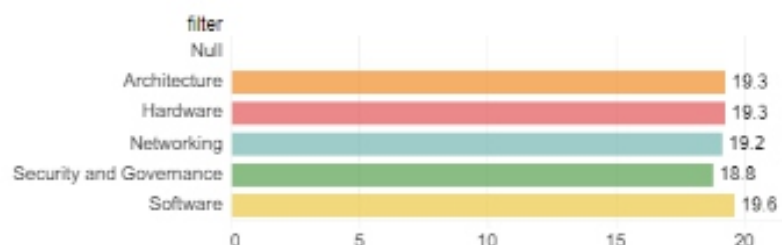
severity

- ☒ (All)
- ☒ Null
- ☒ 0 - Unassigned
- ☒ 1 - Low
- ☒ 2 - Medium
- ☒ 3 - High

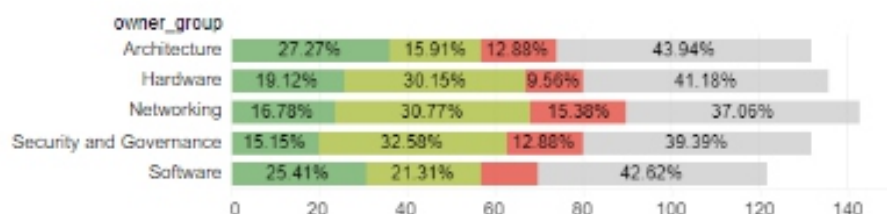
Percentage of closed and open tickets



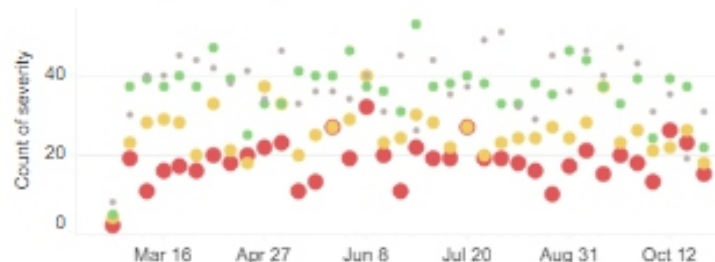
Average number of days of open tickets



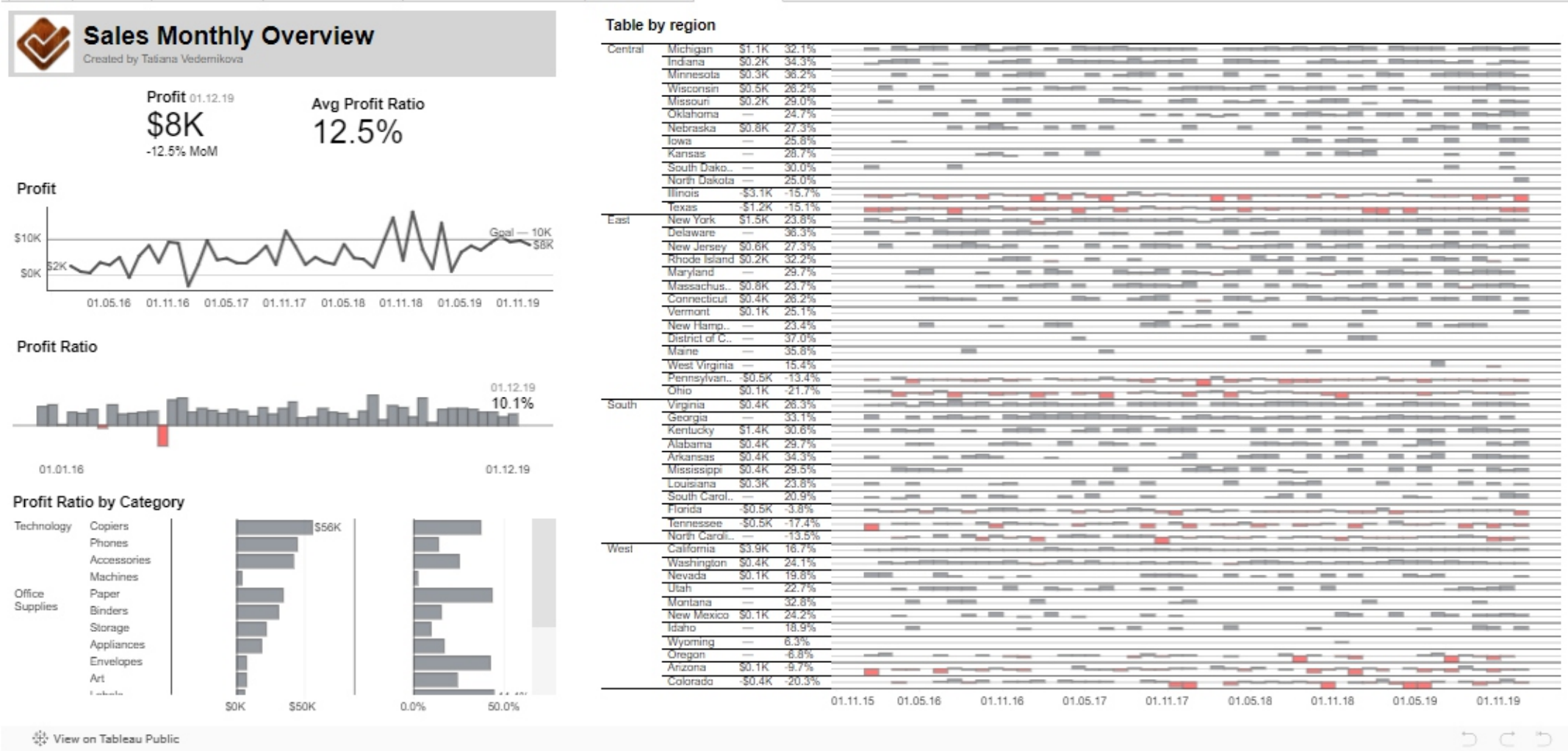
CSAT for closed and resolved tickets



The severity of the problem



Ссылка на дашборд:  
[https://public.tableau.com/app/profile/tatiana.vedernikova/viz/KarpovDashboardPractice\\_17097034062770/Dashboard1?publish=yes](https://public.tableau.com/app/profile/tatiana.vedernikova/viz/KarpovDashboardPractice_17097034062770/Dashboard1?publish=yes)



Ссылка на дашборд:

<https://public.tableau.com/app/profile/tatyana.vedernikova/viz/tatyanavedernikovahh/Dashboard1?publish=yes>



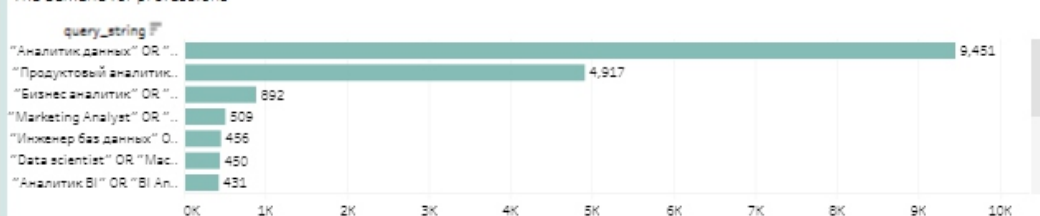
## Job's analysis

Created by Tatiana Vedernikova

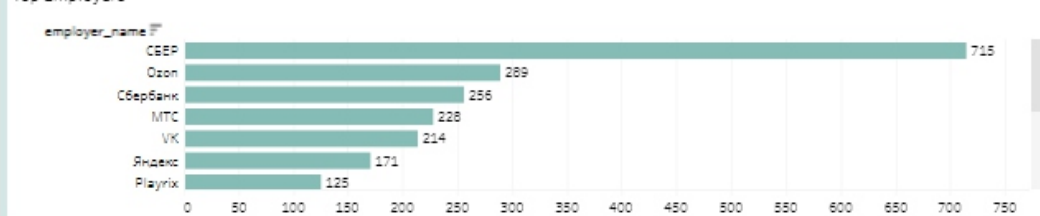
Publication of vacancies by month



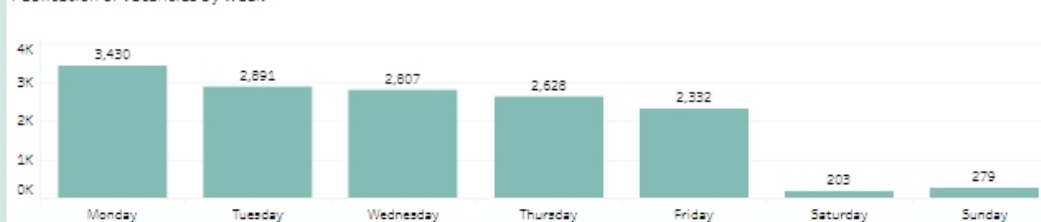
The demand for professions



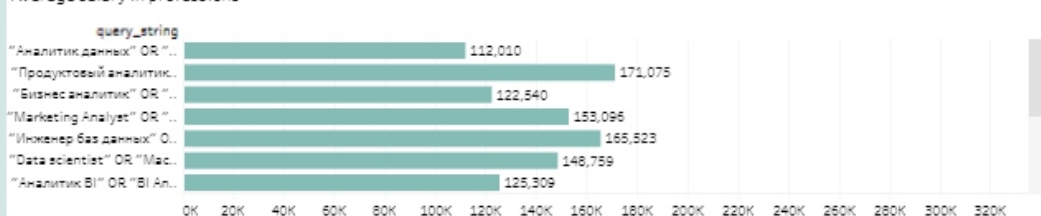
Top Employers



Publication of vacancies by week



Average salary in professions



The most in-demand skills

