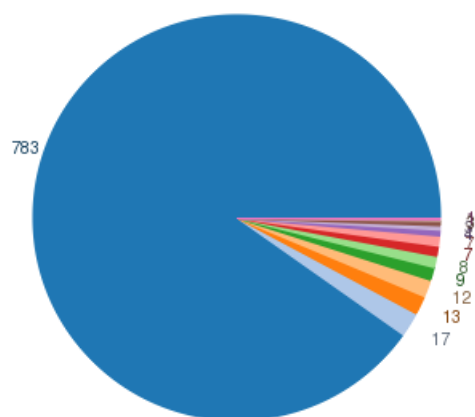


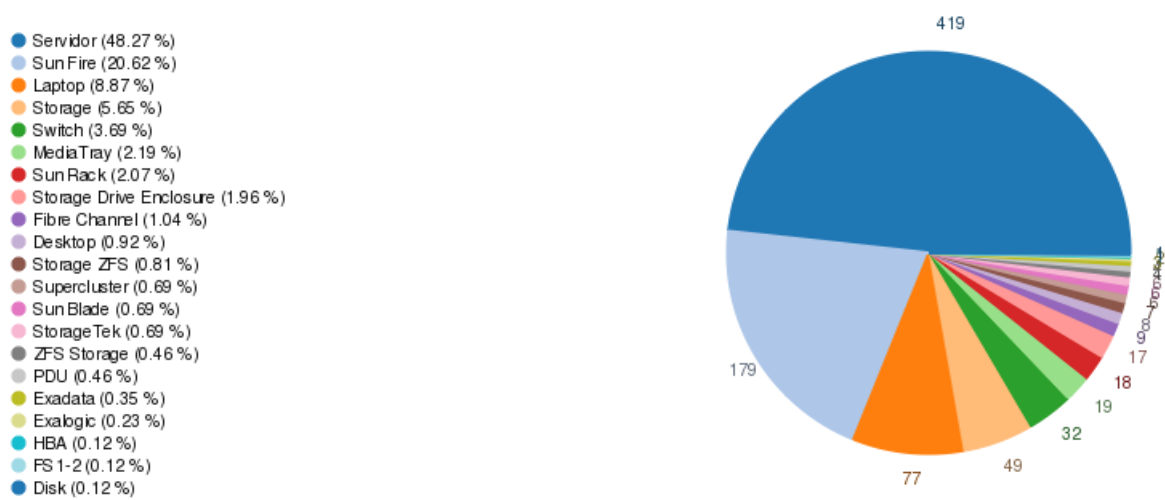
-
- Oracle (90.21 %)
 - ACER (1.96 %)
 - TOSHIBA (1.5 %)
 - HP (1.38 %)
 - LENOVO (1.04 %)
 - SAMSUNG (0.92 %)
 - MTEK (0.81 %)
 - DELL (0.81 %)
 - Cisco (0.46 %)
 - ASUS (0.35 %)
 - IMAC (0.35 %)
 - SONY (0.12 %)
 - IBM (0.12 %)

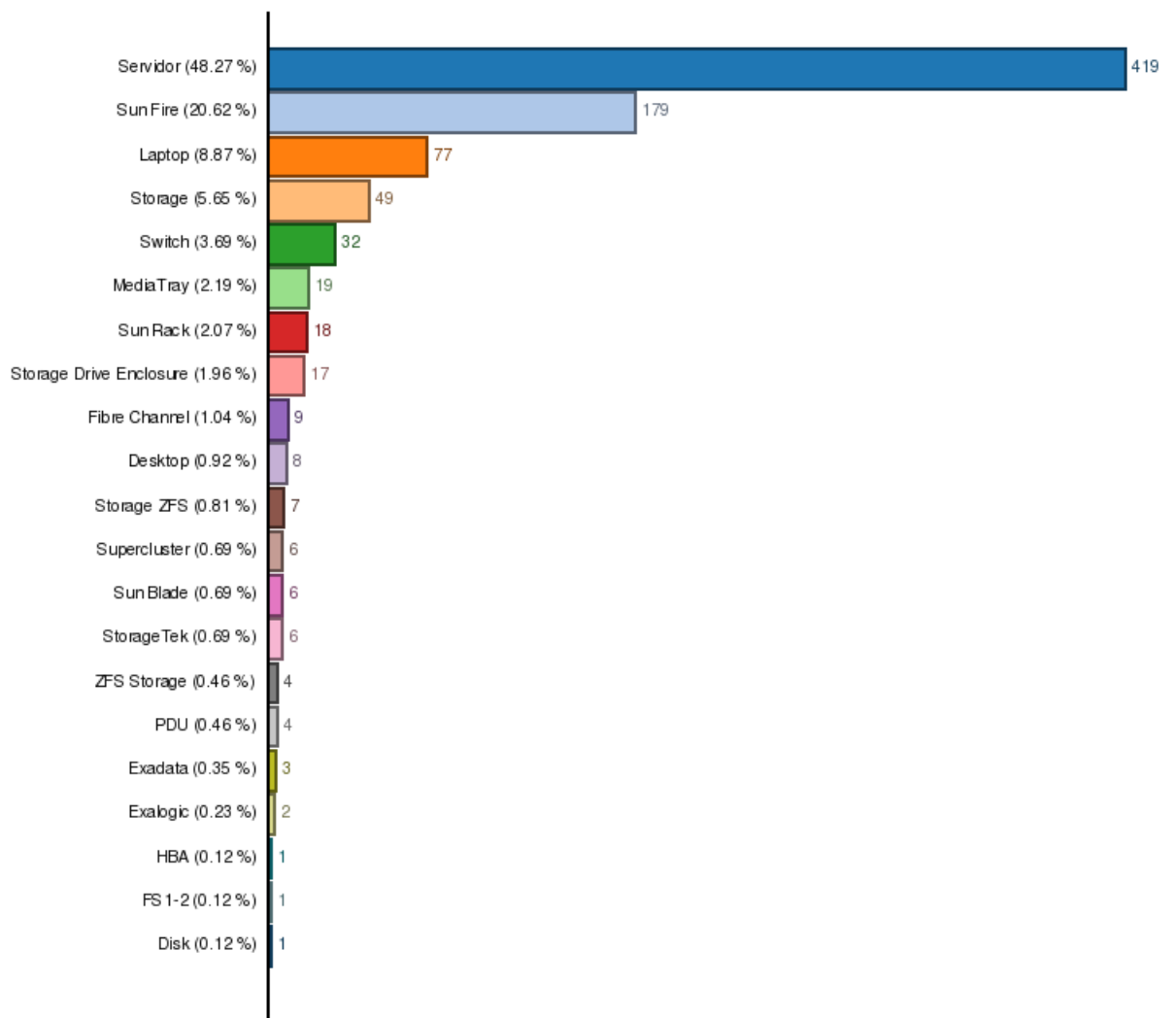


Computers per manufacturer du 10 December 2022 au 8 January 2023



Computers per manufacturer du 10 December 2022 au 8 January 2023

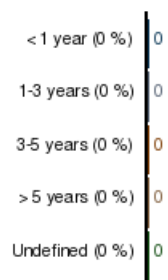




Computers per type du 10 December 2022 au 8 January 2023

-
- < 1 year (0 %)
 - 1-3 years (0 %)
 - 3-5 years (0 %)
 - > 5 years (0 %)
 - Undefined (0 %)

Computer per age du 10 December 2022 au 8 January 2023



Computer per age du 10 December 2022 au 8 January 2023

● Windows (100 %)



48

Computers per OS du 10 December 2022 au 8 January 2023



Computers per OS du 10 December 2022 au 8 January 2023

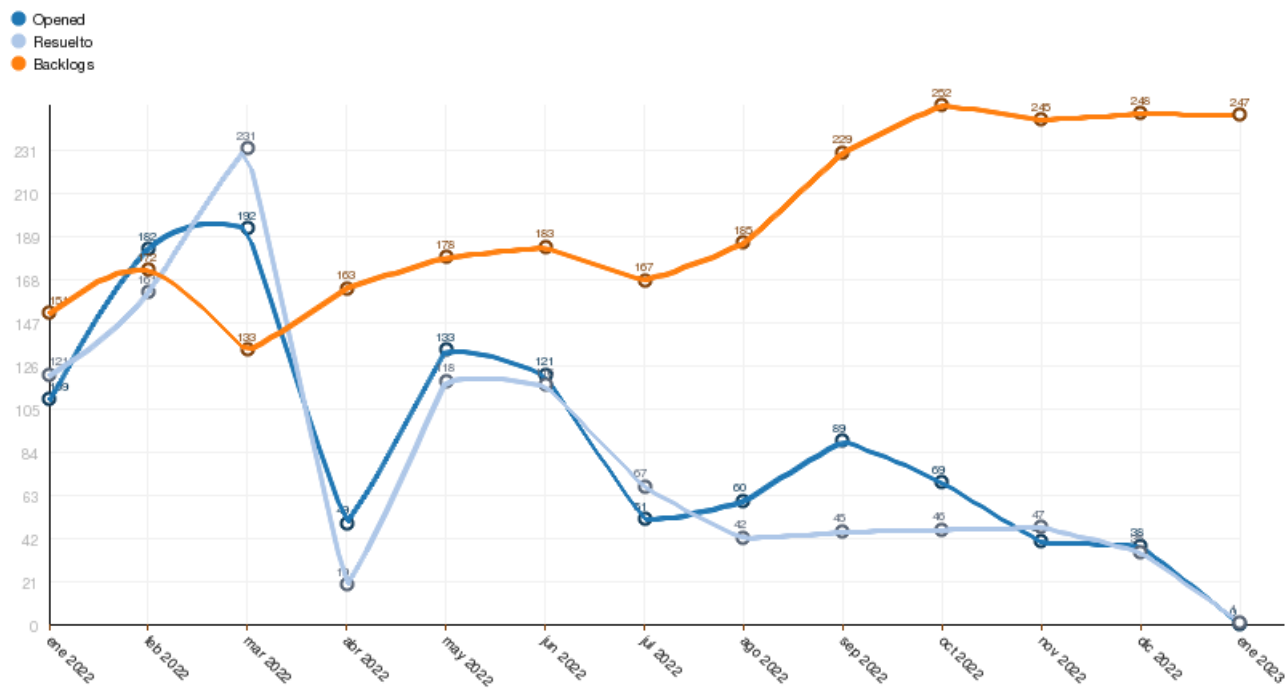


Windows distribution du 10 December 2022 au 8 January 2023

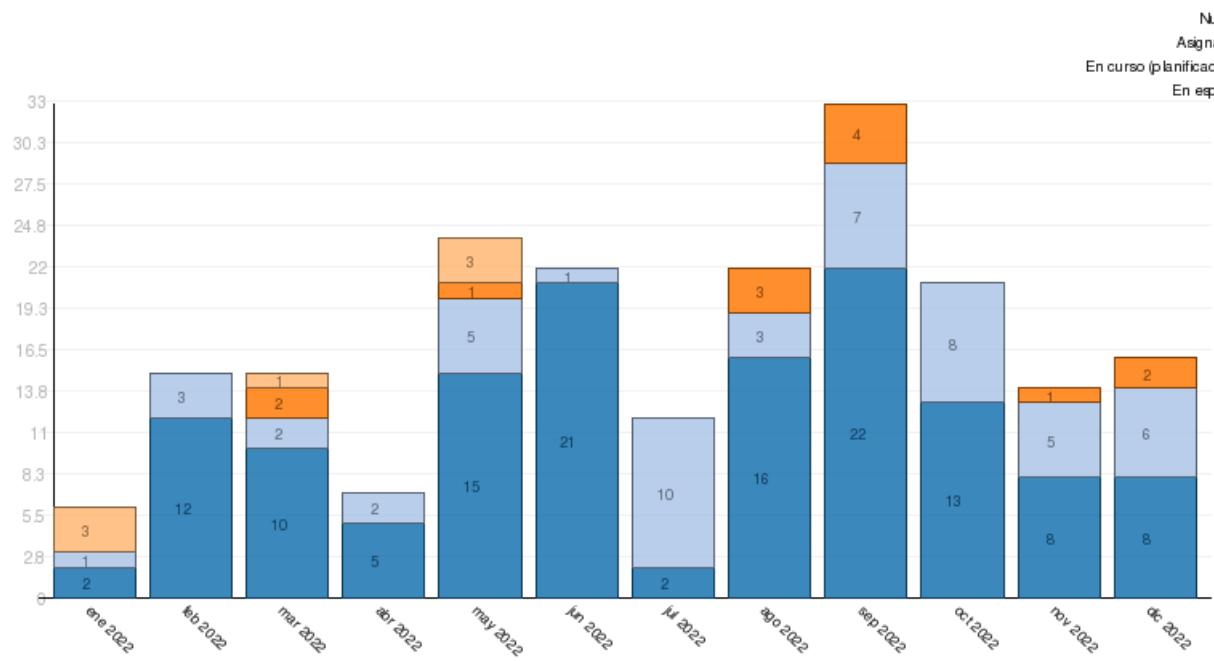
N/A (100 %)



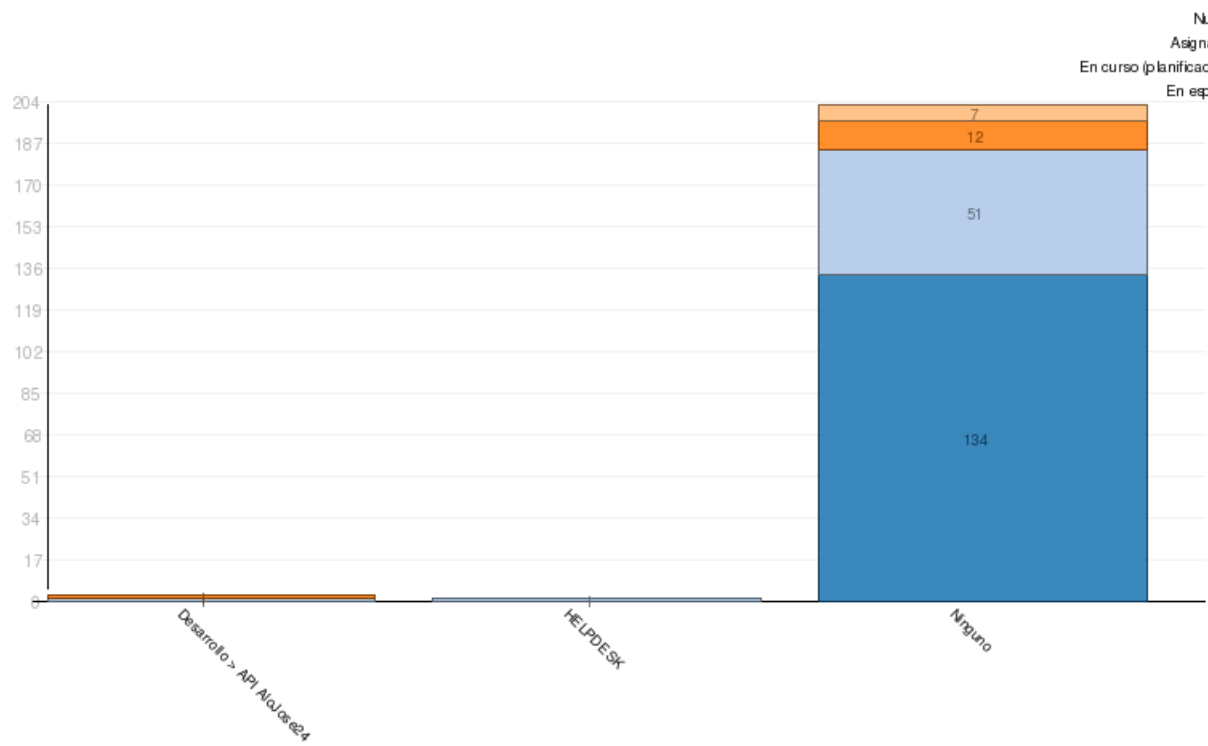
Computers per entities du 10 December 2022 au 8 January 2023



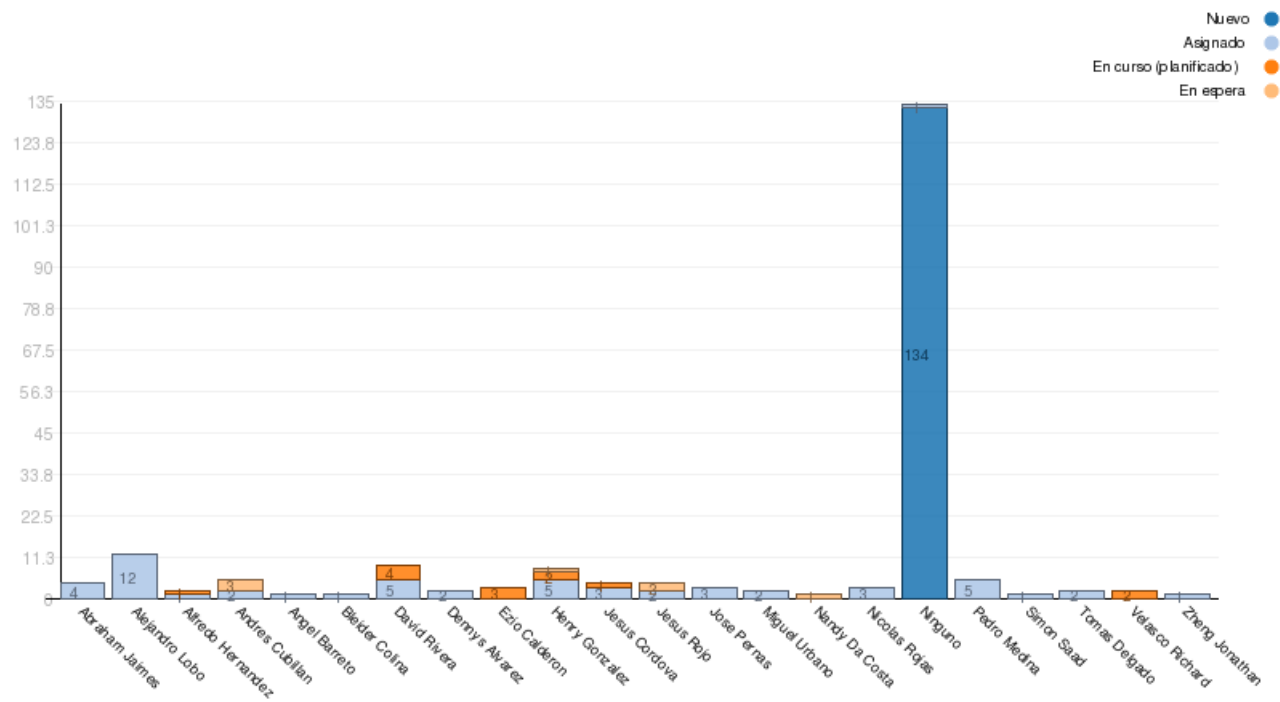
Backlog du 9 January 2022 au 8 January 2023



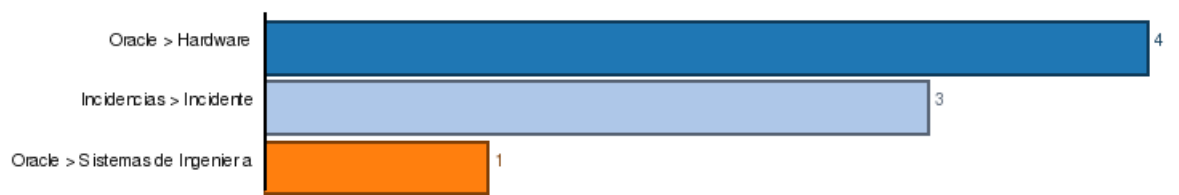
Ticket age du 9 January 2022 au 8 January 2023



Tickets per group du 9 January 2022 au 8 January 2023



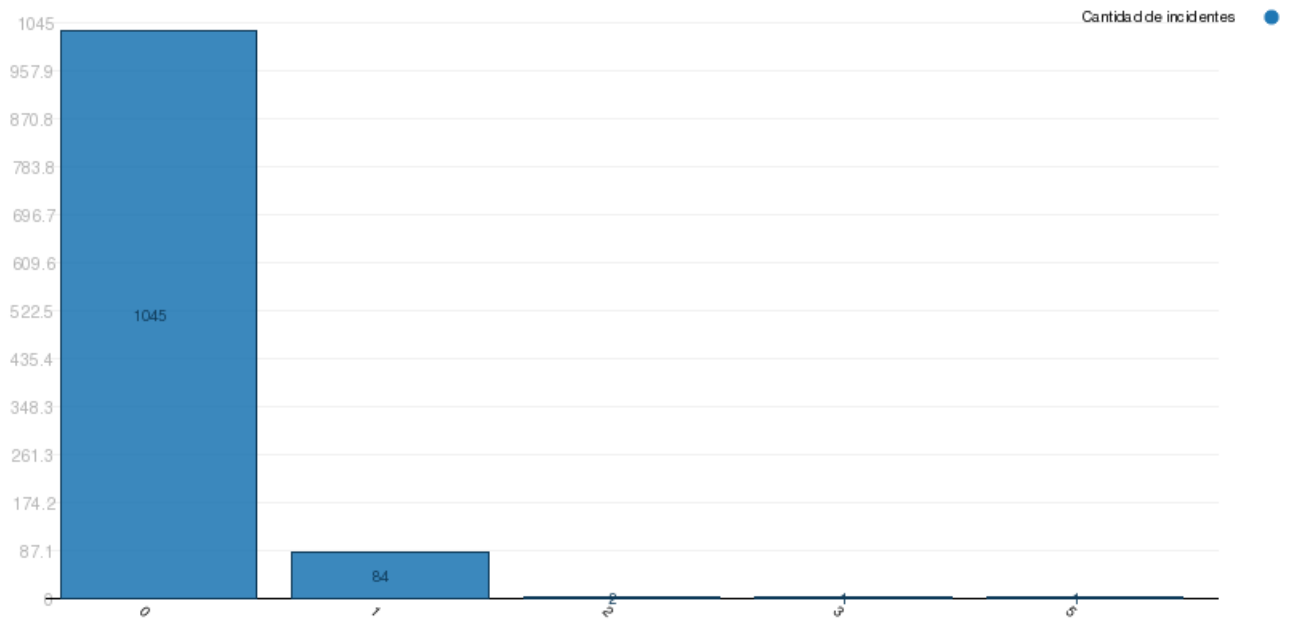
Tickets per technician du 9 January 2022 au 8 January 2023



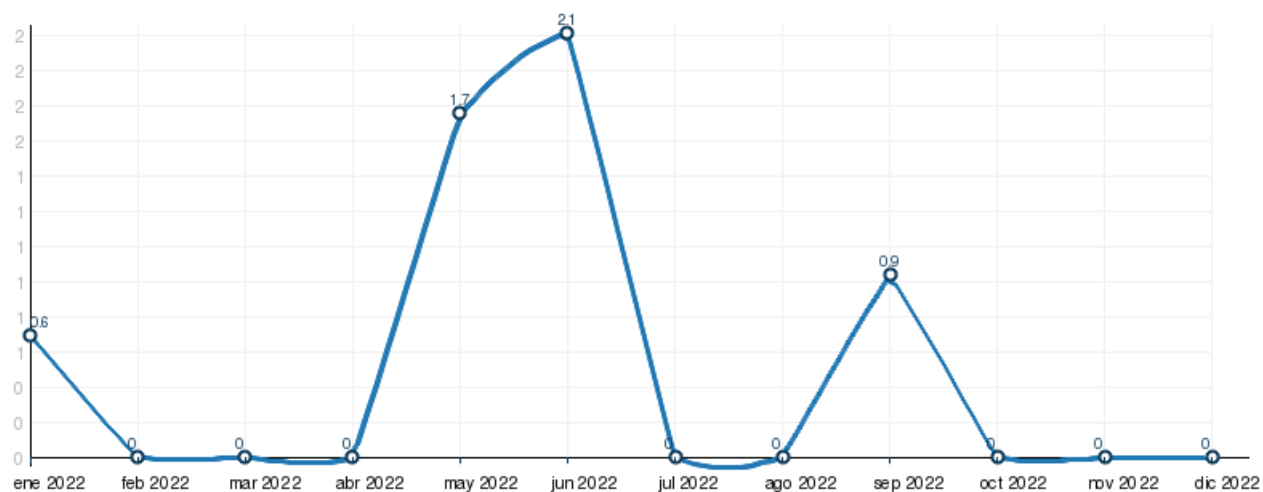
TOP categories du 10 December 2022 au 8 January 2023



TOP requester groups du 10 December 2022 au 8 January 2023

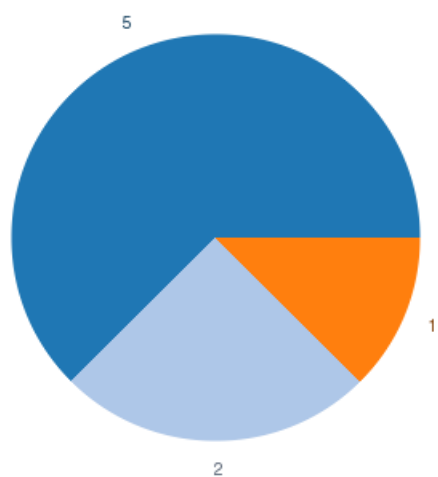


Number of group changes du 9 January 2022 au 8 January 2023

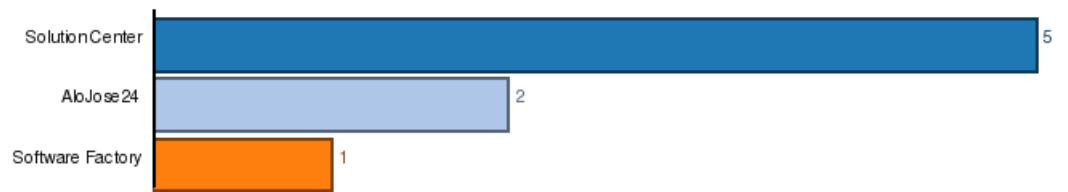


Task action times and solve delay comparison du 9 January 2022 au 8 January 2023

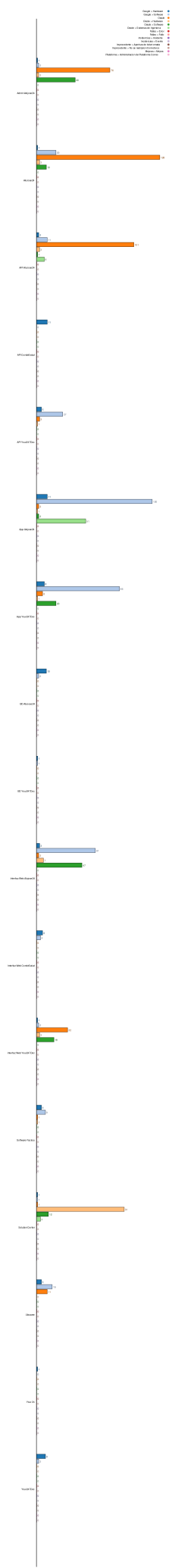
● SolutionCenter
● AbJose24
● Software Factory



Number of ticket per entity du 10 December 2022 au 8 January 2023

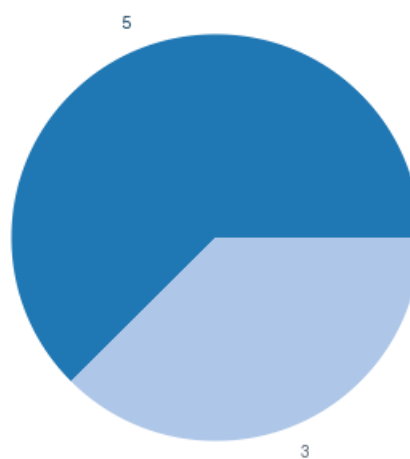


Number of ticket per entity du 10 December 2022 au 8 January 2023



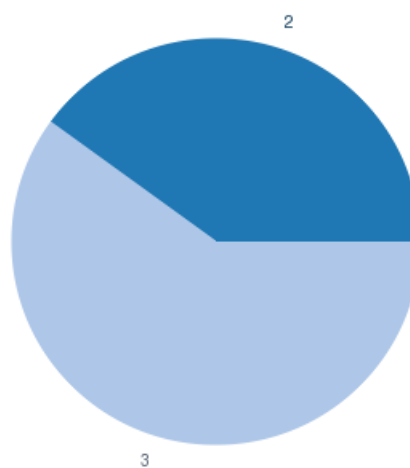
Number of ticket per category and entity du 9 January 2022 au 8 January 2023

● Opened
● Cerrado

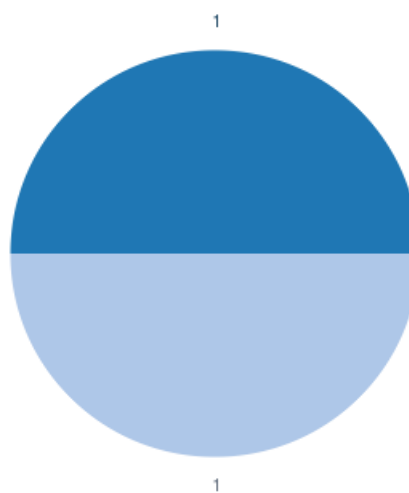
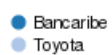


Number of opened and closed tickets du 10 December 2022 au 8 January 2023

-
- Nuevo
 - Processing (assigned)
 - En curso (planificado)
 - En espera



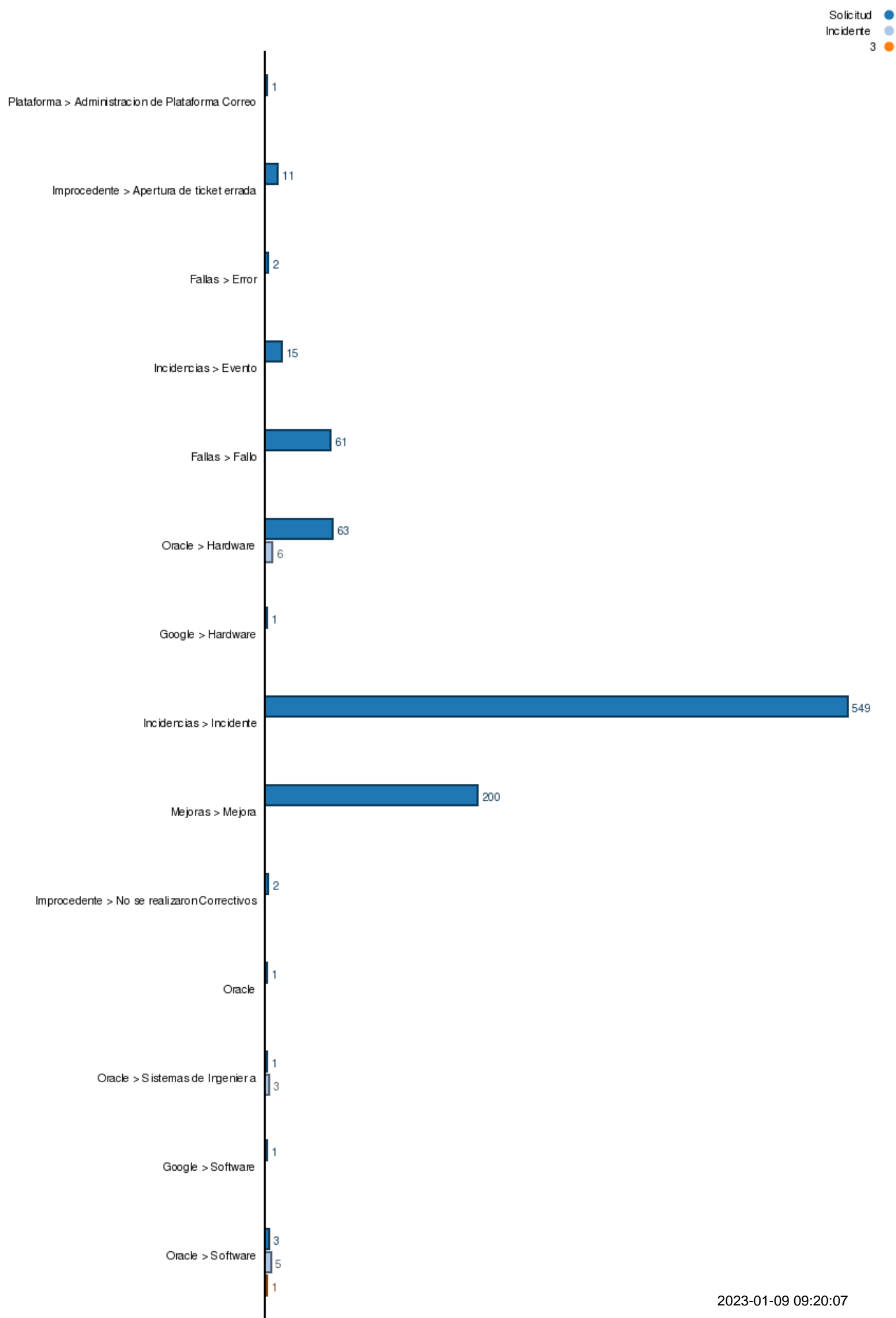
Number of opened tickets per status du 10 December 2022 au 8 January 2023



Top 10 requesters du 10 December 2022 au 8 January 2023

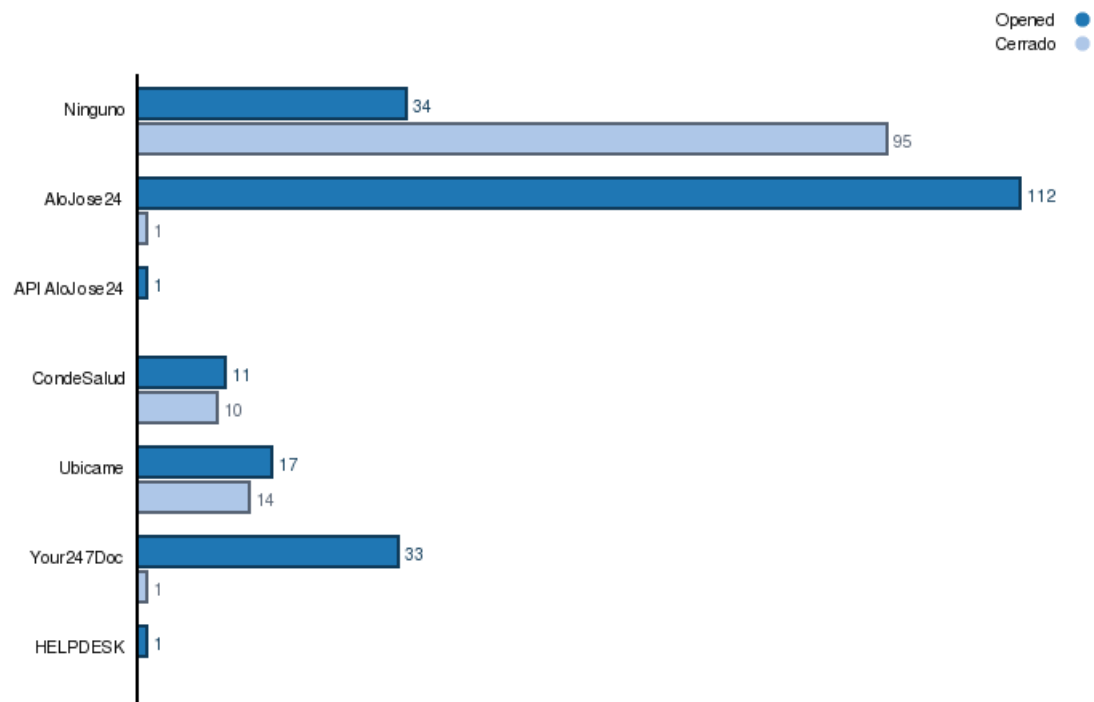


Number of opened tickets per category and type du 9 January 2022 au 8 January 2023

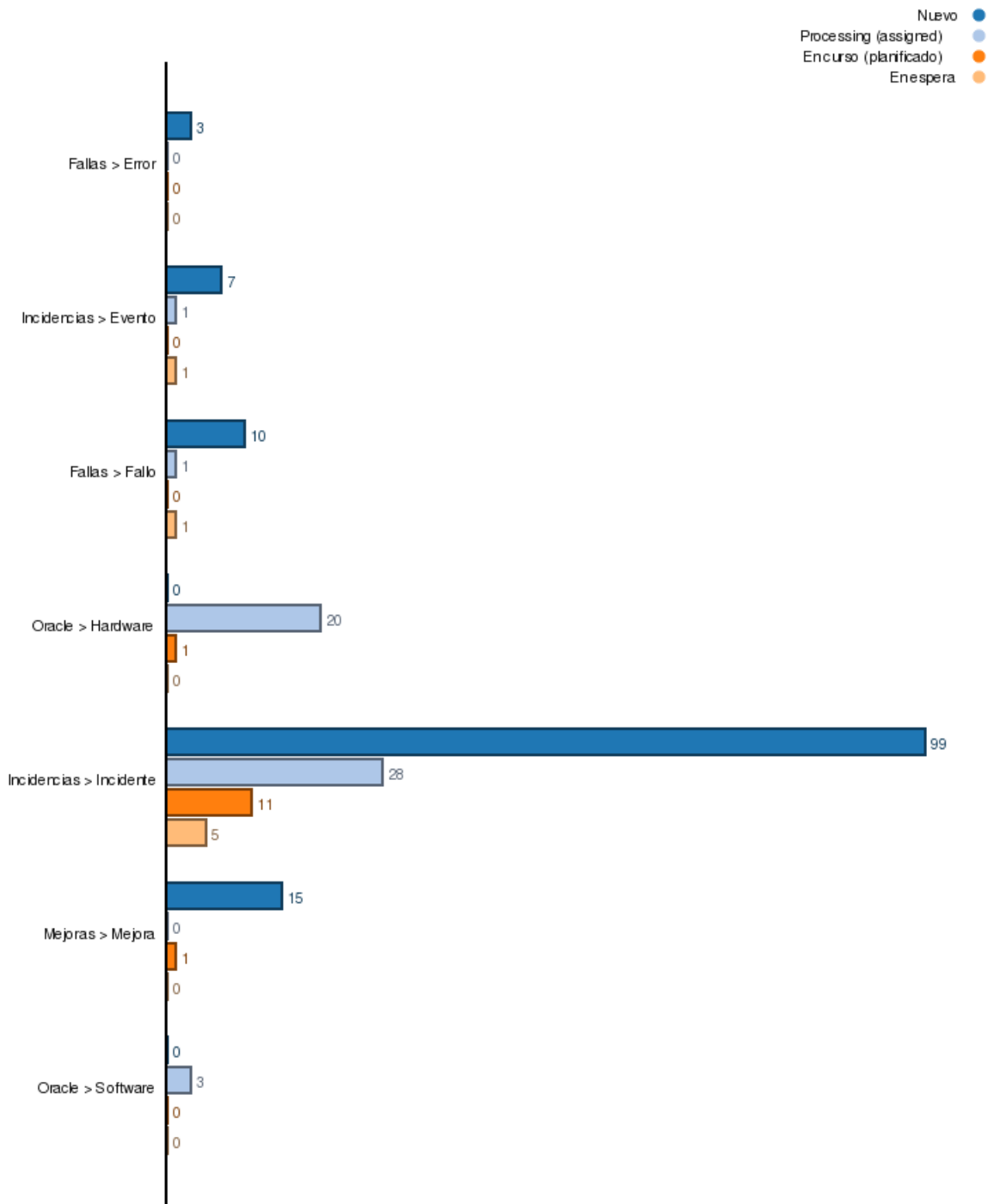


2023-01-09 09:20:07

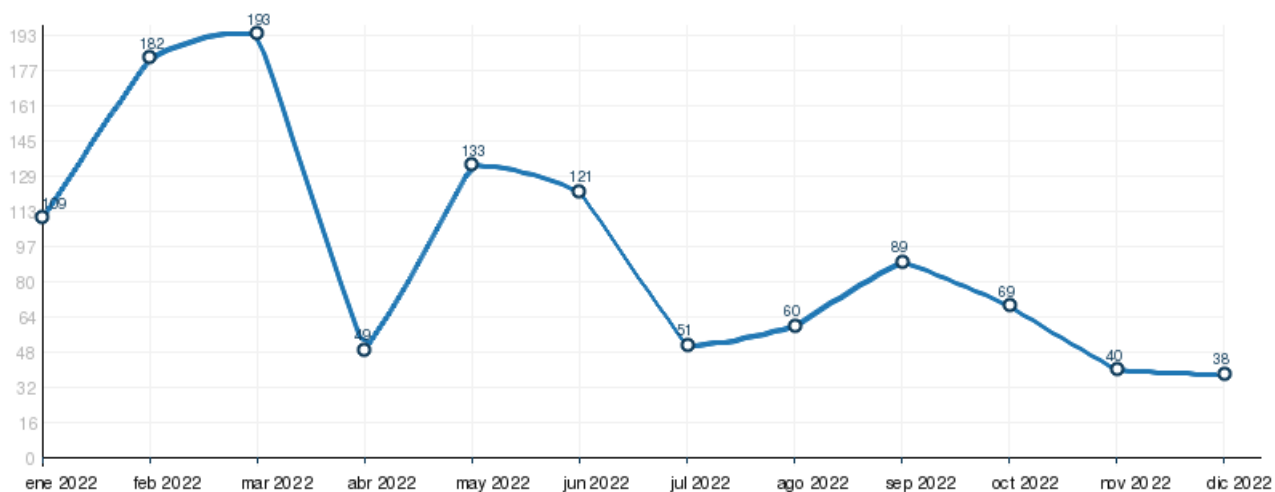
Number of closed tickets per category and type du 9 January 2022 au 8 January 2023



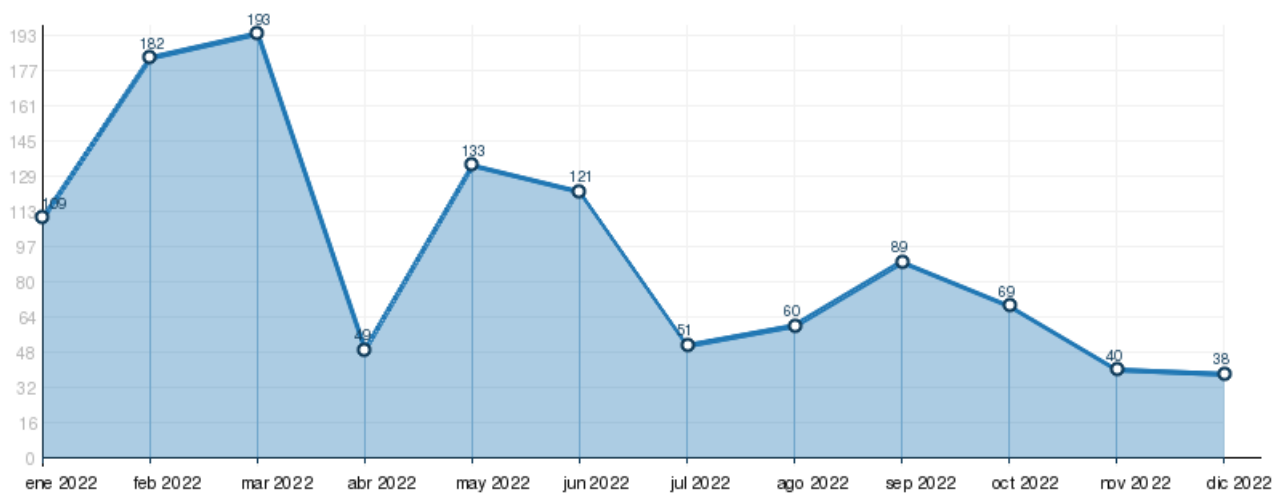
Number of opened and closed tickets per service du 9 January 2022 au 8 January 2023



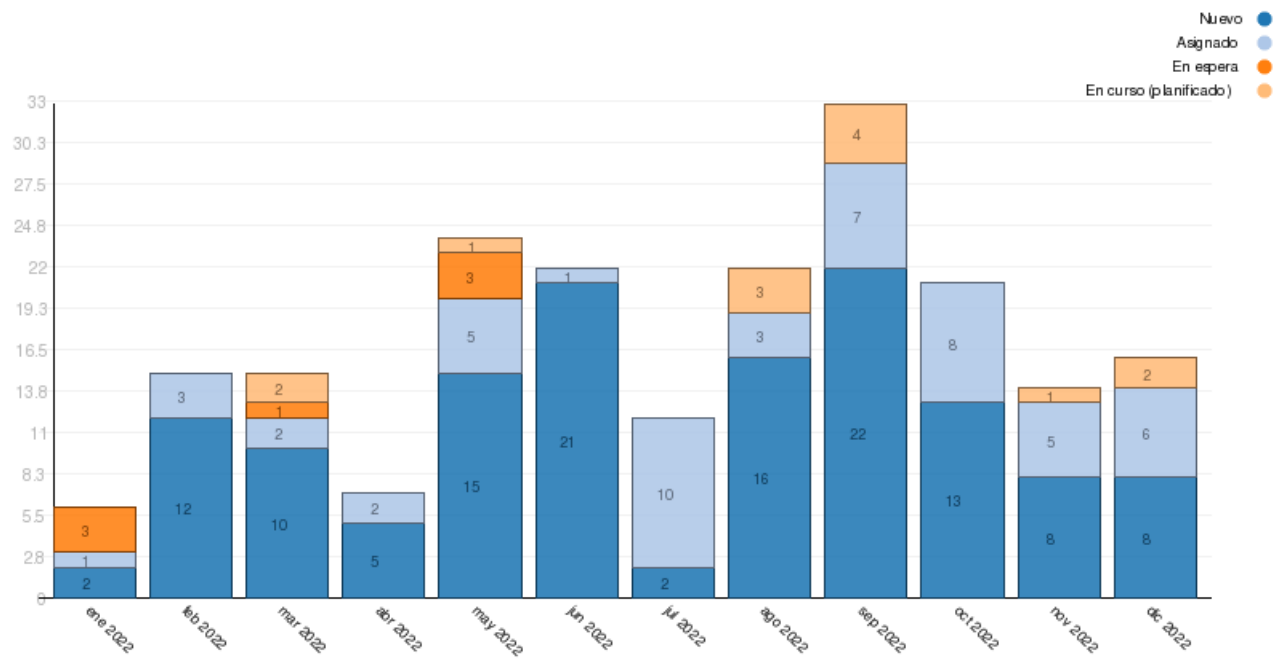
Number of openened tickets per category and status du 9 January 2022 au 8 January 2023



Number of ticket evolution over the period du 9 January 2022 au 8 January 2023

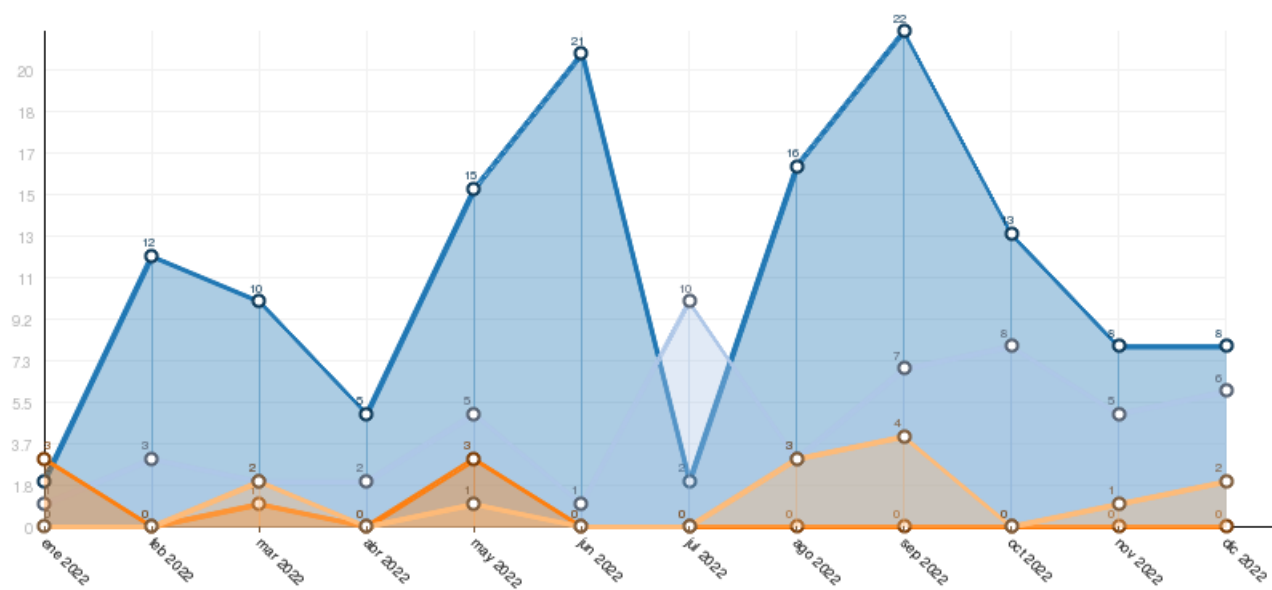


Number of ticket evolution over the period du 9 January 2022 au 8 January 2023

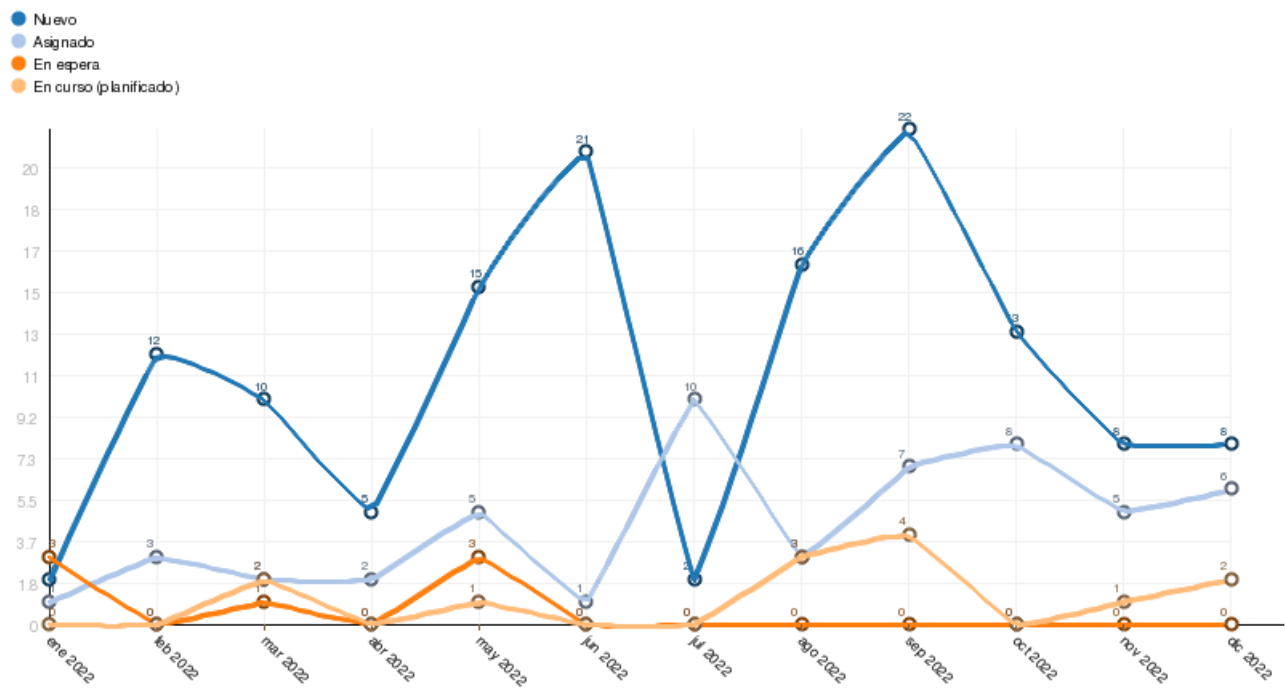


Number of ticket evolution over the period (per status) du 9 January 2022 au 8 January 2023

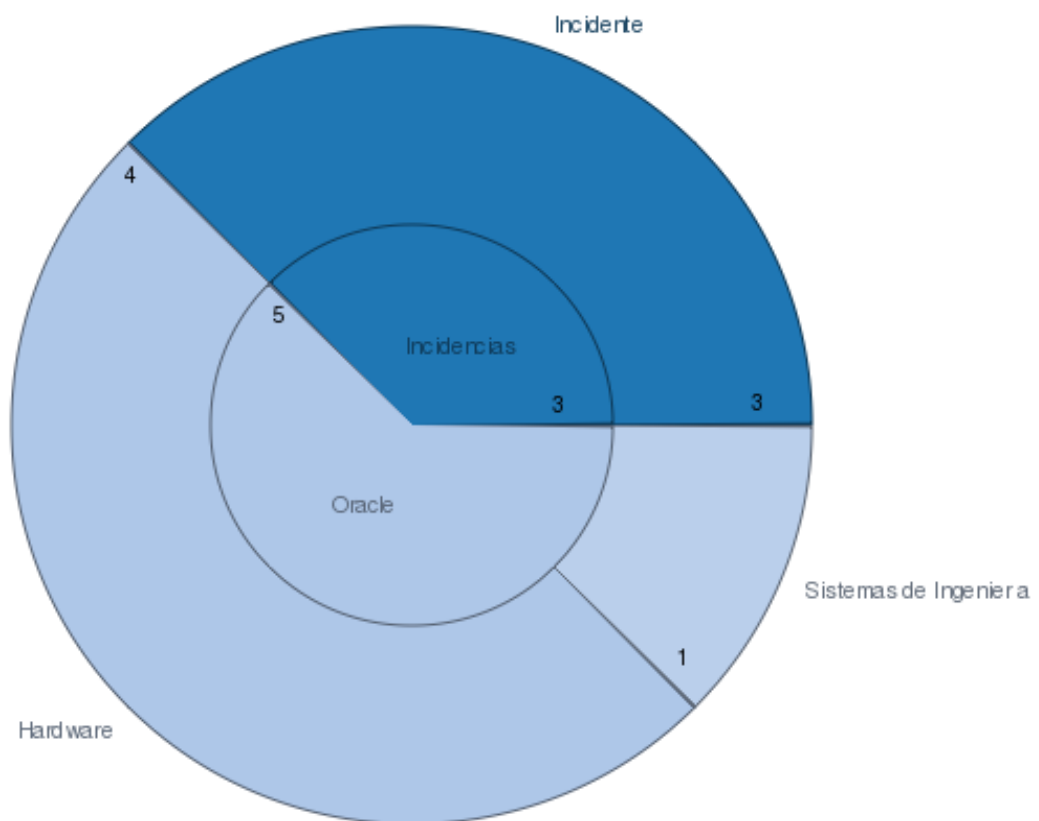
- Nuevo
- Asignado
- En espera
- En curso (planificado)



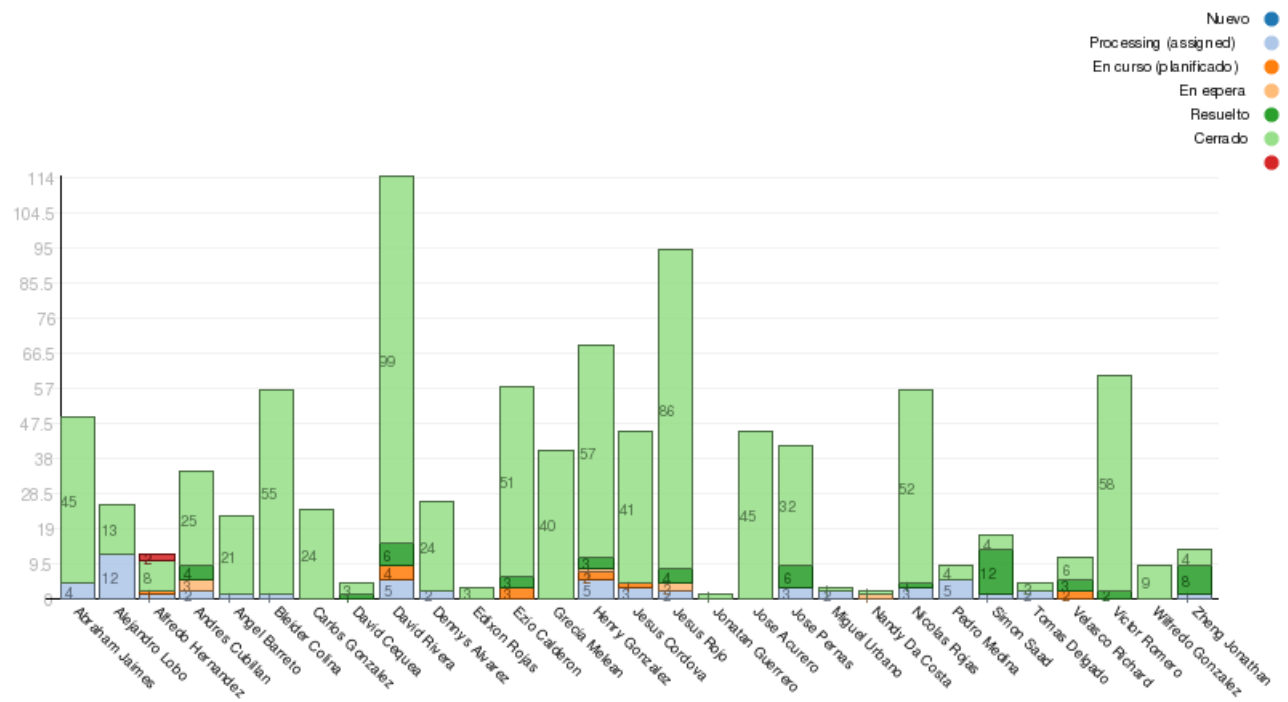
Number of ticket evolution over the period (per status) du 9 January 2022 au 8 January 2023



Number of ticket evolution over the period (per status) du 9 January 2022 au 8 January 2023



Distribution of tickets per category and child categories du 10 December 2022 au 8 January 2023



Number of tickets per status and technician du 9 January 2022 au 8 January 2023



Number of ticket per requester location du 10 December 2022 au 8 January 2023