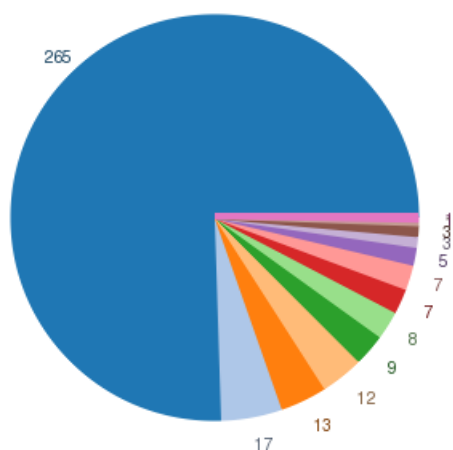


- Oracle (75.5 %)
- ACER (4.84 %)
- TOSHIBA (3.7 %)
- HP (3.42 %)
- LENOVO (2.56 %)
- SAMSUNG (2.28 %)
- MTEK (1.99 %)
- DELL (1.99 %)
- Cisco (1.42 %)
- ASUS (0.85 %)
- IMAC (0.85 %)
- SONY (0.28 %)
- IBM (0.28 %)

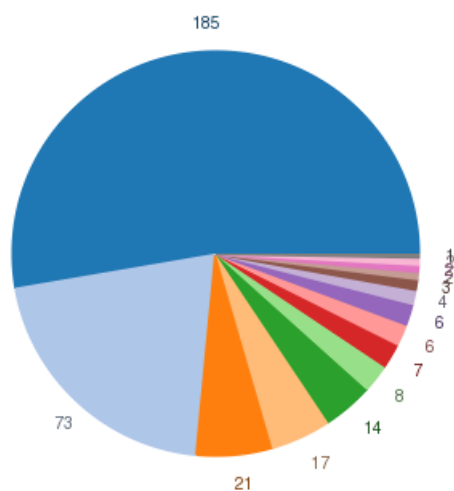


Computers per manufacturer du 28 July au 26 August 2021

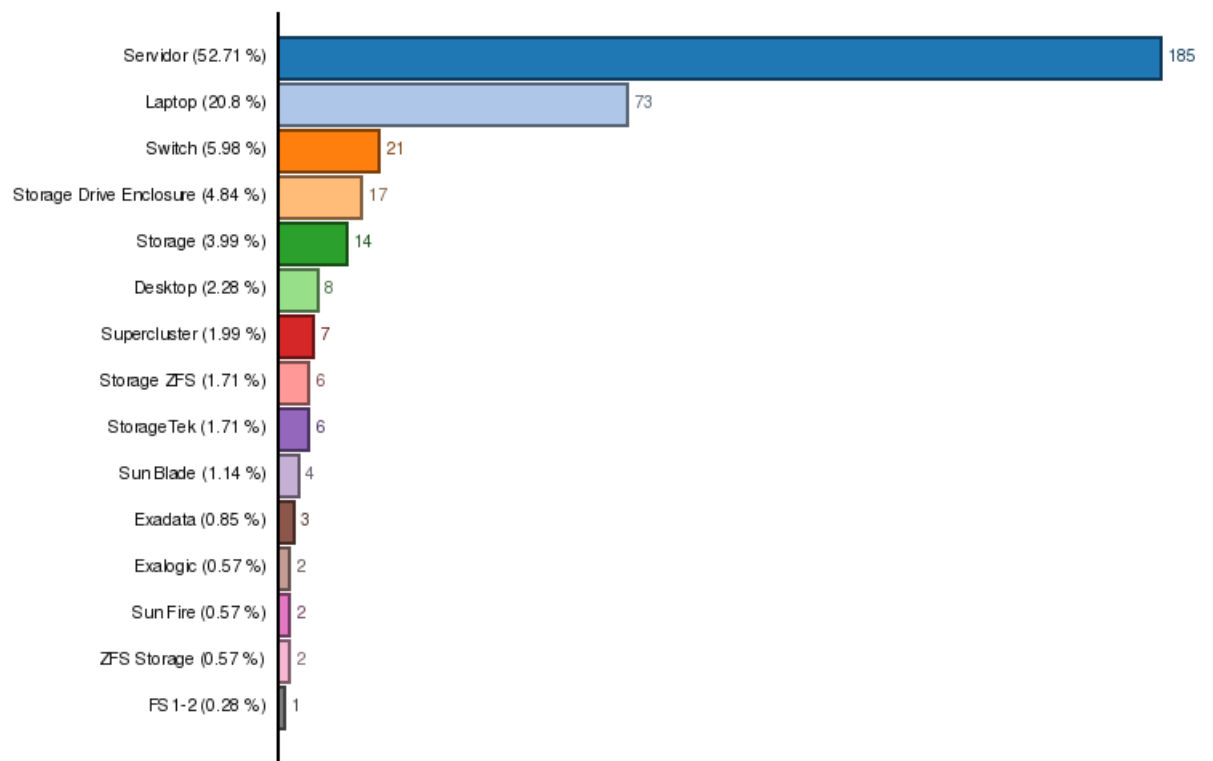


Computers per manufacturer du 28 July au 26 August 2021

- Servidor (52.71 %)
- Laptop (20.8 %)
- Switch (5.98 %)
- Storage Drive Enclosure (4.84 %)
- Storage (3.99 %)
- Desktop (2.28 %)
- Supercluster (1.99 %)
- Storage ZFS (1.71 %)
- StorageTek (1.71 %)
- Sun Blade (1.14 %)
- Exadata (0.85 %)
- Exalogic (0.57 %)
- Sun Fire (0.57 %)
- ZFS Storage (0.57 %)
- FS 1-2 (0.28 %)



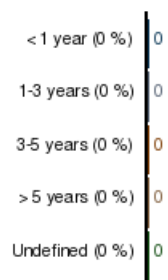
Computers per type du 28 July au 26 August 2021



Computers per type du 28 July au 26 August 2021

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

Computer per age du 28 July au 26 August 2021



Computer per age du 28 July au 26 August 2021

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● Windows (100 %)

48



Computers per OS du 28 July au 26 August 2021



Computers per OS du 28 July au 26 August 2021

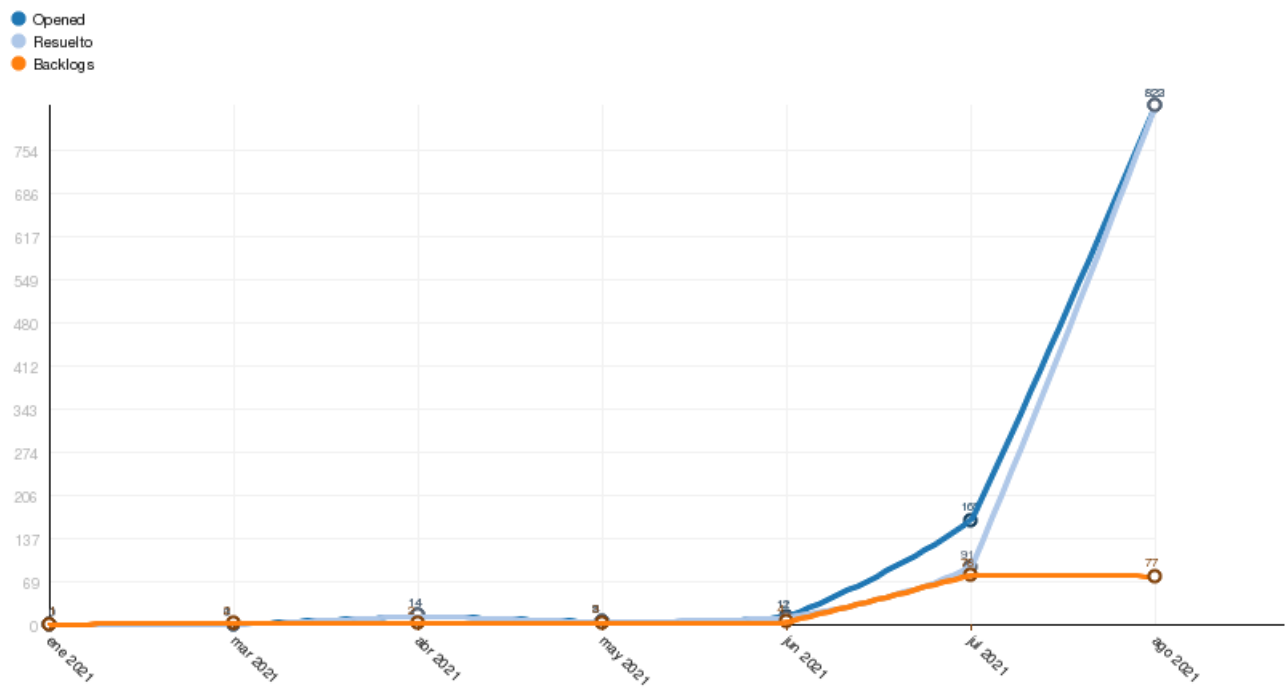




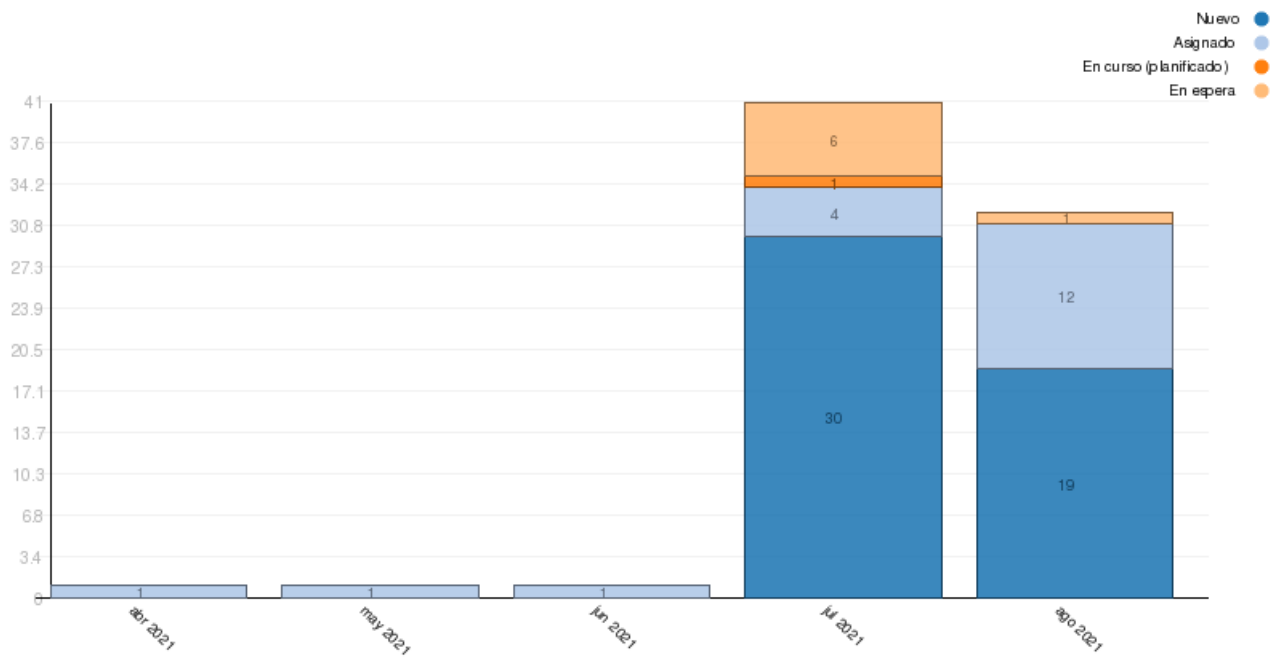
Windows distribution du 28 July au 26 August 2021



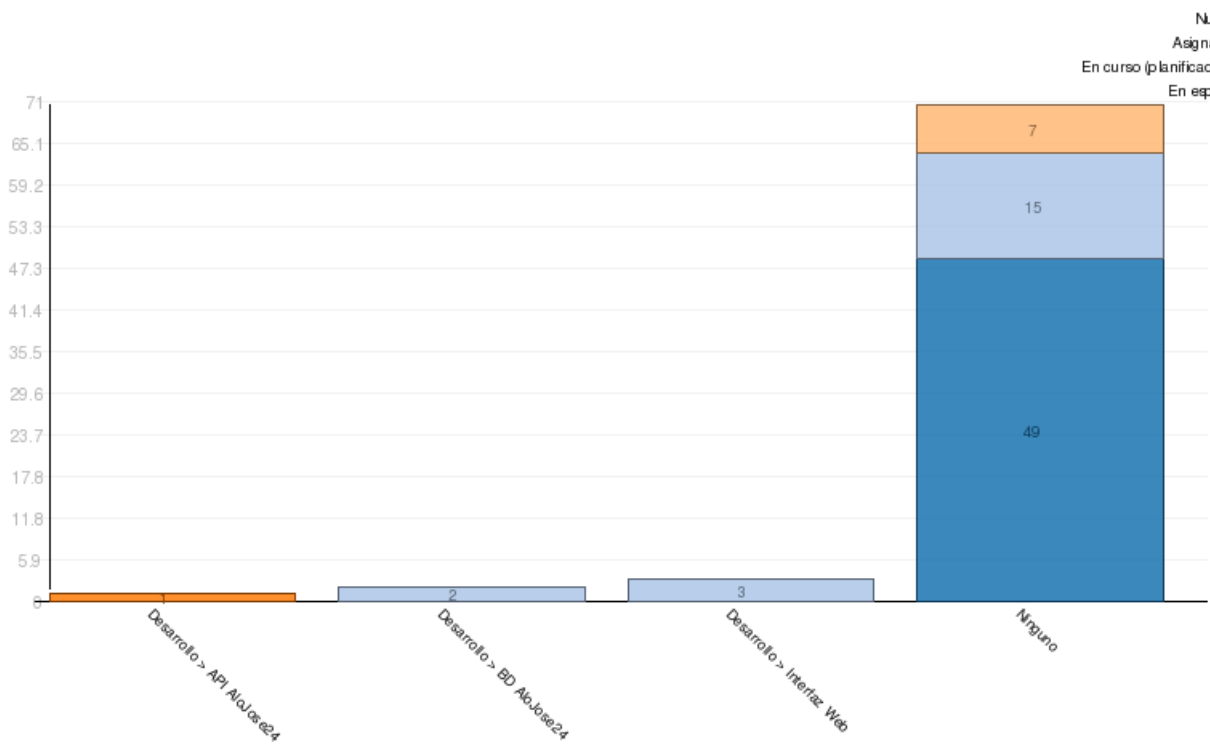
Computers per entities du 28 July au 26 August 2021



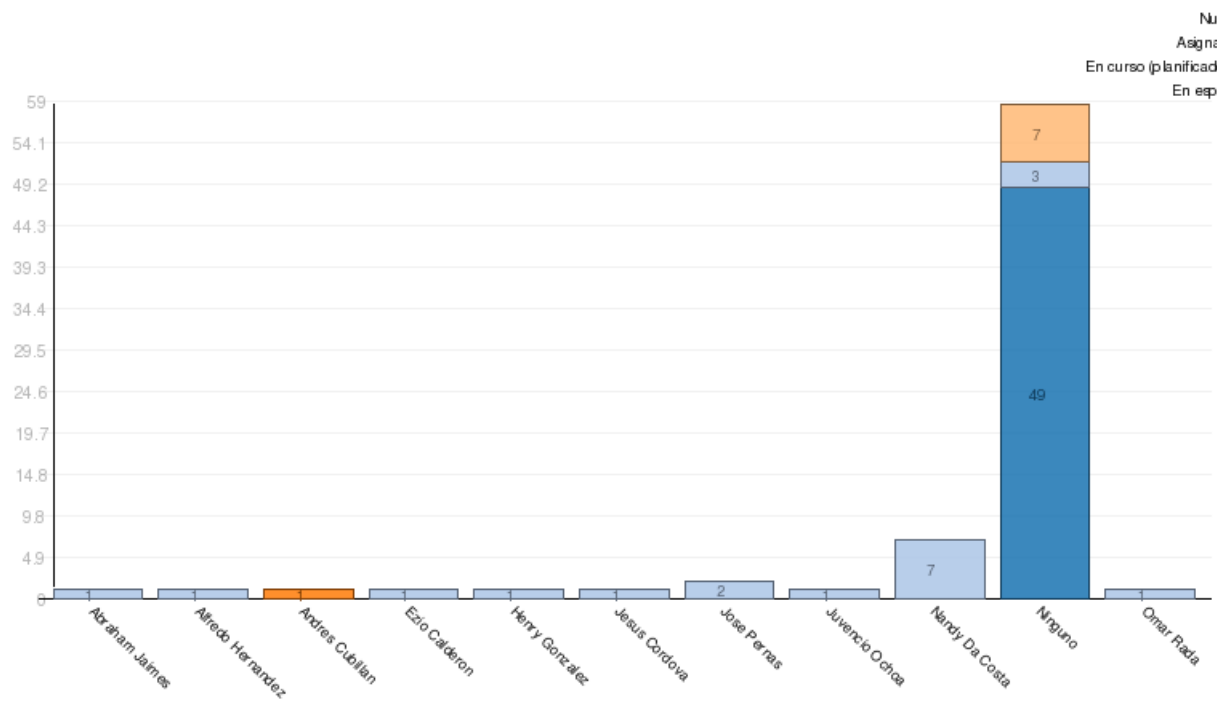
Backlog du 27 August 2020 au 26 August 2021



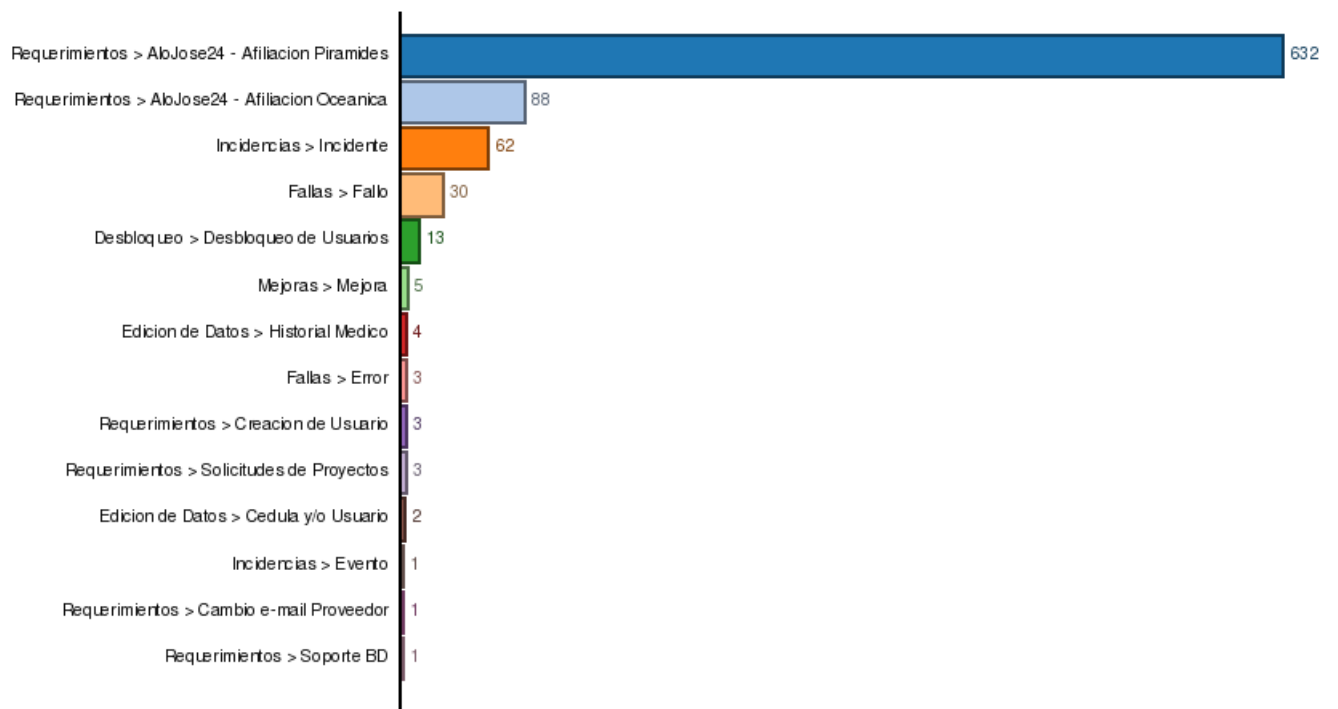
Ticket age du 27 August 2020 au 26 August 2021



Tickets per group du 27 August 2020 au 26 August 2021



Tickets per technician du 27 August 2020 au 26 August 2021

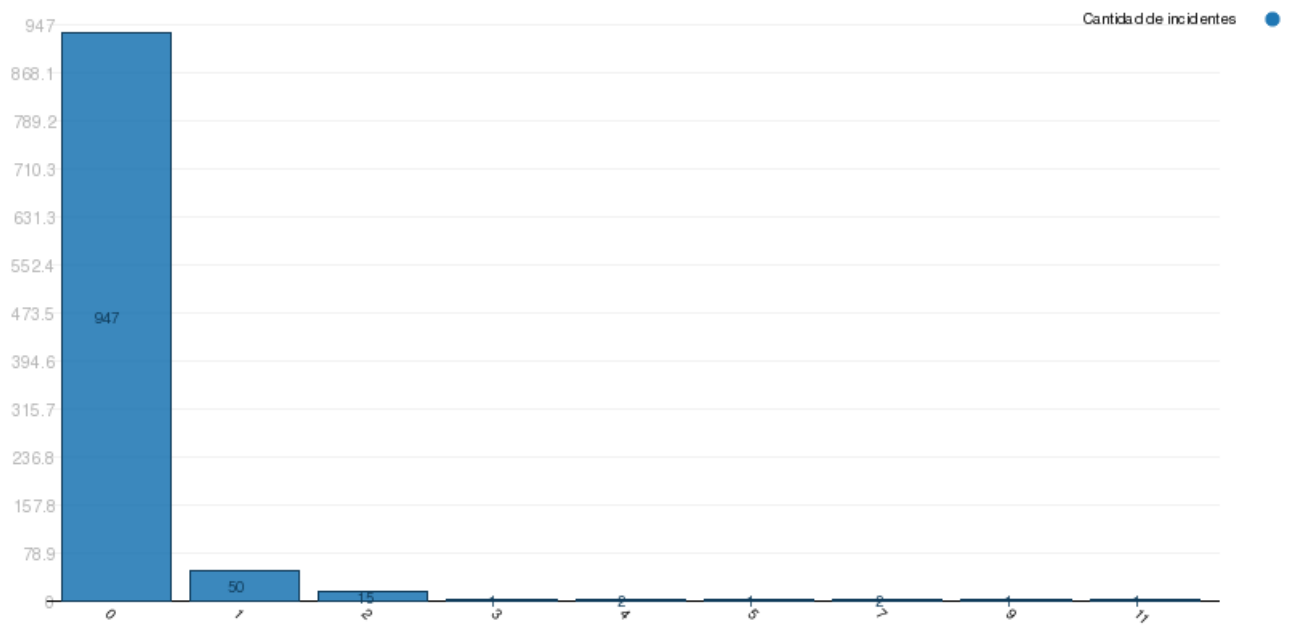


TOP categories du 28 July au 26 August 2021

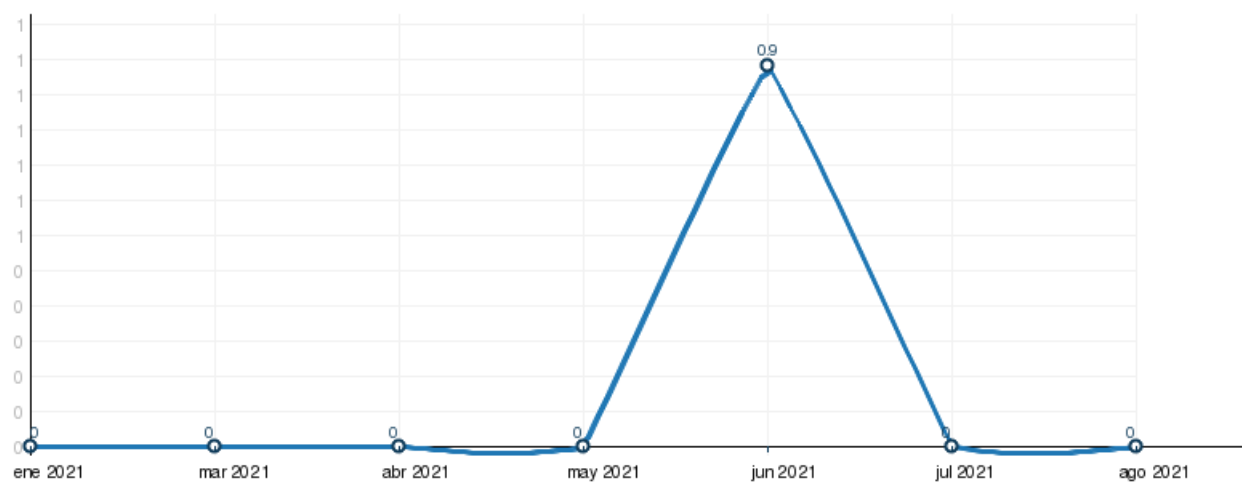


TOP requester groups du 28 July au 26 August 2021

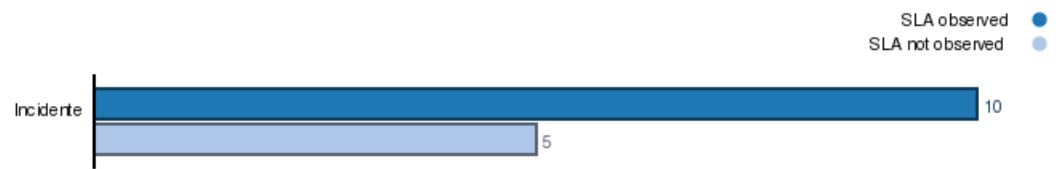




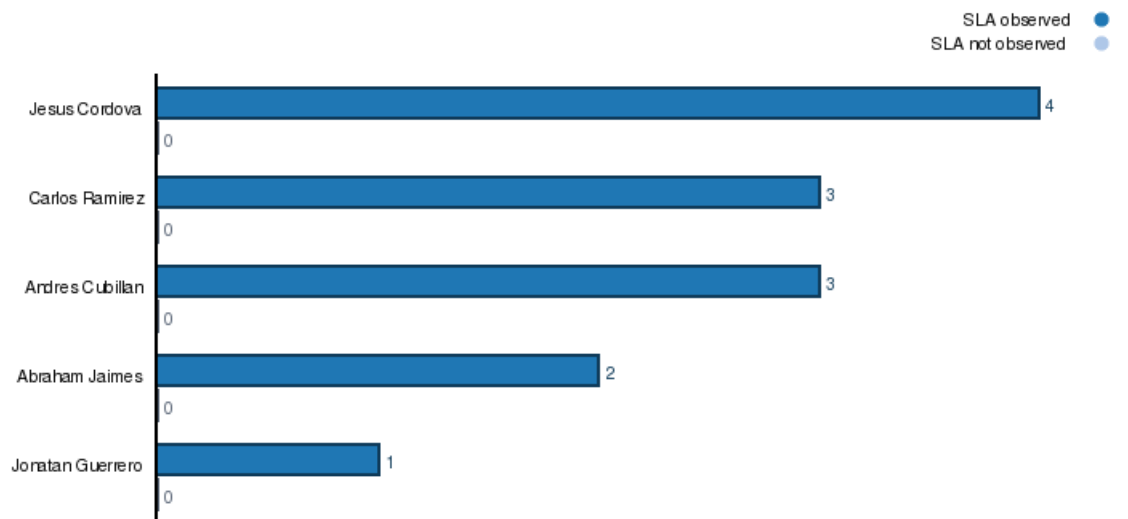
Number of group changes du 27 August 2020 au 26 August 2021



Task action times and solve delay comparison du 27 August 2020 au 26 August 2021

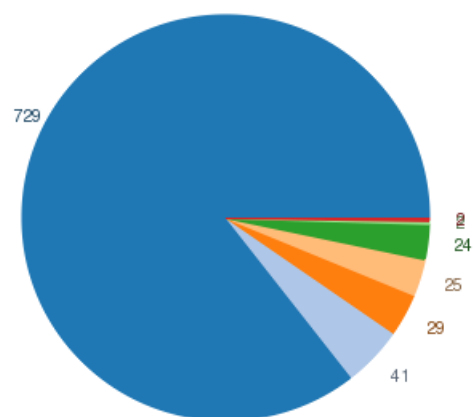


Tickets per SLA ordered by categories du 27 August 2020 au 26 August 2021



Tickets per SLA ordered by techicians du 27 August 2020 au 26 August 2021

- 
- Production
  - API AloJose 24
  - Software Factory
  - Admin
  - Interfaz Web
  - AloJose 24
  - App



Number of ticket per entity du 28 July au 26 August 2021



Number of ticket per entity du 28 July au 26 August 2021



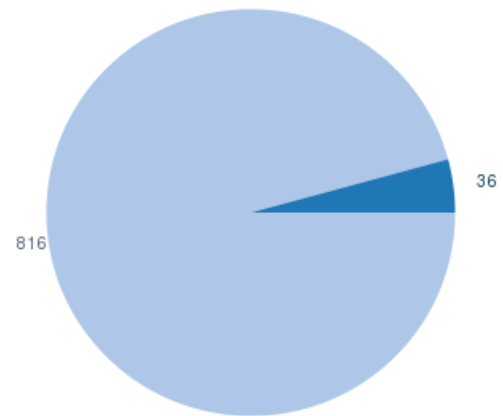
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Number of ticket per category and entity du 27 August 2020 au 26 August 2021



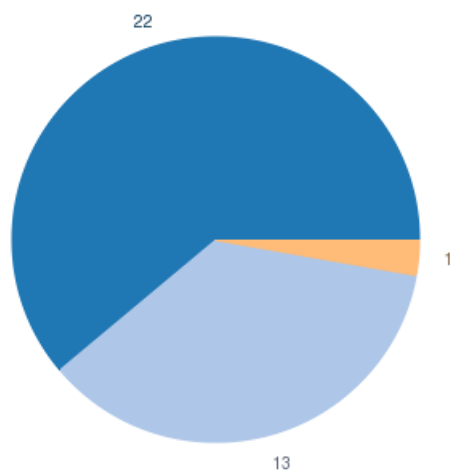
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● Opened  
● Cerrado



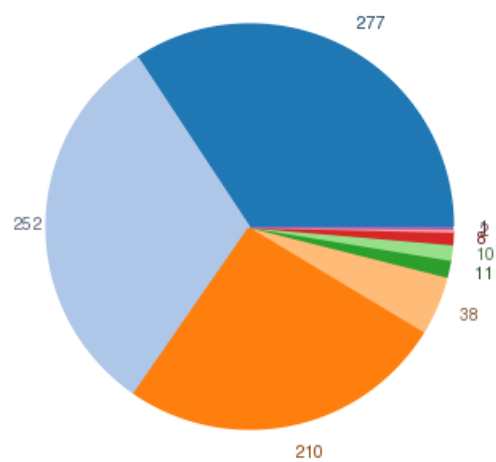
Number of opened and closed tickets du 28 July au 26 August 2021

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



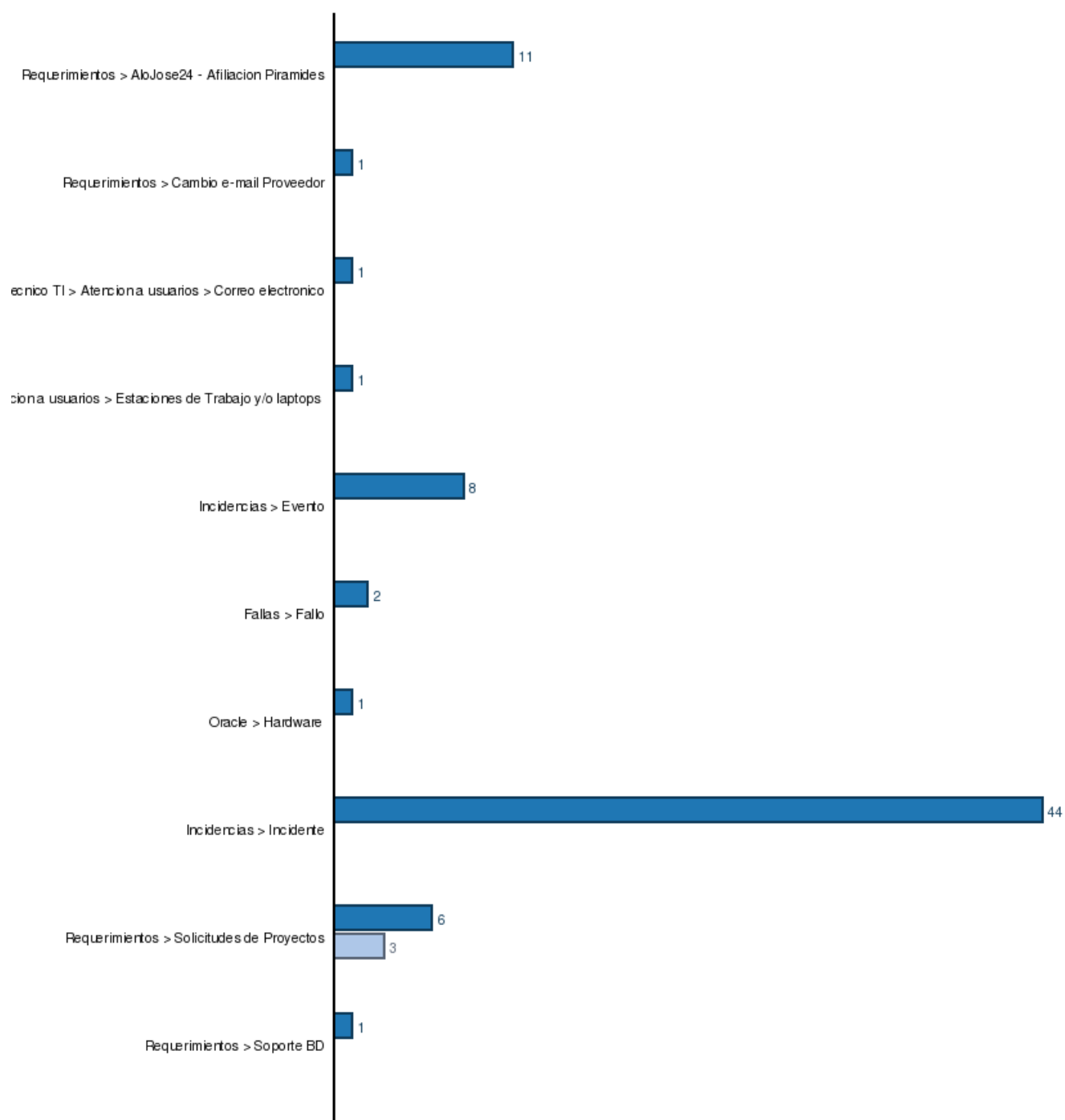
Number of opened tickets per status du 28 July au 26 August 2021

- 
- Amas Jhoander
  - Vasquez Diego
  - Calderon Marco
  - Yarihuaman Kimberling
  - Hernandez Raiza
  - Granado Jeiny
  - Barradas Cleiver
  - Cordoba Diana
  - Aguilera Gabriela

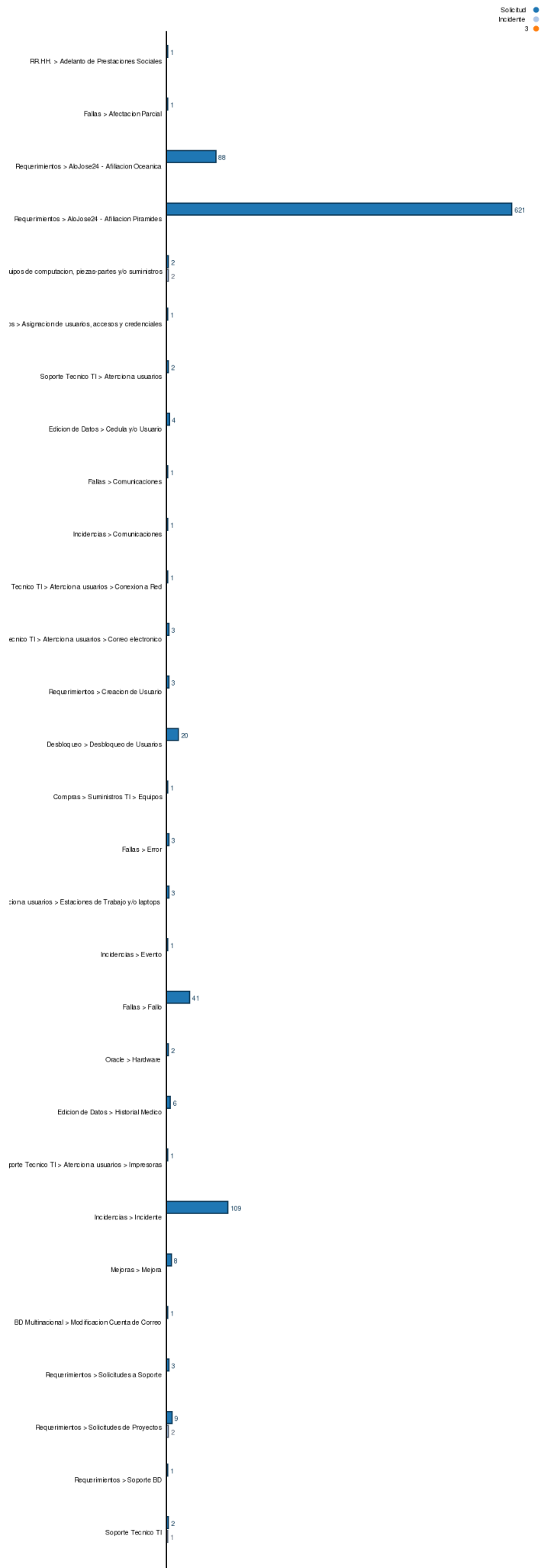


Top 10 requesters du 28 July au 26 August 2021

Solicitud ●  
 Incidente ●  
 3 ●

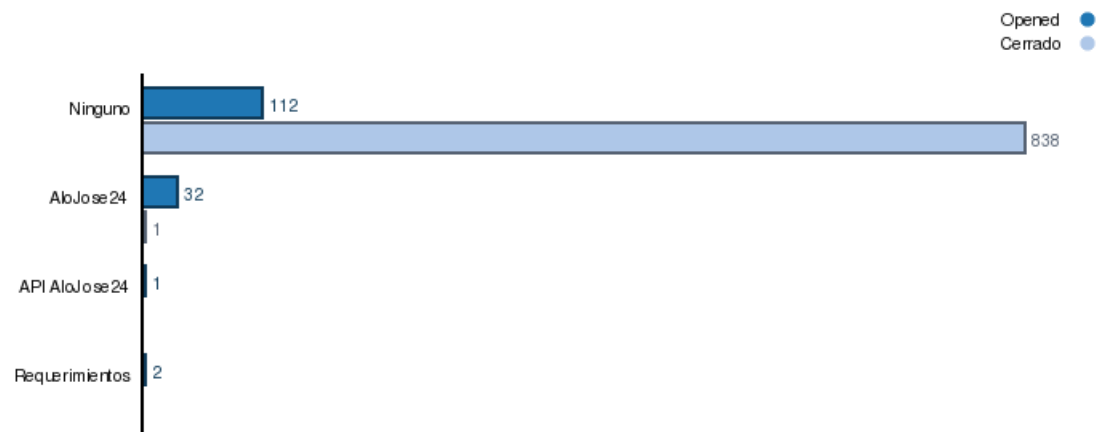


Number of opened tickets per category and type du 27 August 2020 au 26 August 2021



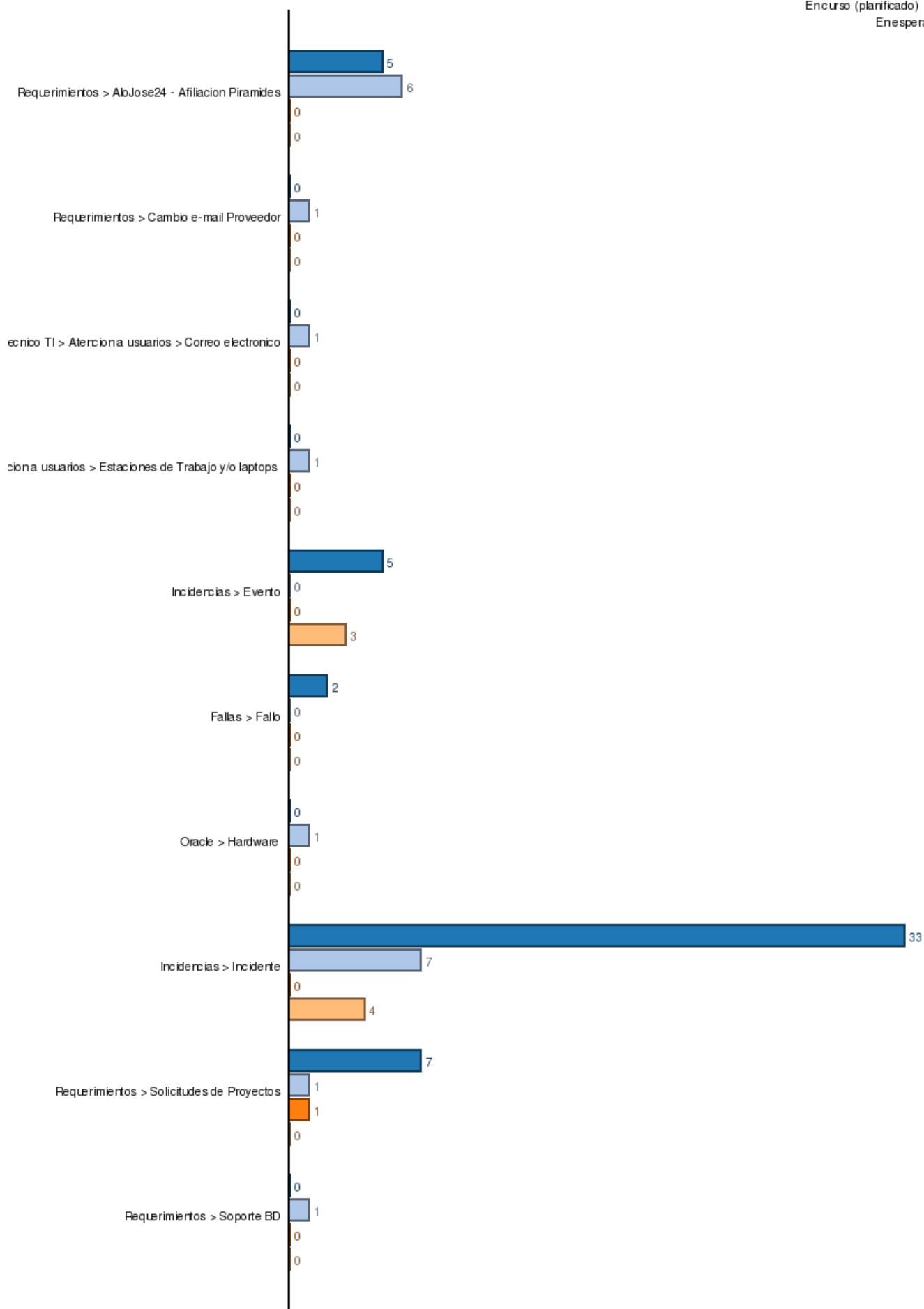
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Number of closed tickets per category and type du 27 August 2020 au 26 August 2021

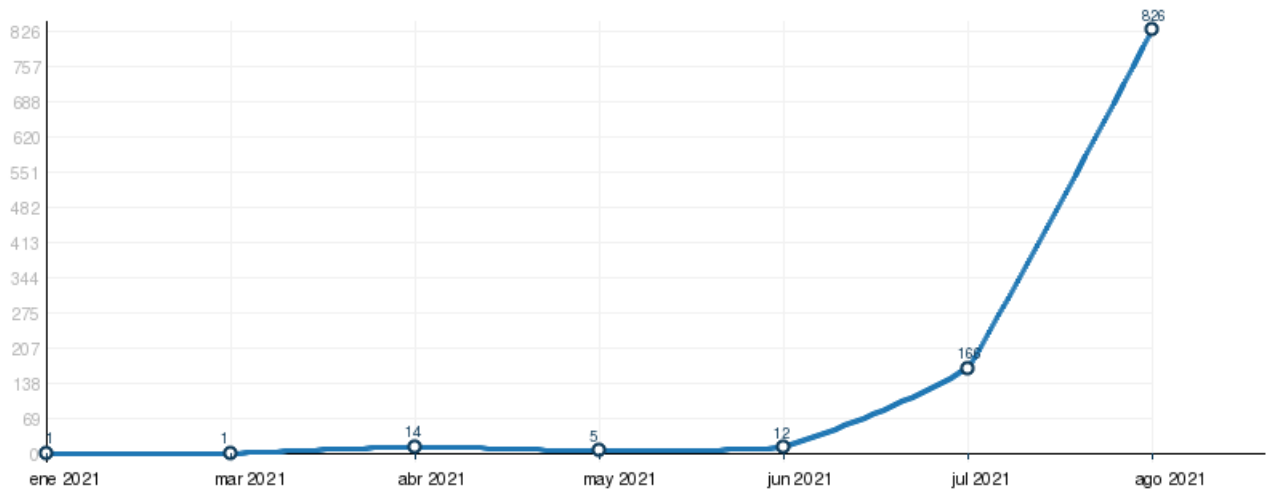


Number of opened and closed tickets per service du 27 August 2020 au 26 August 2021

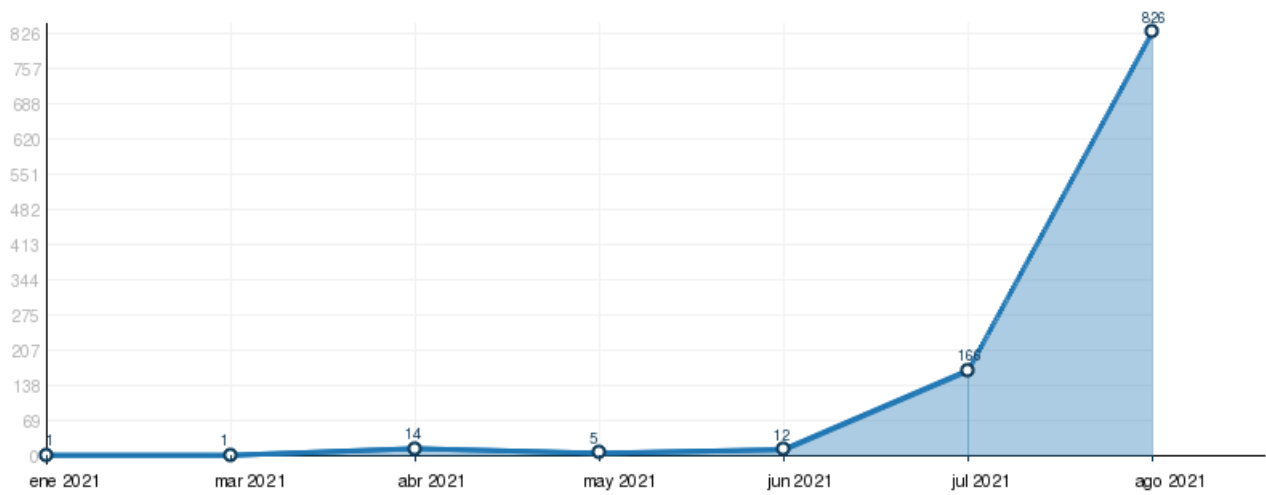
Nuevo ●  
 Processing (assigned) ●  
 Encurso (planificado) ●  
 Enespera ●



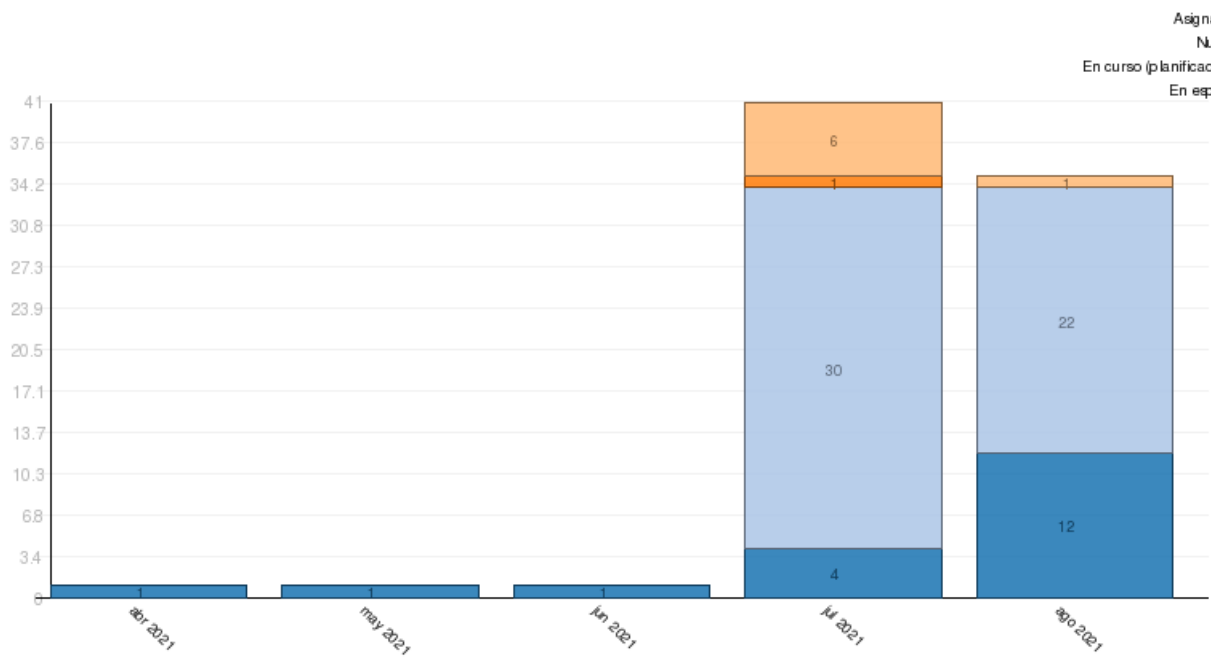




Number of ticket evolution over the period du 27 August 2020 au 26 August 2021

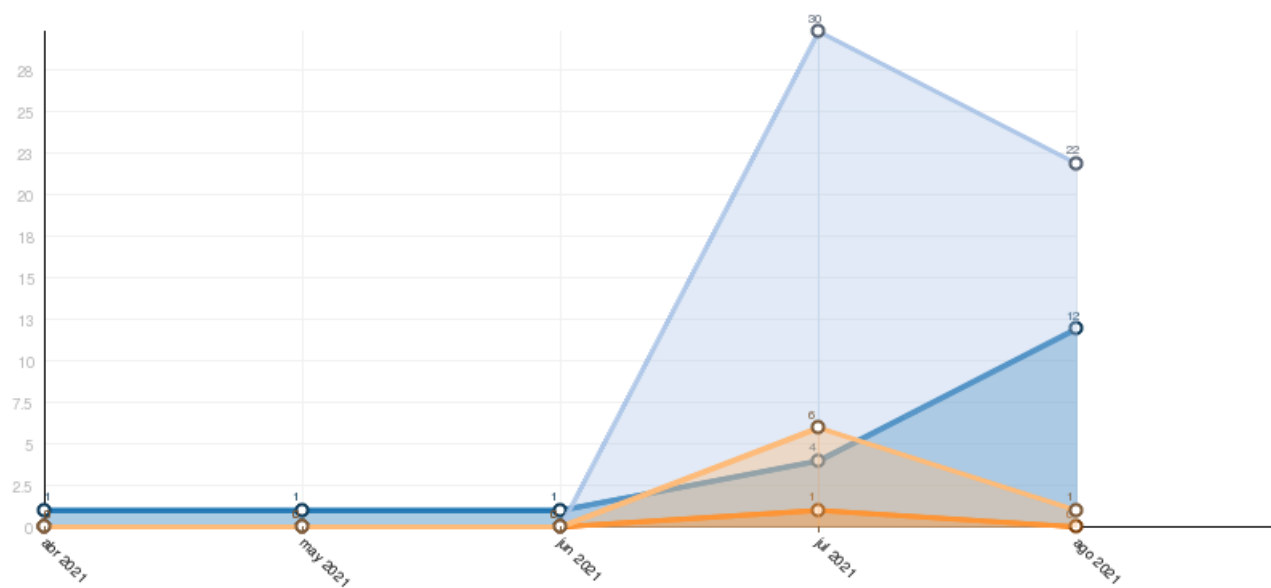


Number of ticket evolution over the period du 27 August 2020 au 26 August 2021



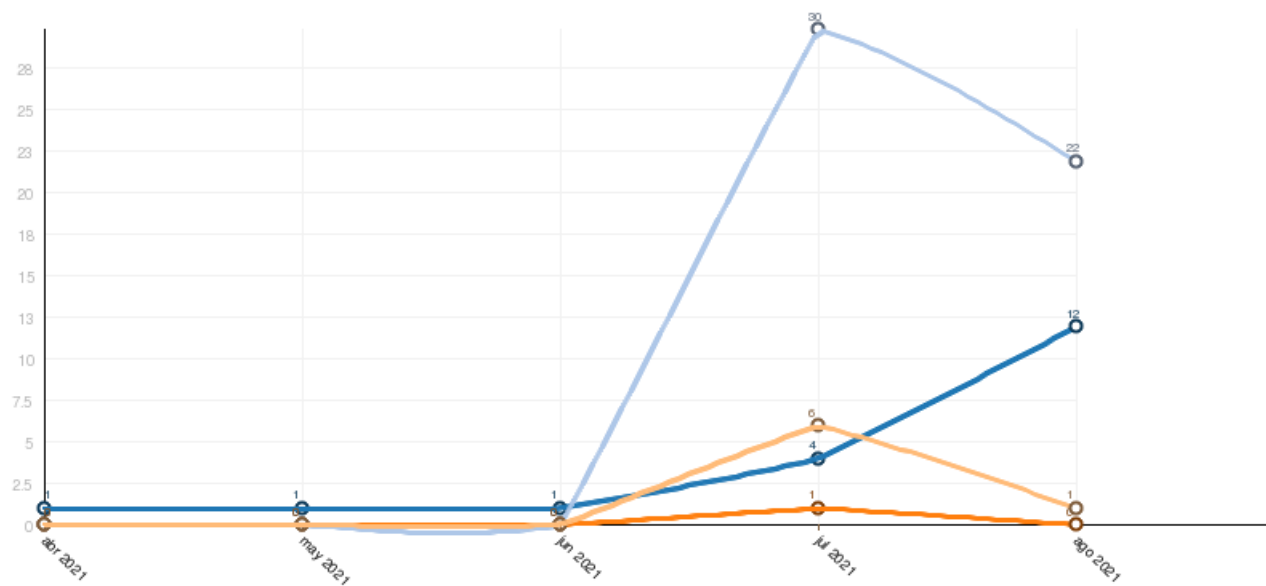
Number of ticket evolution over the period (per status) du 27 August 2020 au 26 August 2021

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



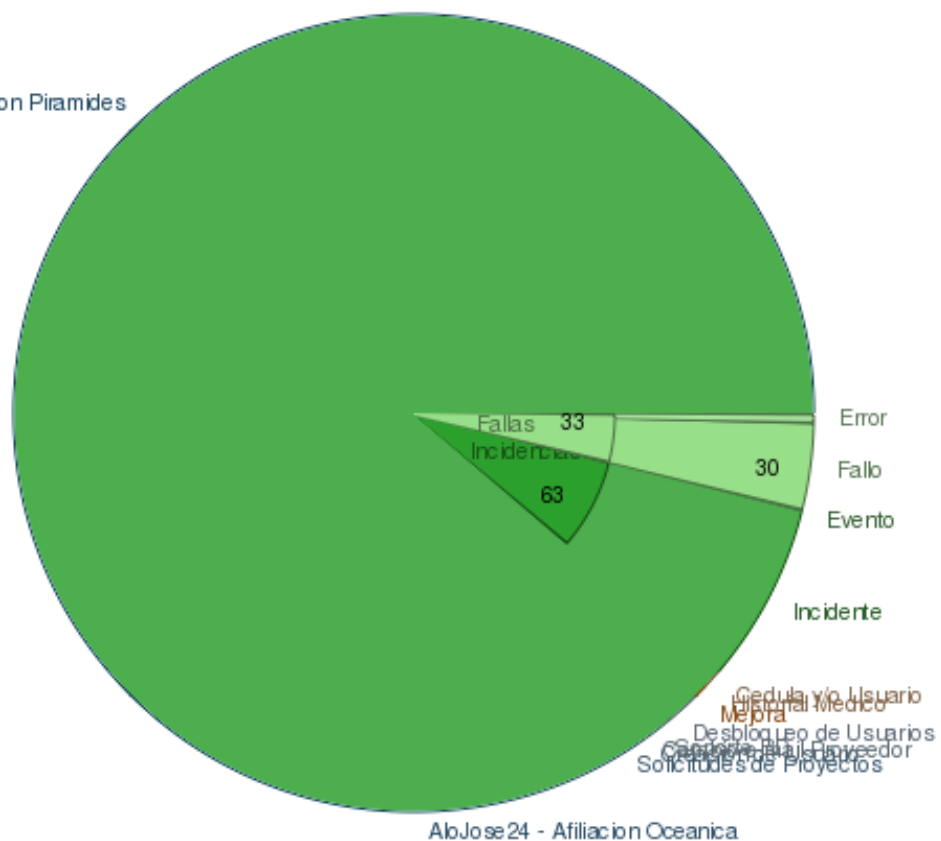
Number of ticket evolution over the period (per status) du 27 August 2020 au 26 August 2021

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



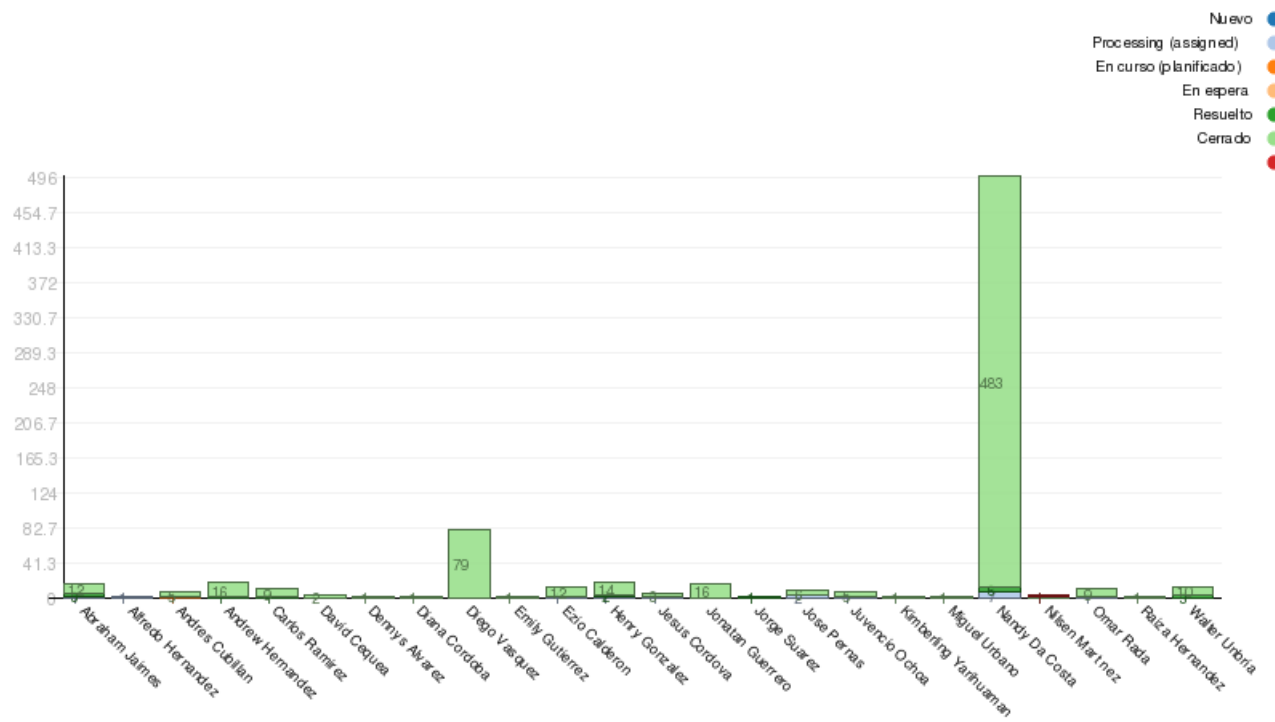
Number of ticket evolution over the period (per status) du 27 August 2020 au 26 August 2021

AbJose24 - Afiliacion Piramides

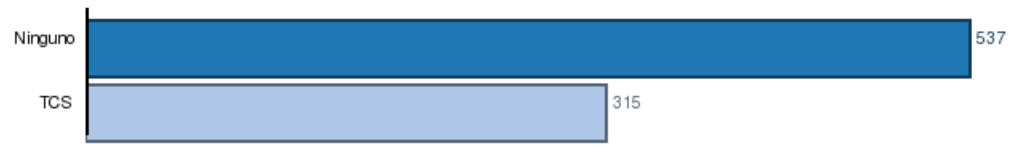


AbJose24 - Afiliacion Oceanica

Distribution of tickets per category and child categories du 28 July au 26 August 2021



Number of tickets per status and technician du 27 August 2020 au 26 August 2021



Number of ticket per requester location du 28 July au 26 August 2021