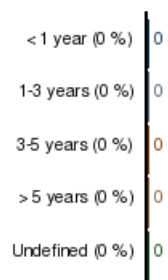


-
- < 1 year (0 %)
 - 1-3 years (0 %)
 - 3-5 years (0 %)
 - > 5 years (0 %)
 - Undefined (0 %)

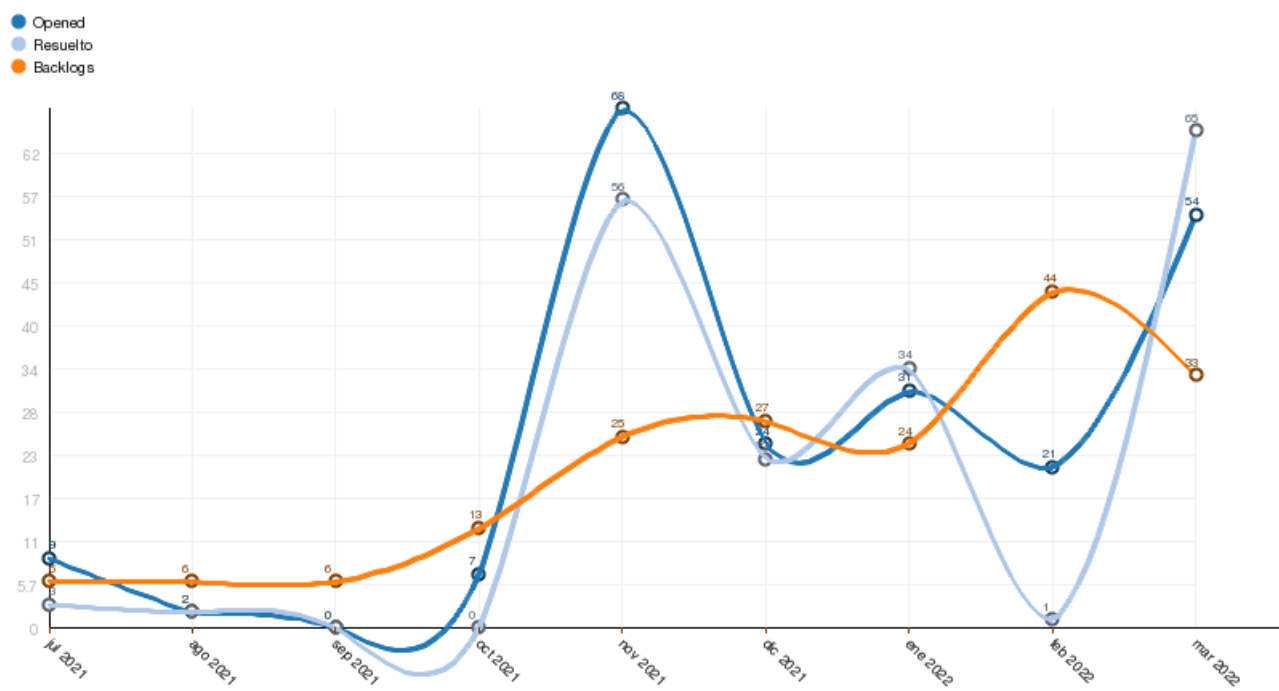
Computer per age du 22 February au 23 March 2022



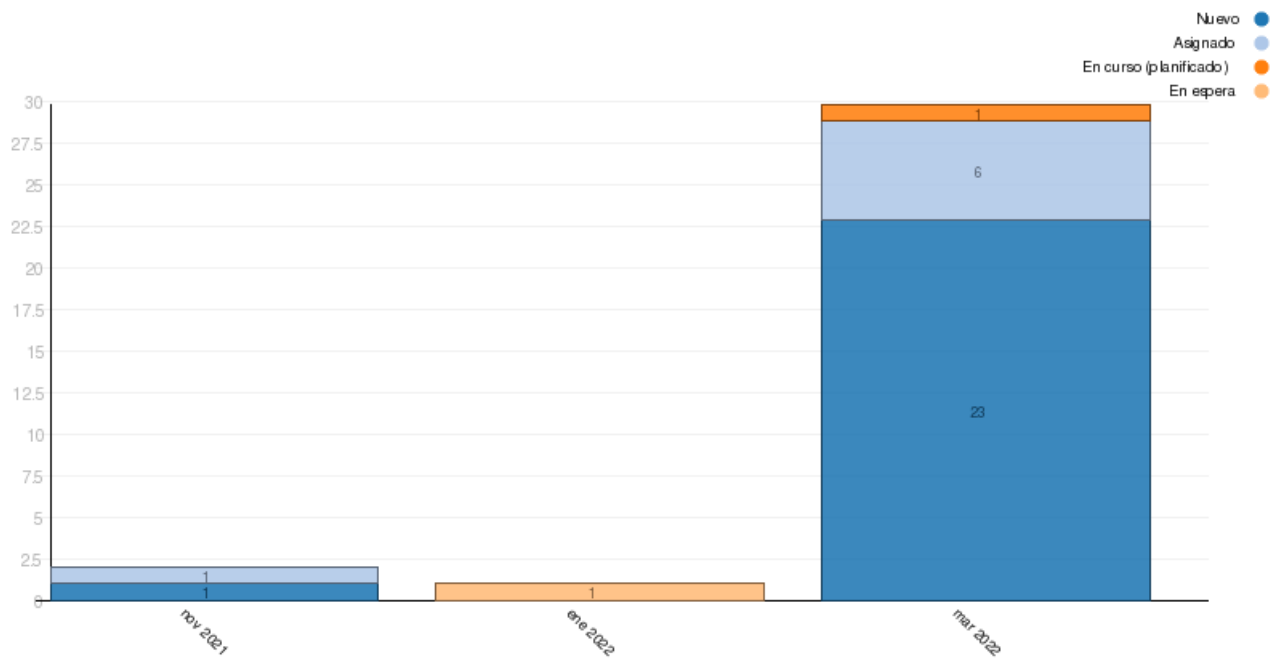
Computer per age du 22 February au 23 March 2022

App Aljoss24 (0 %) | 0

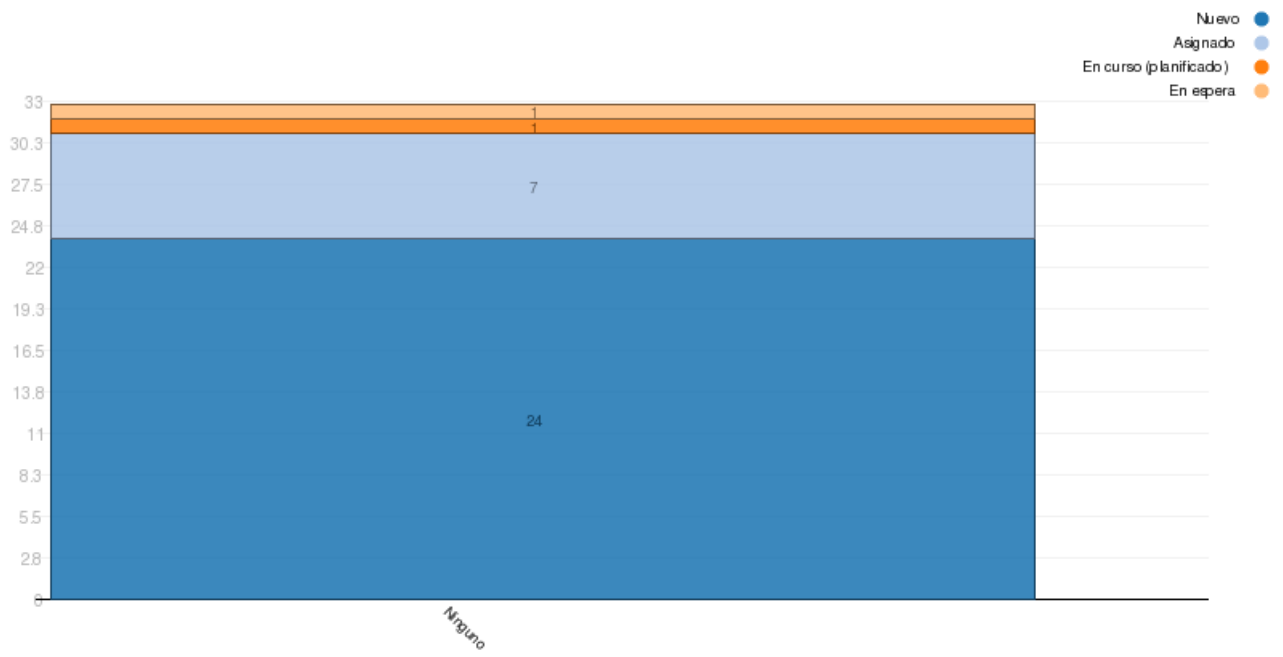
Computers per entities du 22 February au 23 March 2022



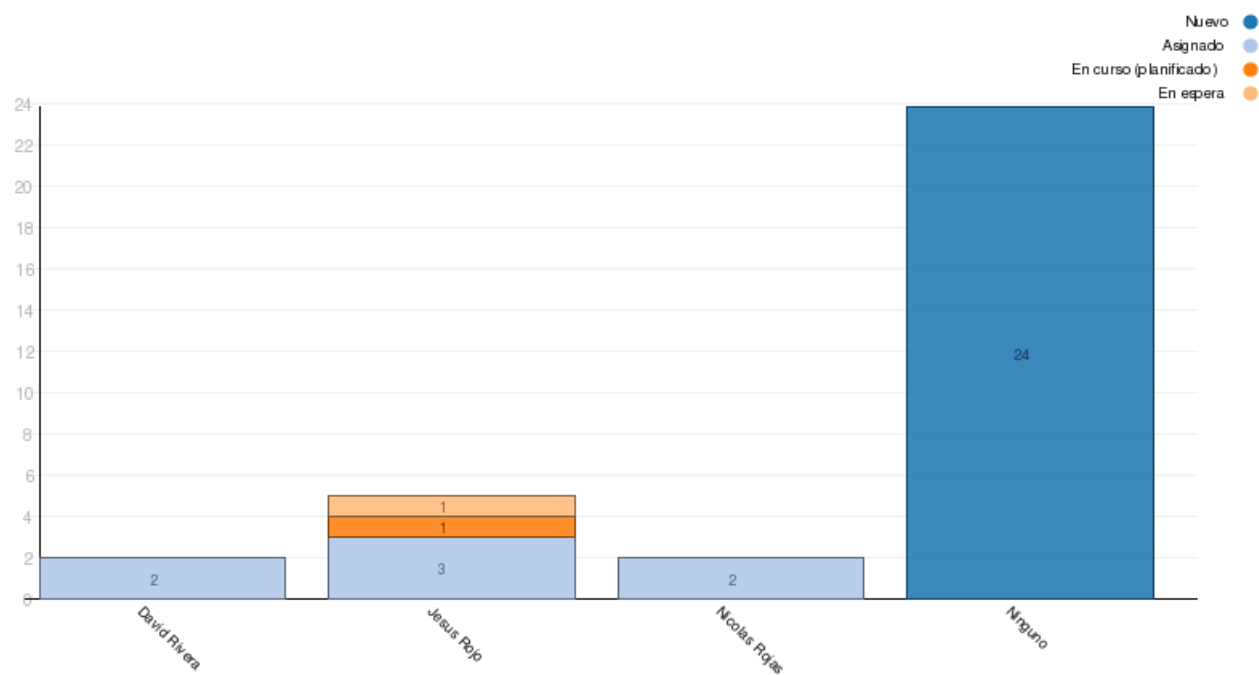
Backlog du 24 March 2021 au 23 March 2022



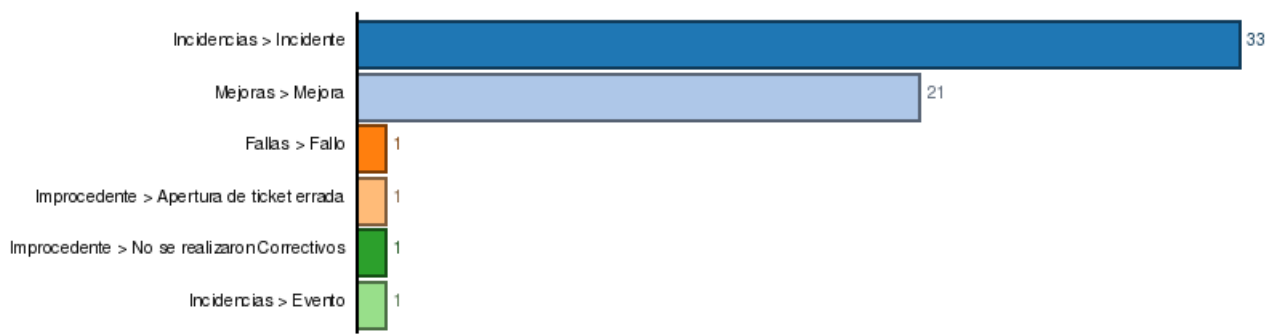
Ticket age du 24 March 2021 au 23 March 2022



Tickets per group du 24 March 2021 au 23 March 2022



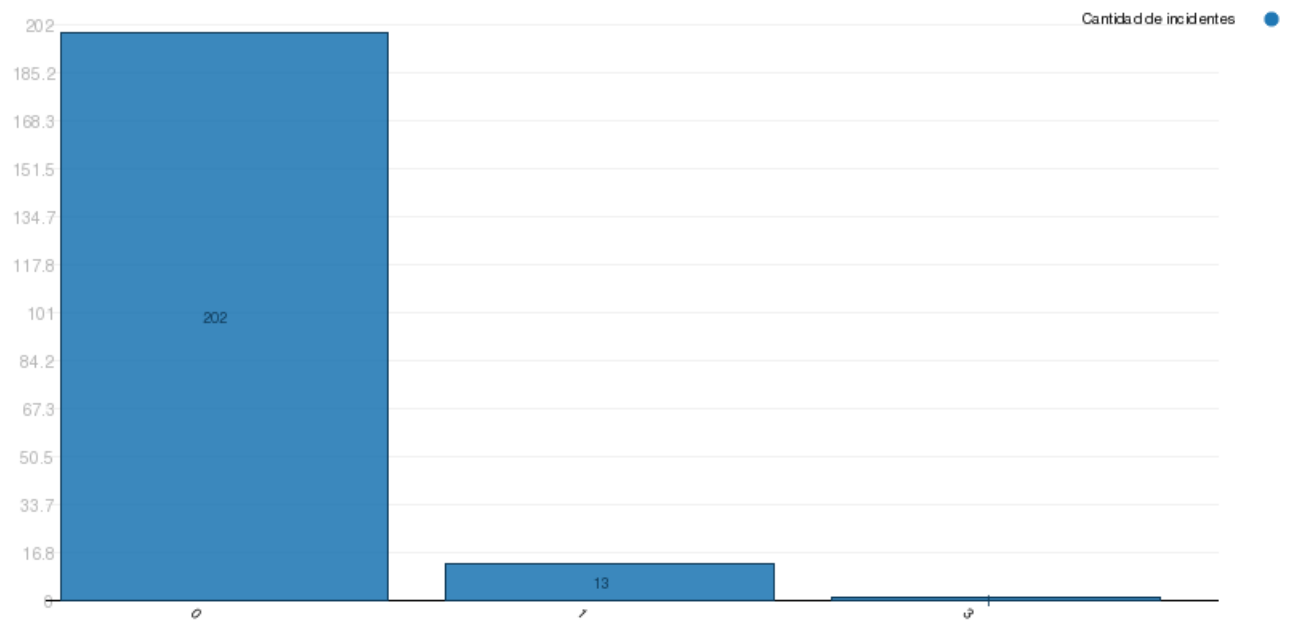
Tickets per technician du 24 March 2021 au 23 March 2022



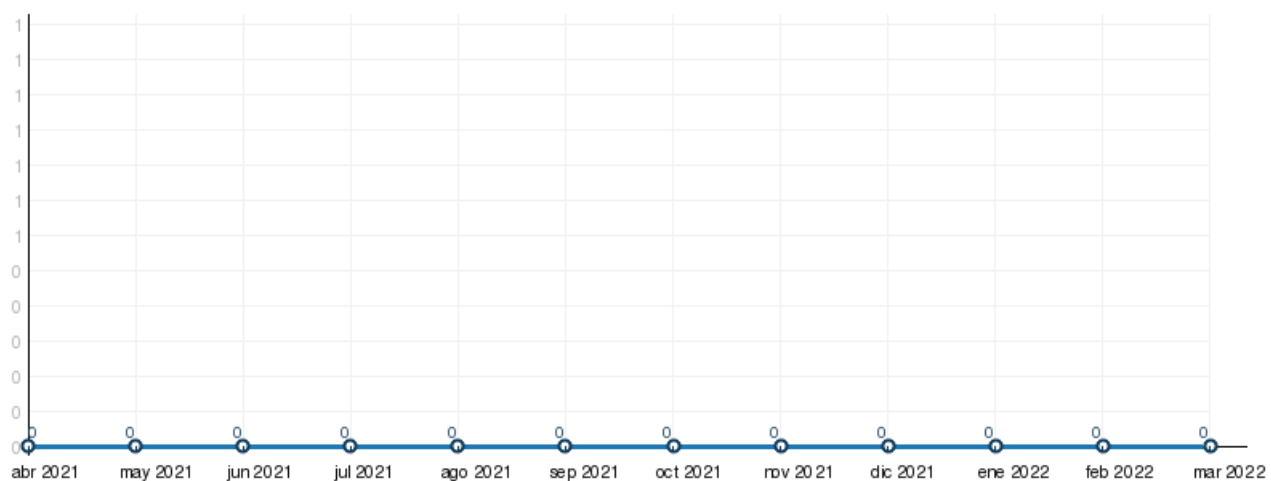
TOP categories du 22 February au 23 March 2022



TOP requester groups du 22 February au 23 March 2022



Number of group changes du 24 March 2021 au 23 March 2022



Task action times and solve delay comparison du 24 March 2021 au 23 March 2022



Tickets per SLA ordered by categories du 24 March 2021 au 23 March 2022

● App Abjose 24

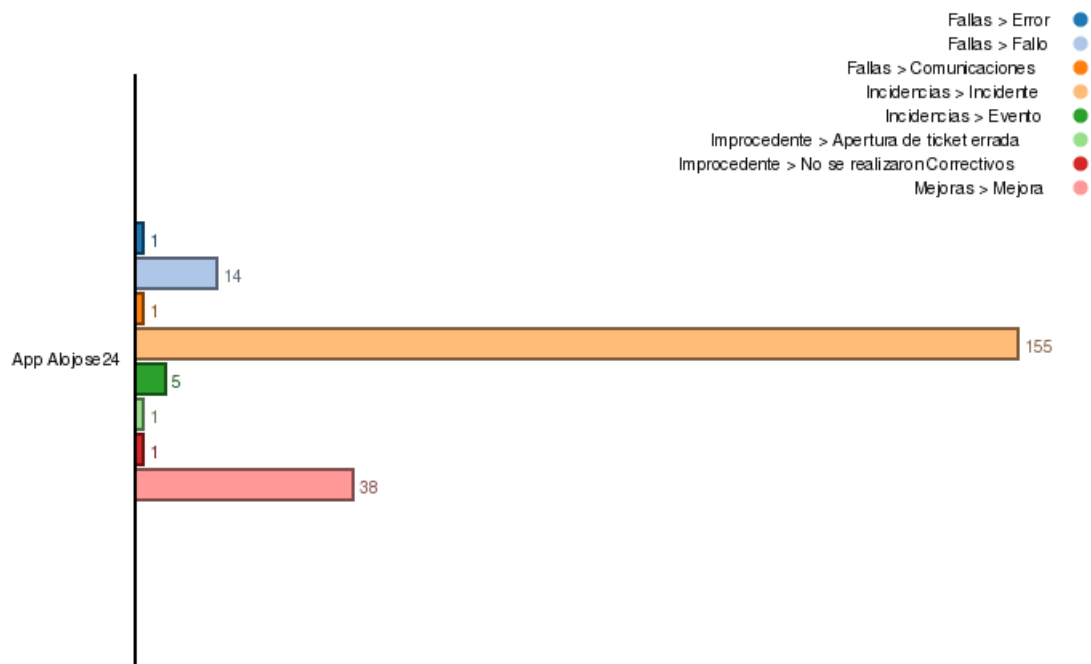
58



Number of ticket per entity du 22 February au 23 March 2022

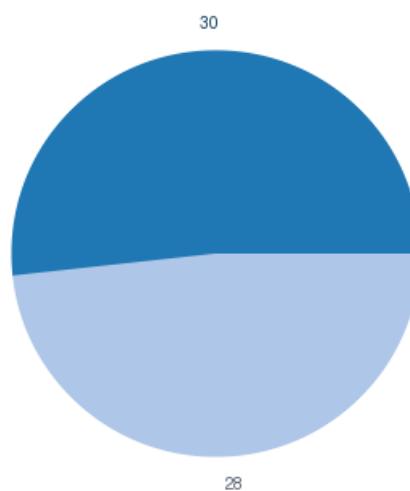


Number of ticket per entity du 22 February au 23 March 2022



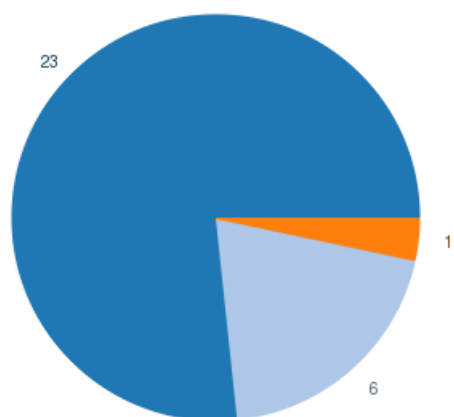
Number of ticket per category and entity du 24 March 2021 au 23 March 2022

● Opened
● Cerrado



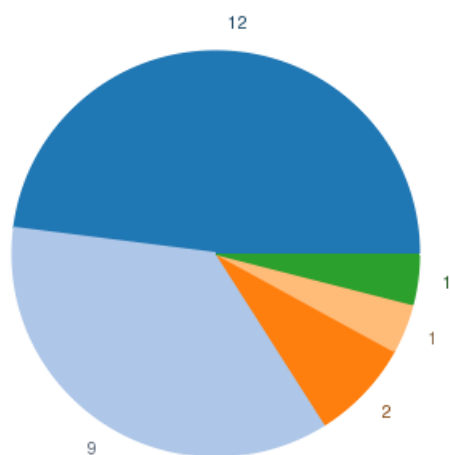
Number of opened and closed tickets du 22 February au 23 March 2022

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



Number of opened tickets per status du 22 February au 23 March 2022

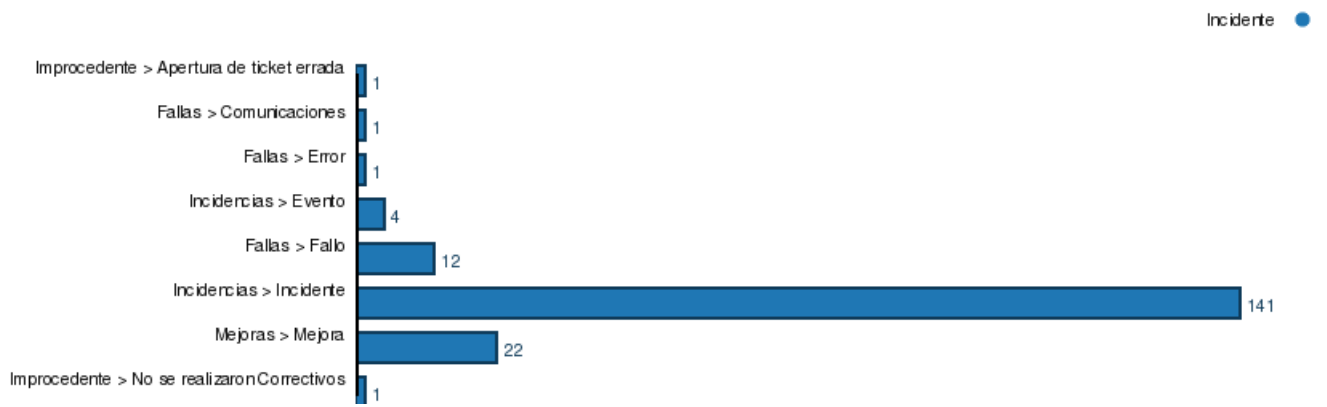
-
- Cordoba Diana
 - Aguilera Gabriela
 - Yarihuaman Kimberling
 - Rivera David
 - Granado Jeiny



Top 10 requesters du 22 February au 23 March 2022



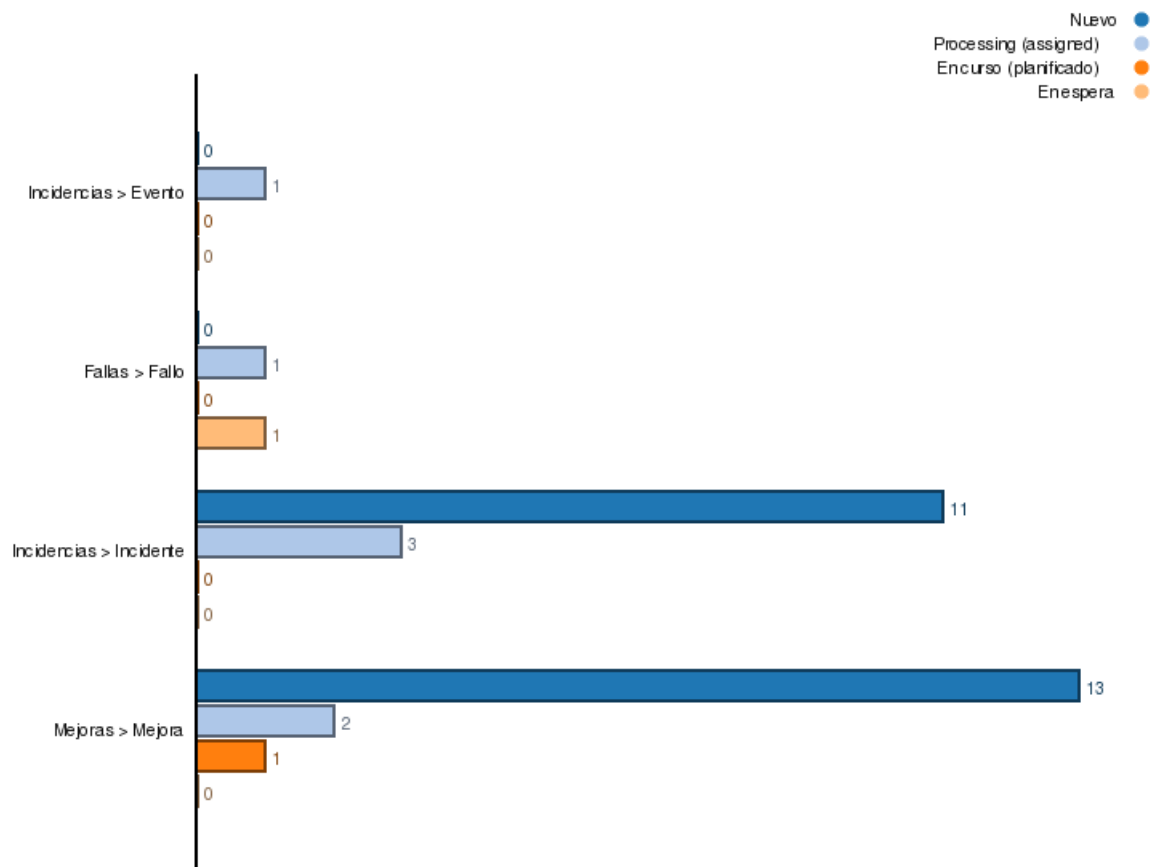
Number of opened tickets per category and type du 24 March 2021 au 23 March 2022



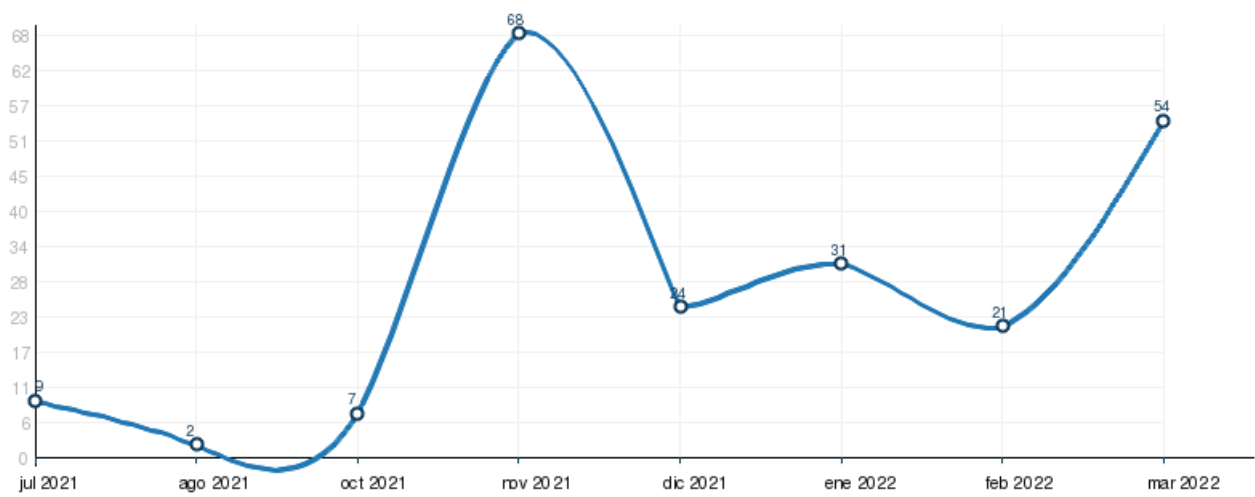
Number of closed tickets per category and type du 24 March 2021 au 23 March 2022



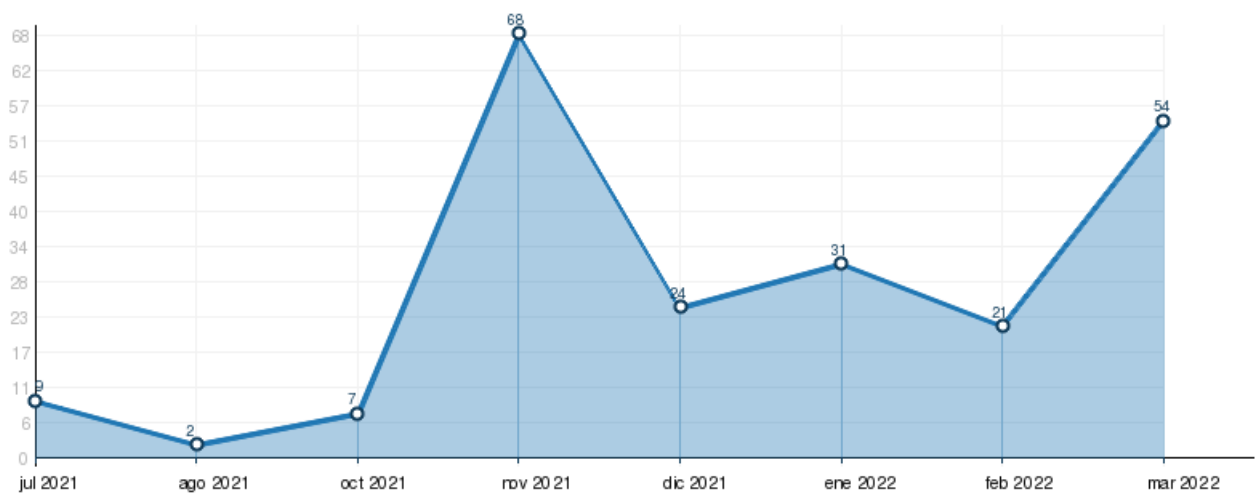
Number of opened and closed tickets per service du 24 March 2021 au 23 March 2022



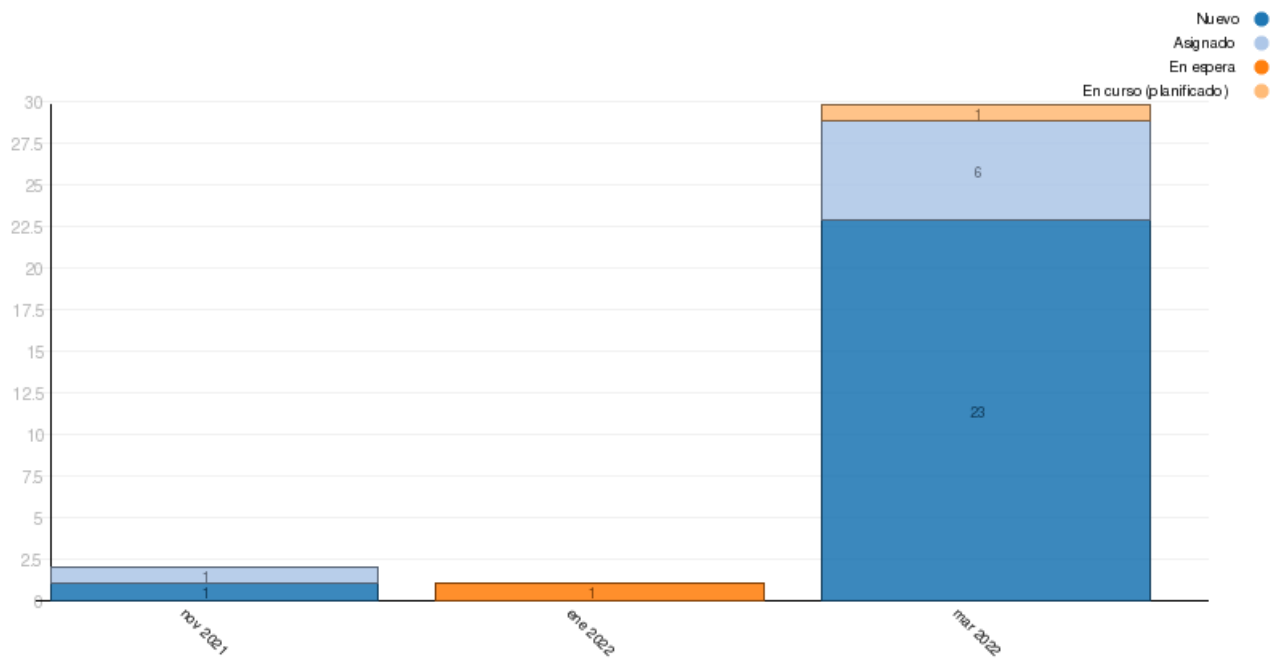
Number of opened tickets per category and status du 24 March 2021 au 23 March 2022



Number of ticket evolution over the period du 24 March 2021 au 23 March 2022

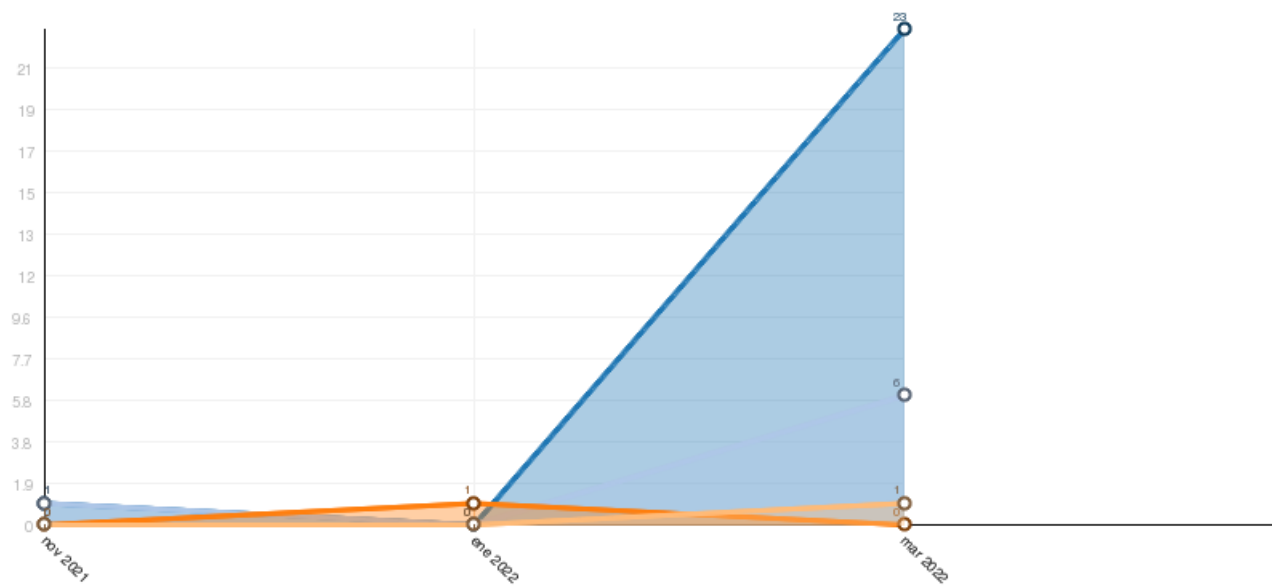


Number of ticket evolution over the period du 24 March 2021 au 23 March 2022



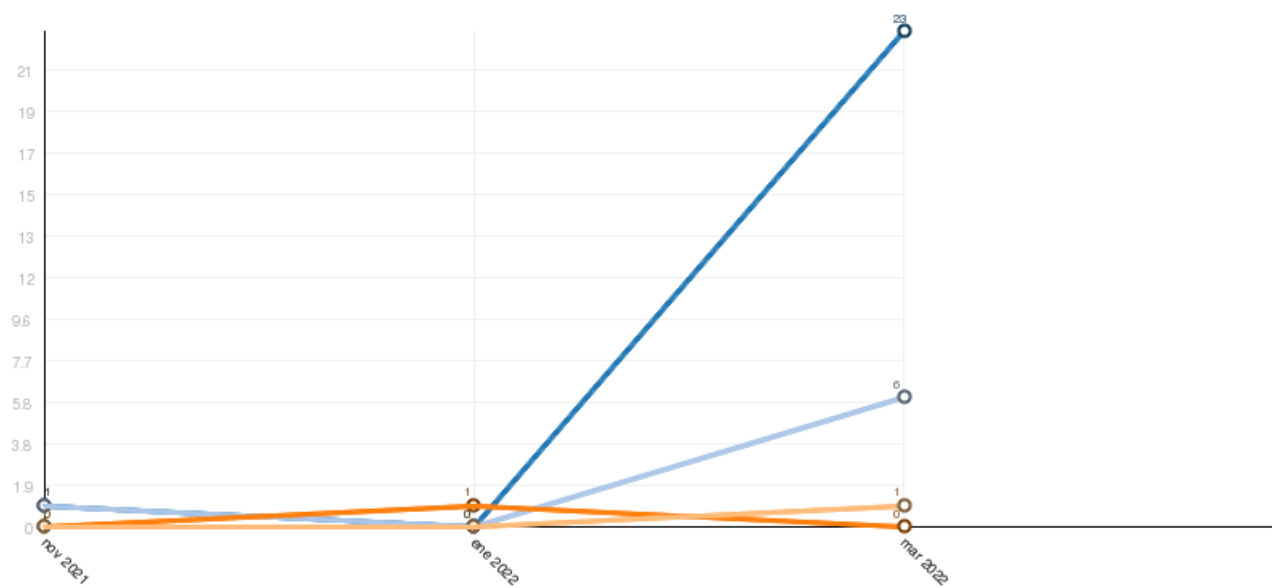
Number of ticket evolution over the period (per status) du 24 March 2021 au 23 March 2022

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

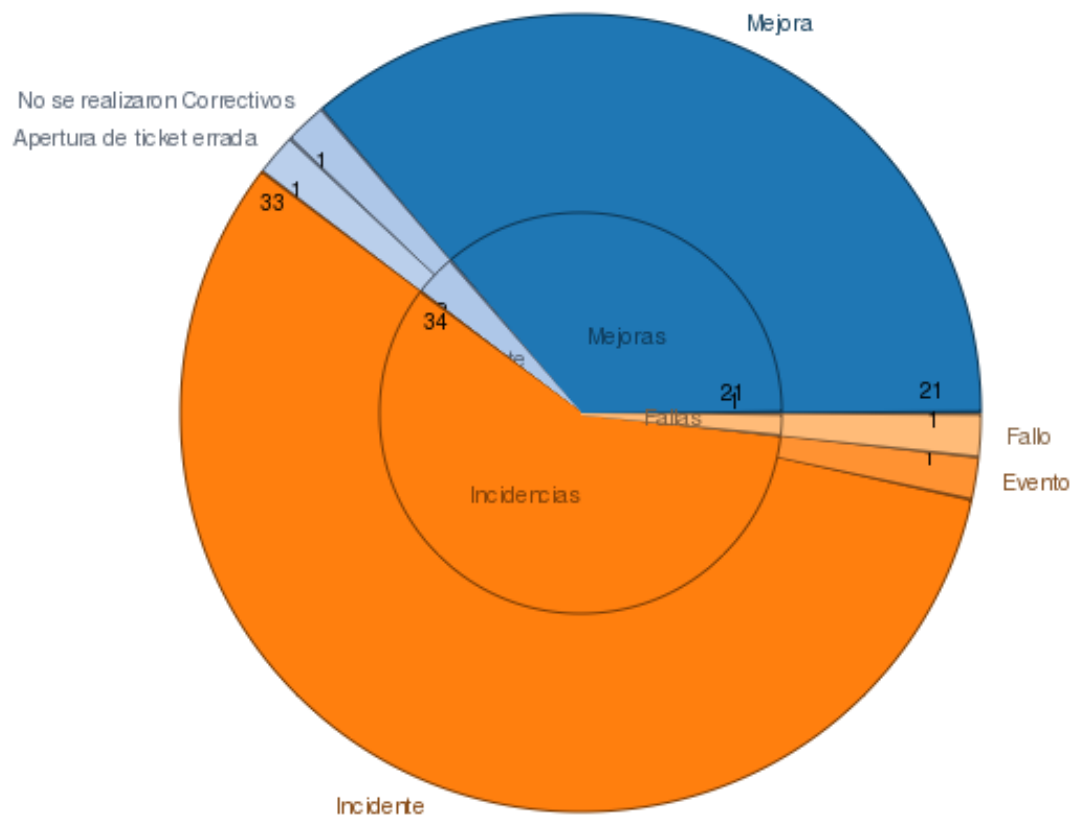


Number of ticket evolution over the period (per status) du 24 March 2021 au 23 March 2022

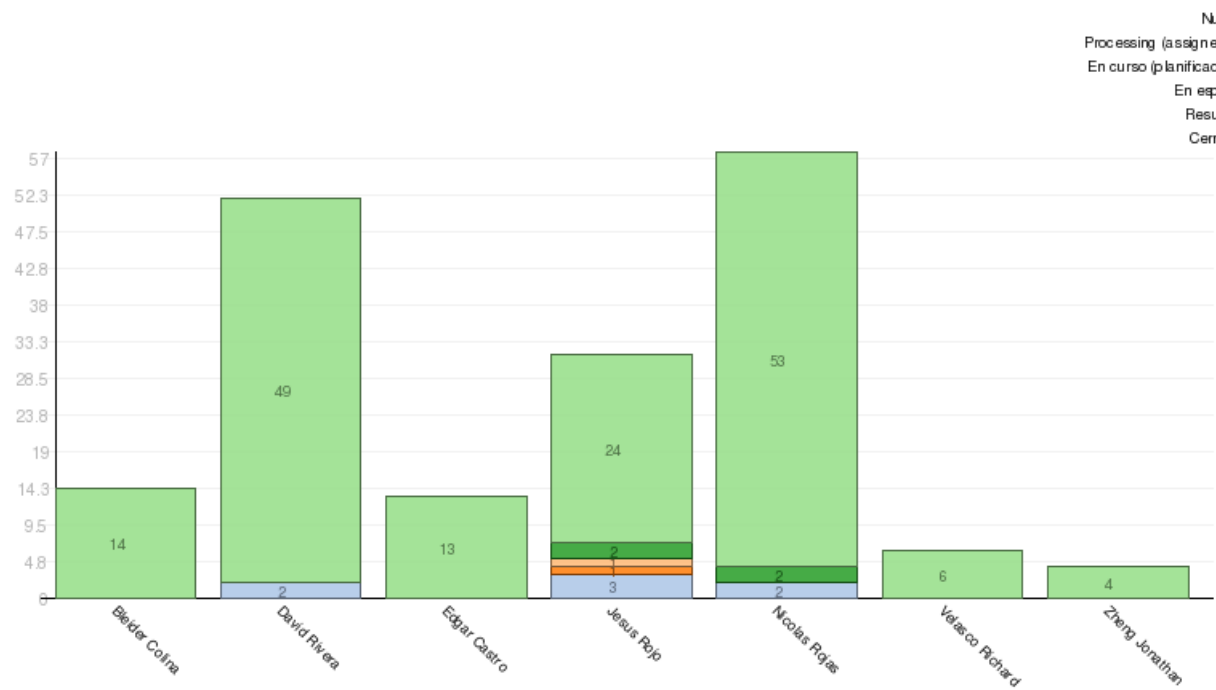
- Nuevo
- Asignado
- En espera
- En curso (planificado)



Number of ticket evolution over the period (per status) du 24 March 2021 au 23 March 2022



Distribution of tickets per category and child categories du 22 February au 23 March 2022



Number of tickets per status and technician du 24 March 2021 au 23 March 2022



Number of ticket per requester location du 22 February au 23 March 2022