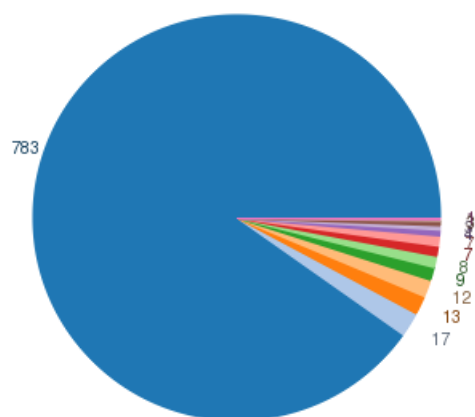


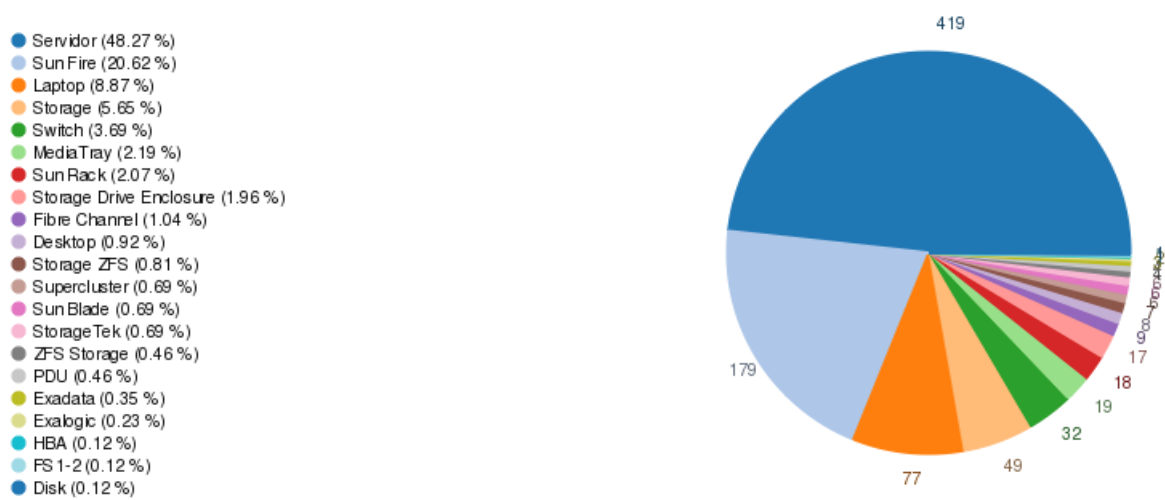
- 
- Oracle (90.21 %)
  - ACER (1.96 %)
  - TOSHIBA (1.5 %)
  - HP (1.38 %)
  - LENOVO (1.04 %)
  - SAMSUNG (0.92 %)
  - MTEK (0.81 %)
  - DELL (0.81 %)
  - Cisco (0.46 %)
  - ASUS (0.35 %)
  - IMAC (0.35 %)
  - SONY (0.12 %)
  - IBM (0.12 %)

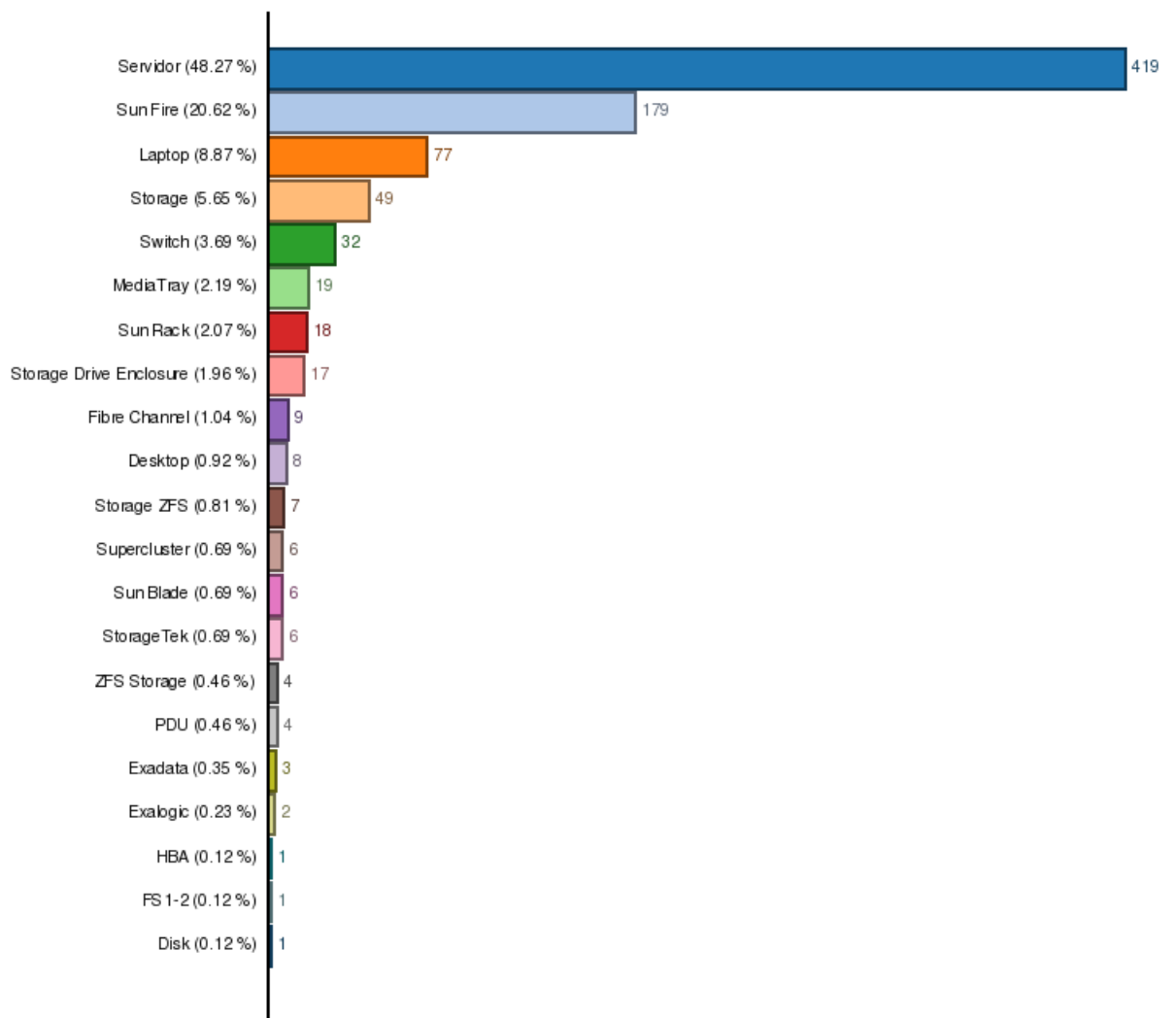


Computers per manufacturer du 11 January au 9 February 2023



Computers per manufacturer du 11 January au 9 February 2023

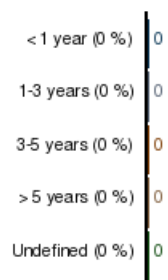




Computers per type du 11 January au 9 February 2023

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

Computer per age du 11 January au 9 February 2023



Computer per age du 11 January au 9 February 2023

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● Windows (100 %)



48

Computers per OS du 11 January au 9 February 2023



Computers per OS du 11 January au 9 February 2023

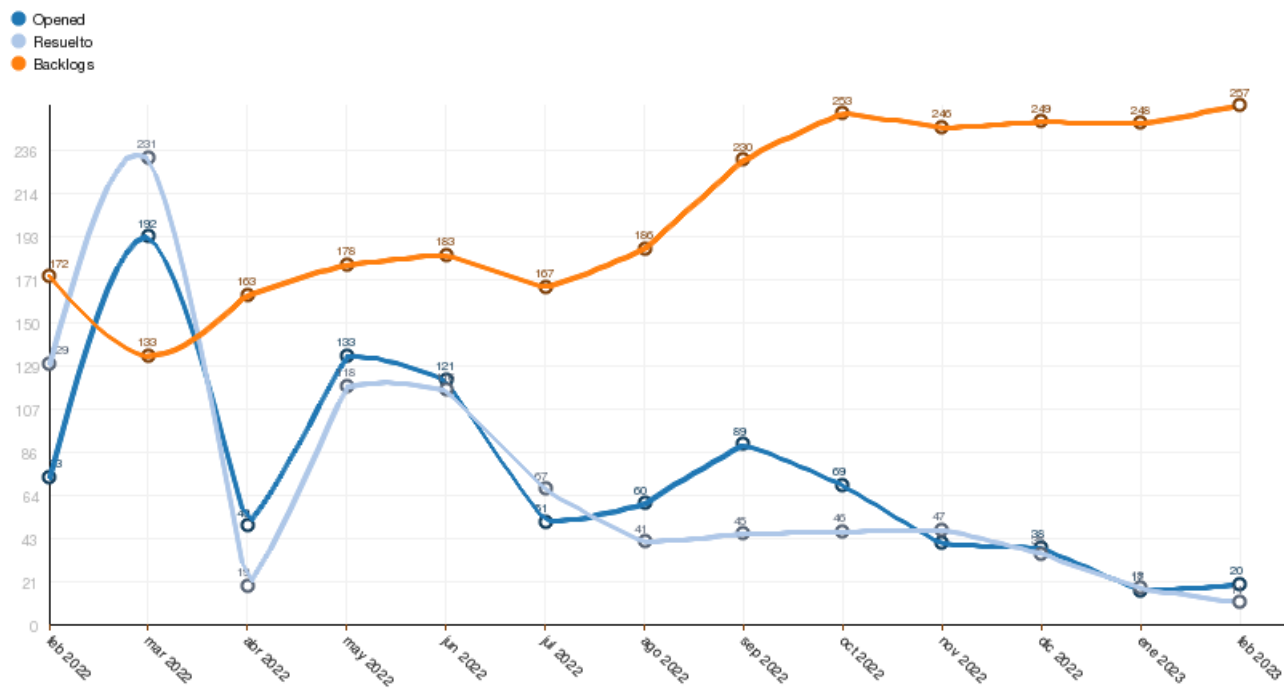




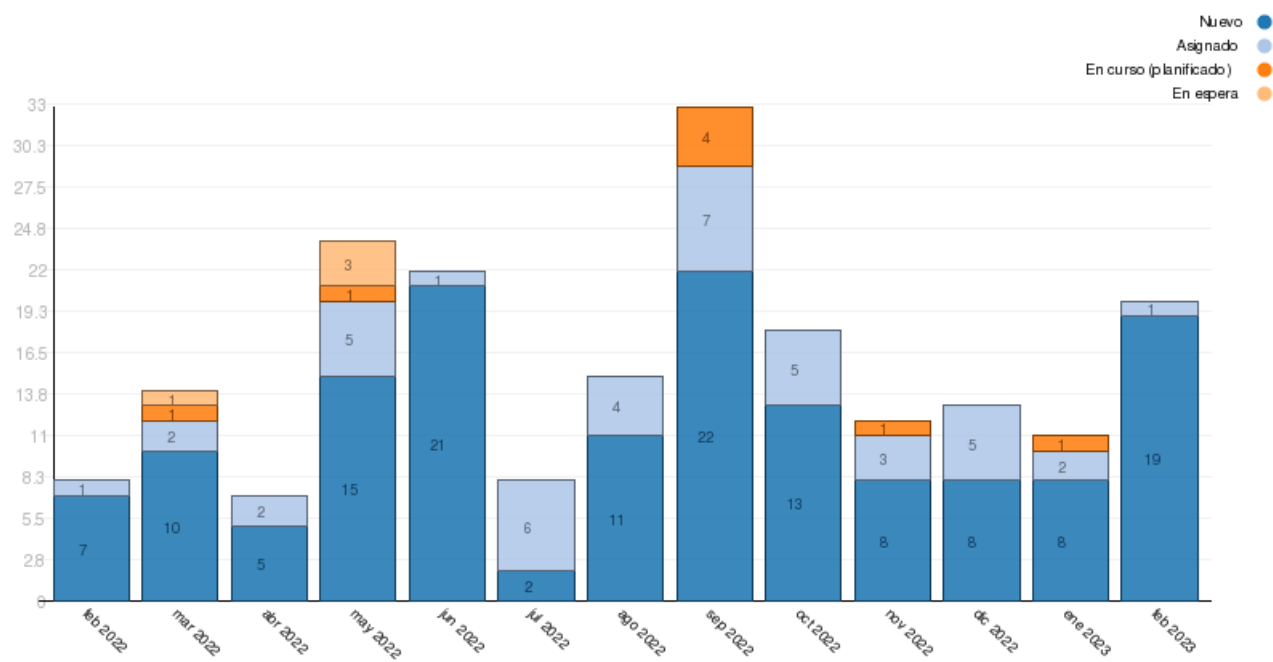
Windows distribution du 11 January au 9 February 2023



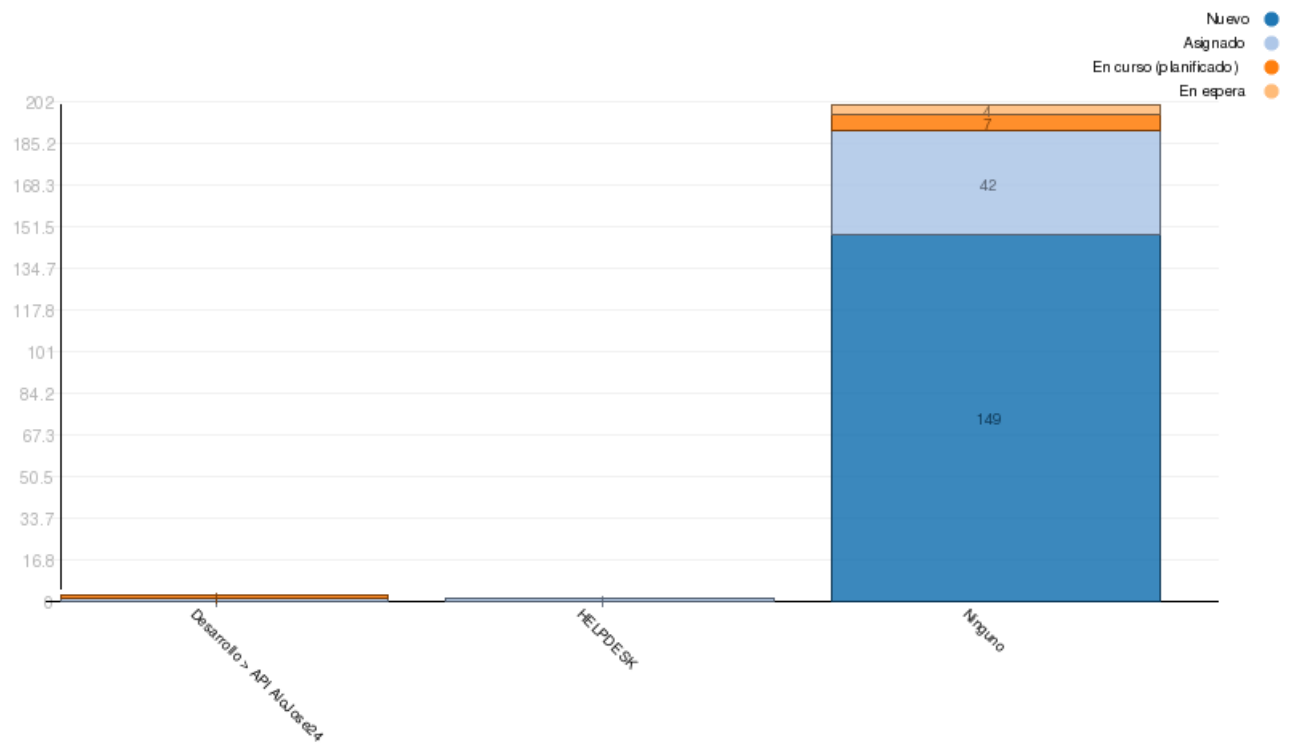
Computers per entities du 11 January au 9 February 2023



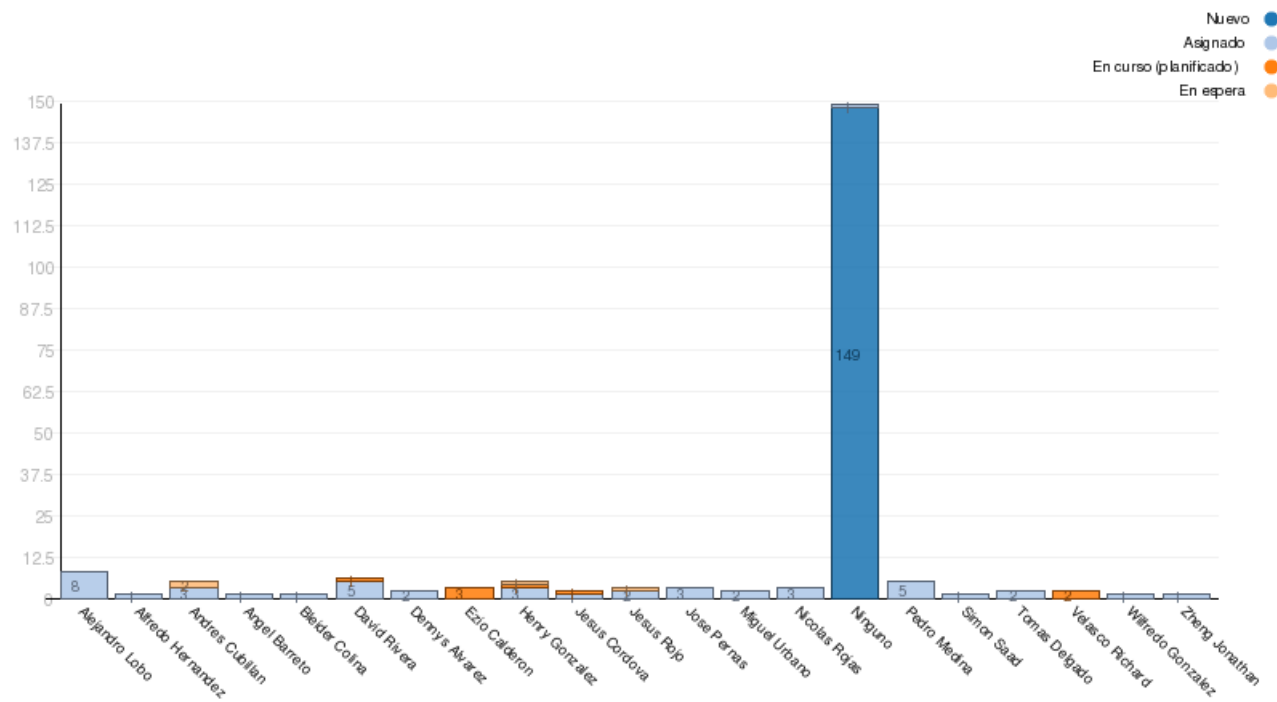
Backlog du 10 February 2022 au 9 February 2023



Ticket age du 10 February 2022 au 9 February 2023



Tickets per group du 10 February 2022 au 9 February 2023



Tickets per technician du 10 February 2022 au 9 February 2023

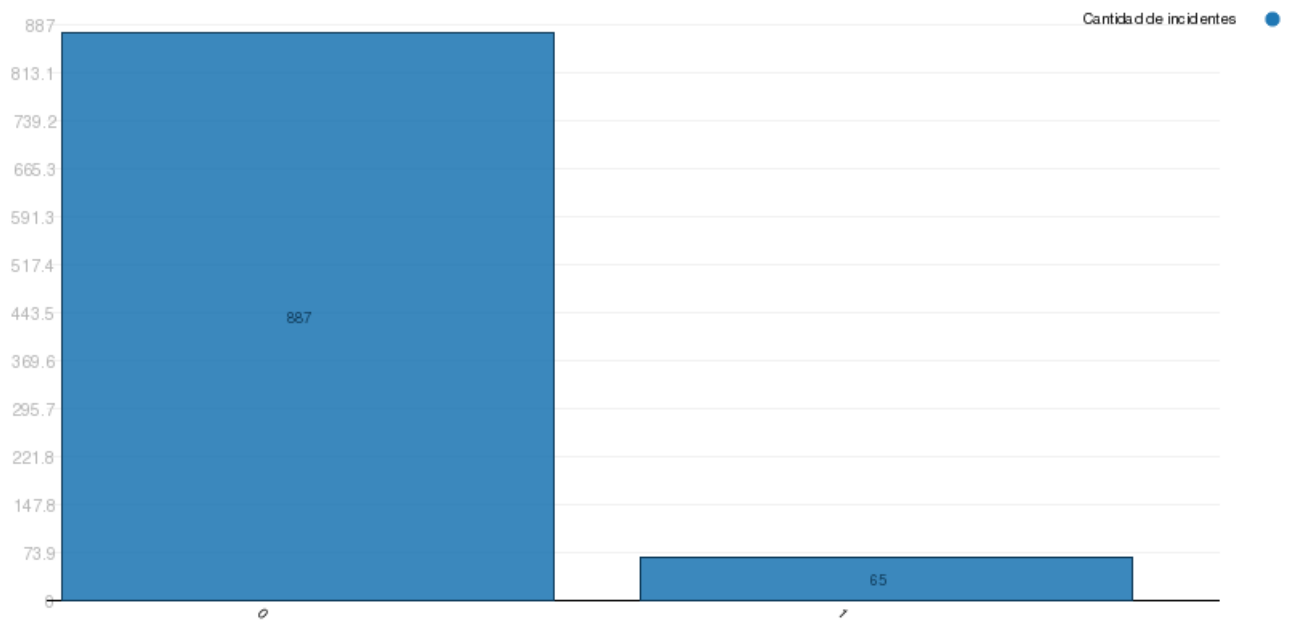


TOP categories du 11 January au 9 February 2023

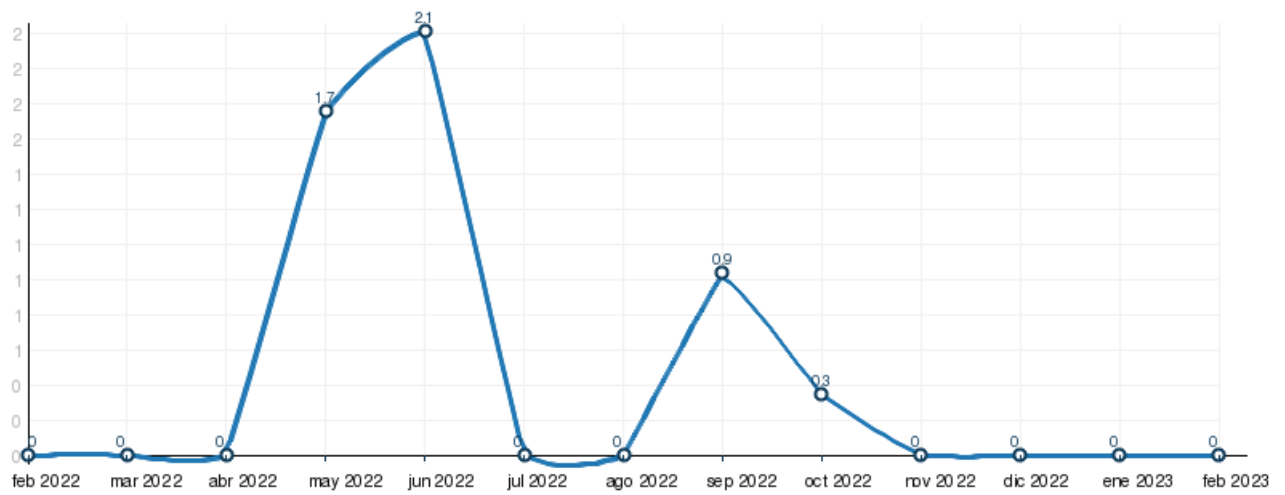


TOP requester groups du 11 January au 9 February 2023



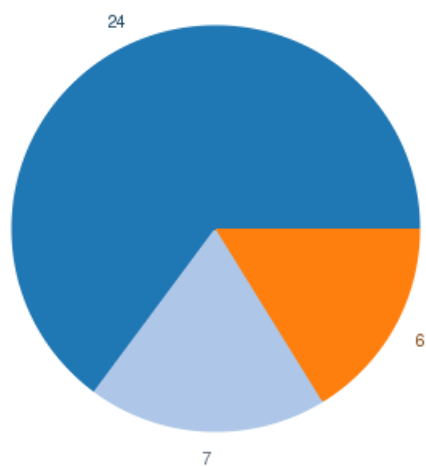


Number of group changes du 10 February 2022 au 9 February 2023



Task action times and solve delay comparison du 10 February 2022 au 9 February 2023

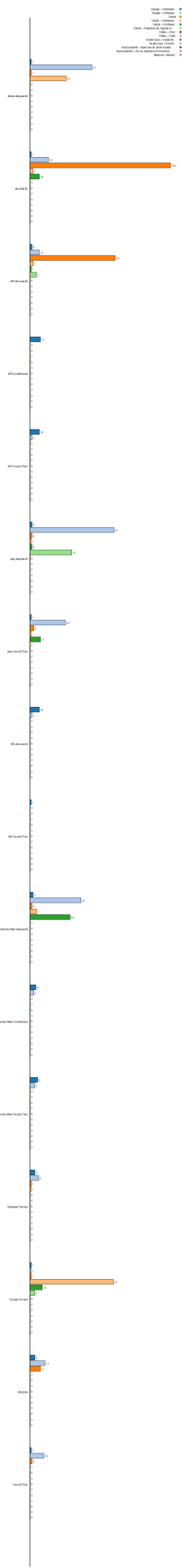
- 
- AloJose24
  - Your247Doc
  - SolutionCenter



Number of ticket per entity du 11 January au 9 February 2023



Number of ticket per entity du 11 January au 9 February 2023

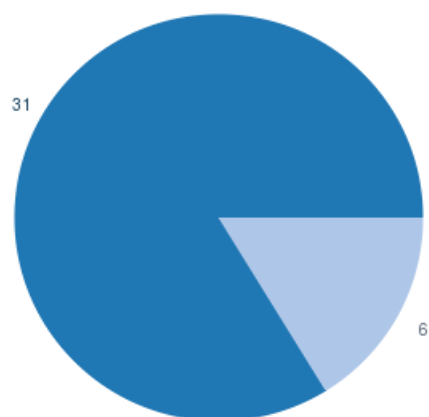


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Number of ticket per category and entity du 10 February 2022 au 9 February 2023

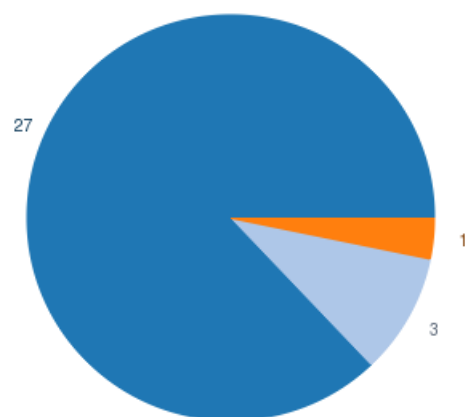
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● Opened  
● Cerrado



Number of opened and closed tickets du 11 January au 9 February 2023

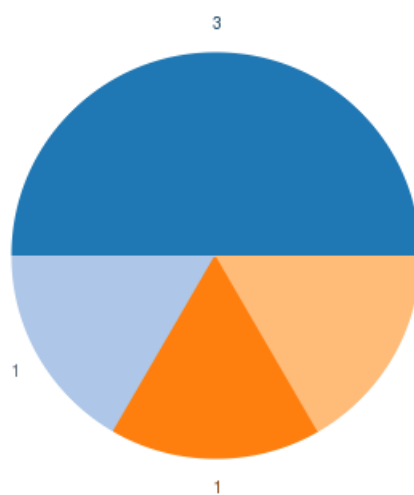
- 
- Nuevo
  - Processing (assigned)
  - En curso (planificado)
  - En espera



Number of opened tickets per status du 11 January au 9 February 2023



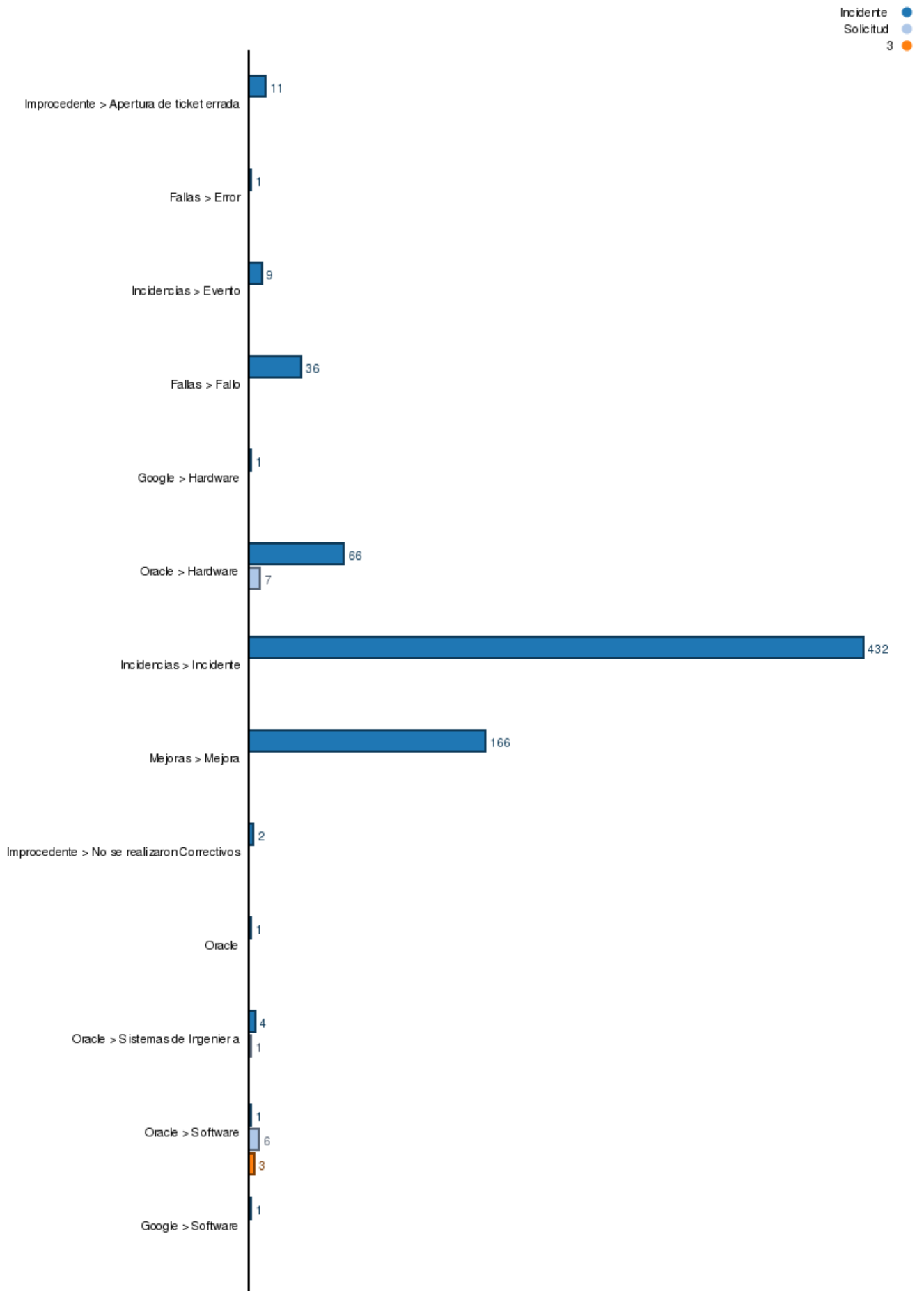
- 
- Granado Jeiny
  - Telefonica Servicios Movistar VE
  - Bancaribe
  - Banco Provincial



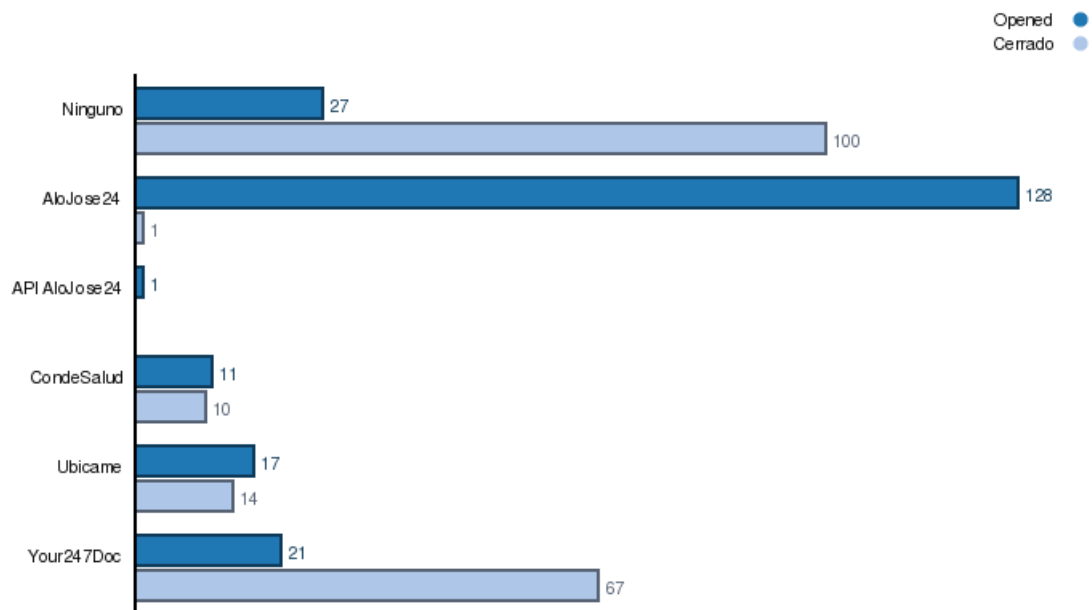
Top 10 requesters du 11 January au 9 February 2023



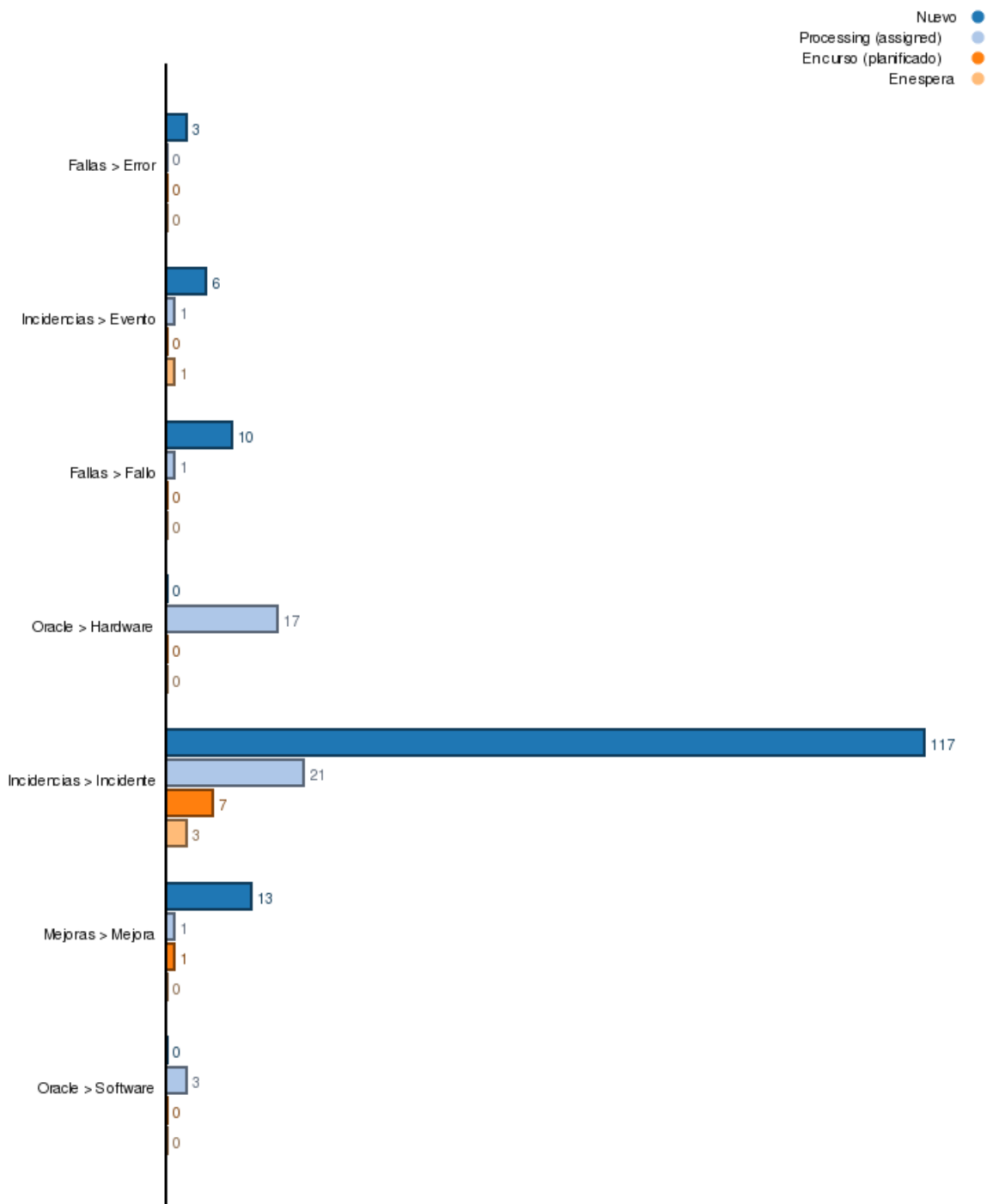
Number of opened tickets per category and type du 10 February 2022 au 9 February 2023



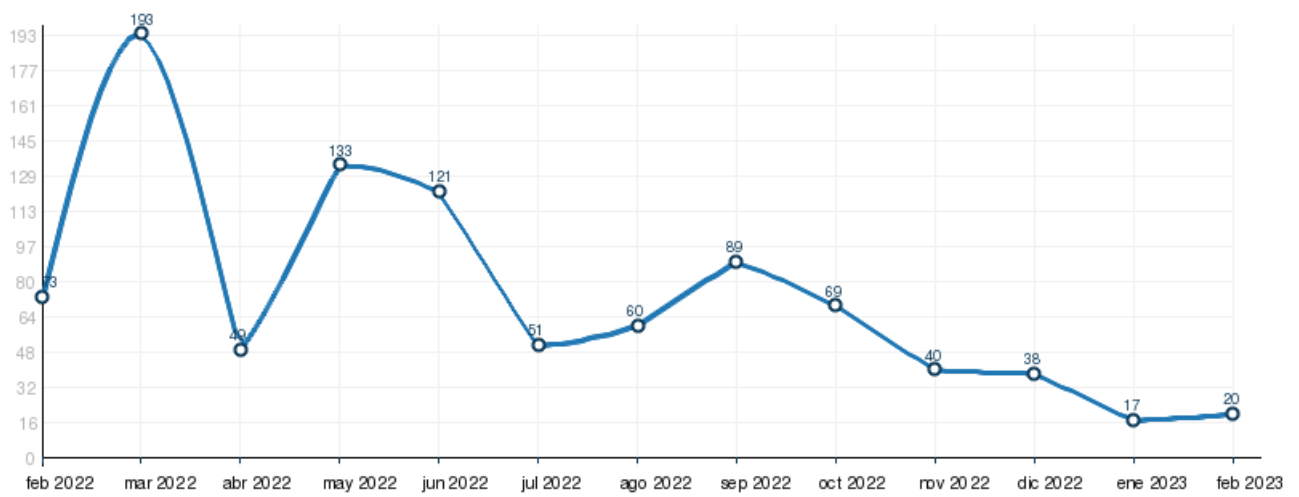
Number of closed tickets per category and type du 10 February 2022 au 9 February 2023



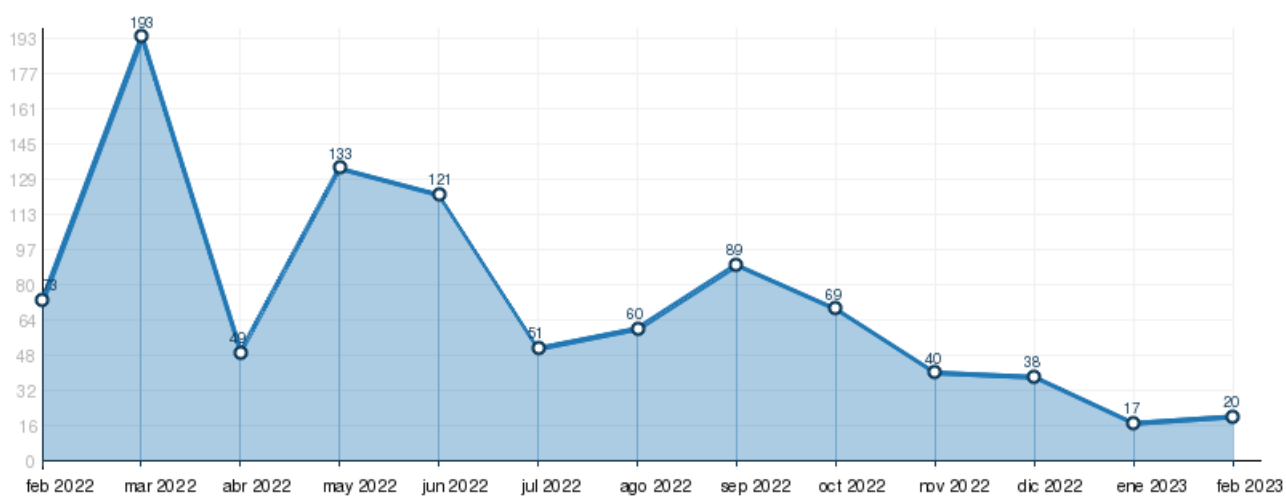
Number of opened and closed tickets per service du 10 February 2022 au 9 February 2023



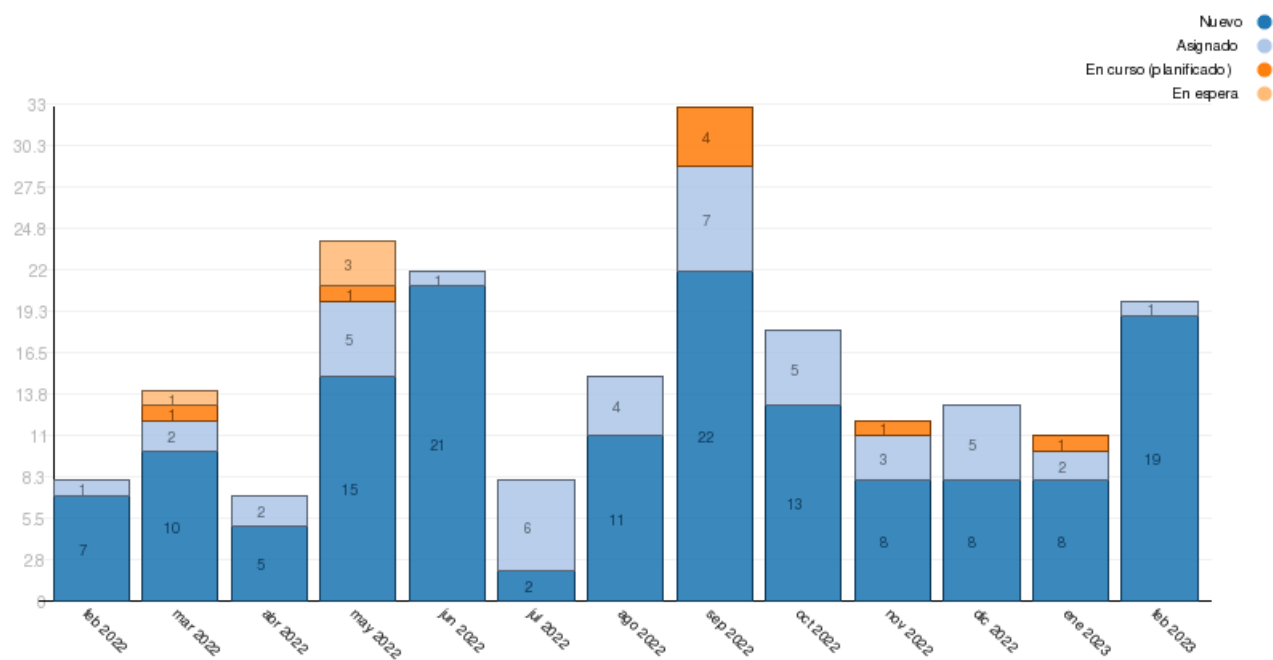
Number of opened tickets per category and status du 10 February 2022 au 9 February 2023



Number of ticket evolution over the period du 10 February 2022 au 9 February 2023

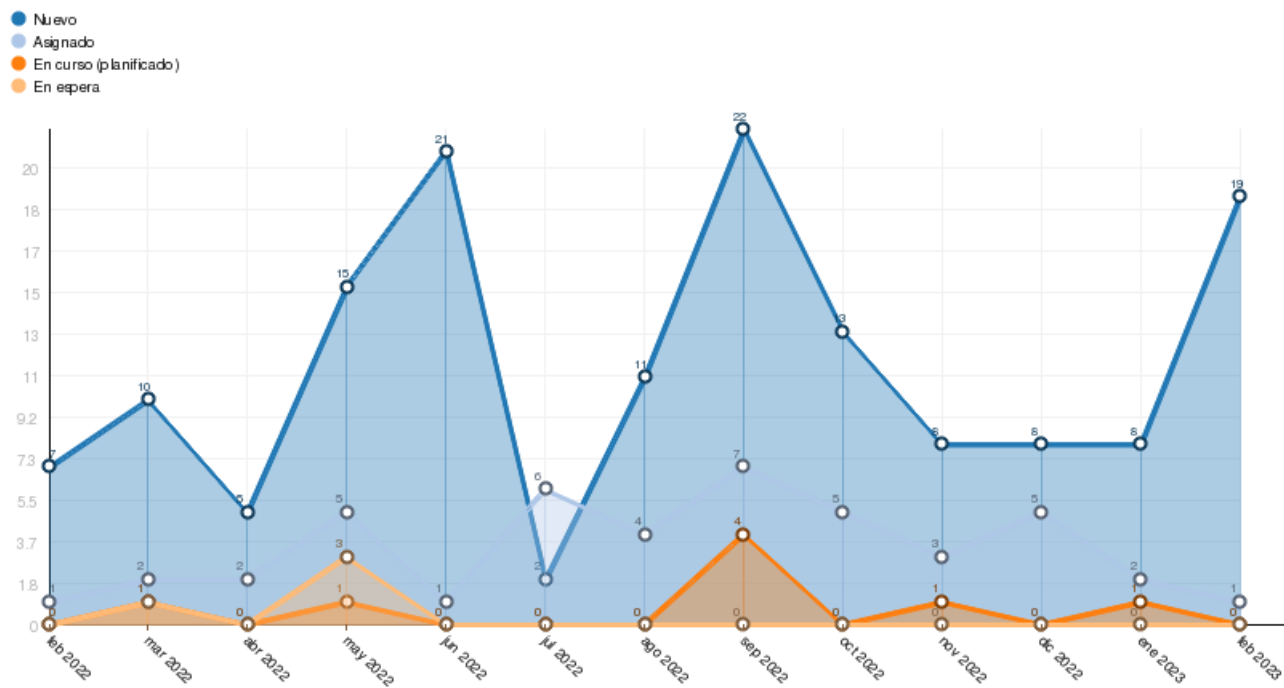


Number of ticket evolution over the period du 10 February 2022 au 9 February 2023

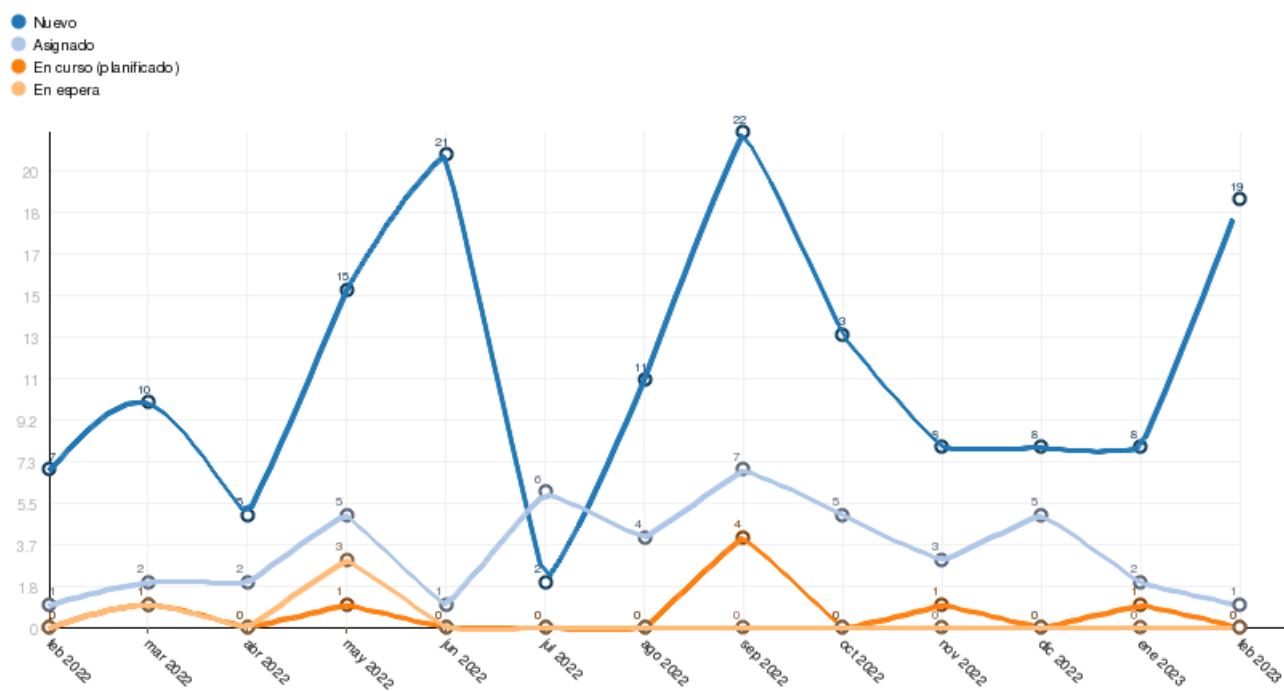


Number of ticket evolution over the period (per status) du 10 February 2022 au 9 February 2023

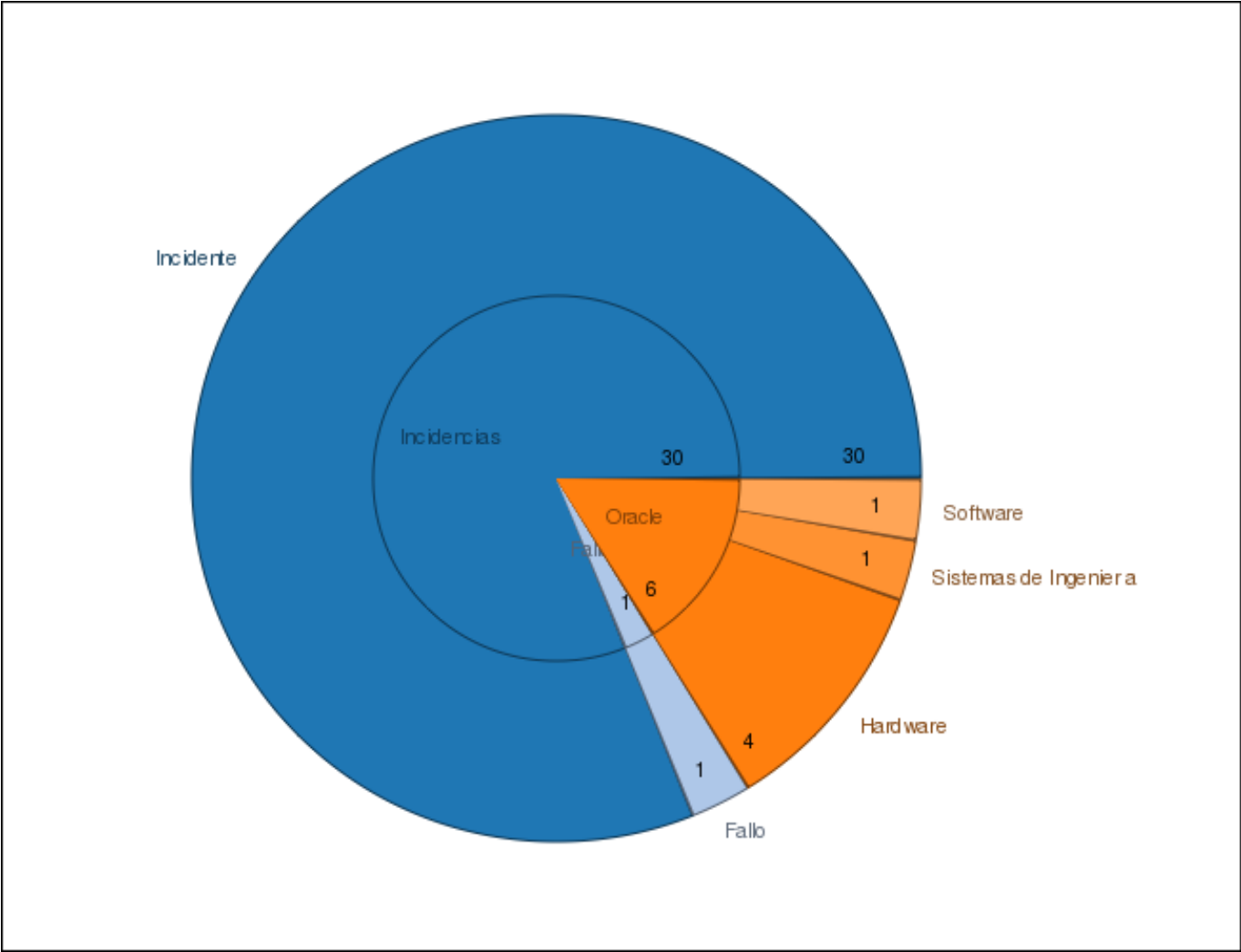




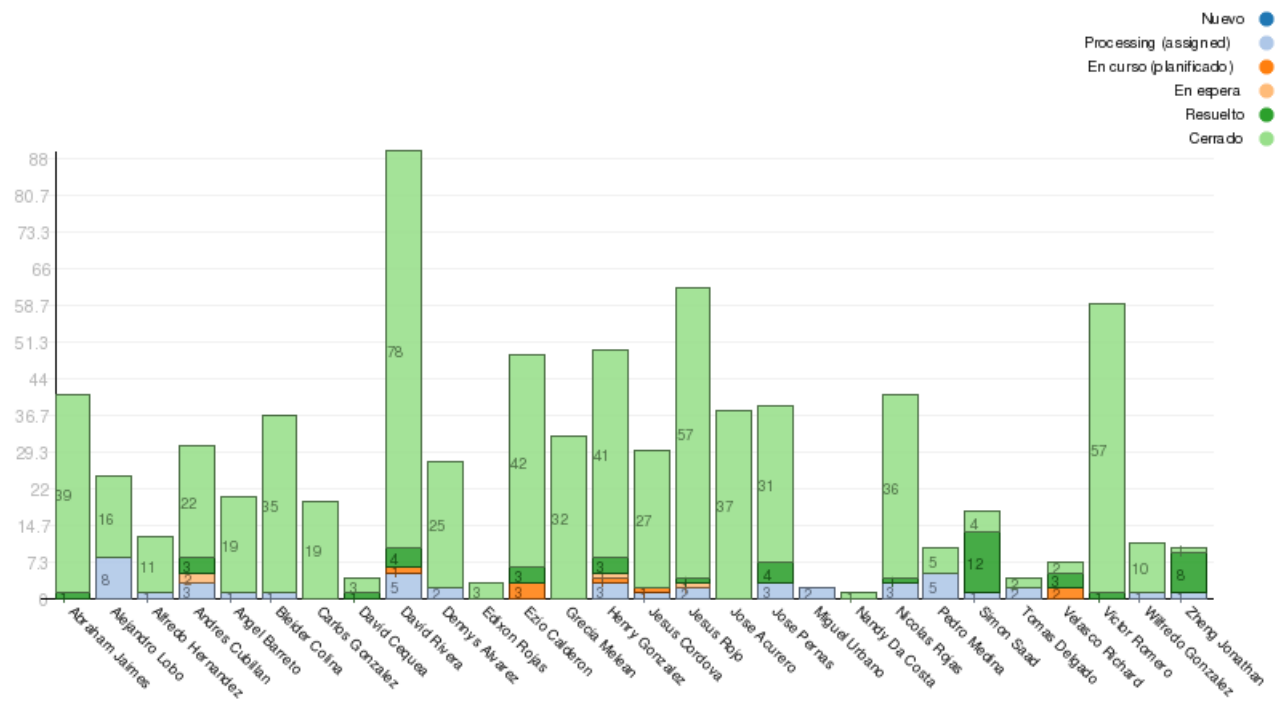
Number of ticket evolution over the period (per status) du 10 February 2022 au 9 February 2023



Number of ticket evolution over the period (per status) du 10 February 2022 au 9 February 2023



Distribution of tickets per category and child categories du 11 January au 9 February 2023



Number of tickets per status and technician du 10 February 2022 au 9 February 2023



Number of ticket per requester location du 11 January au 9 February 2023