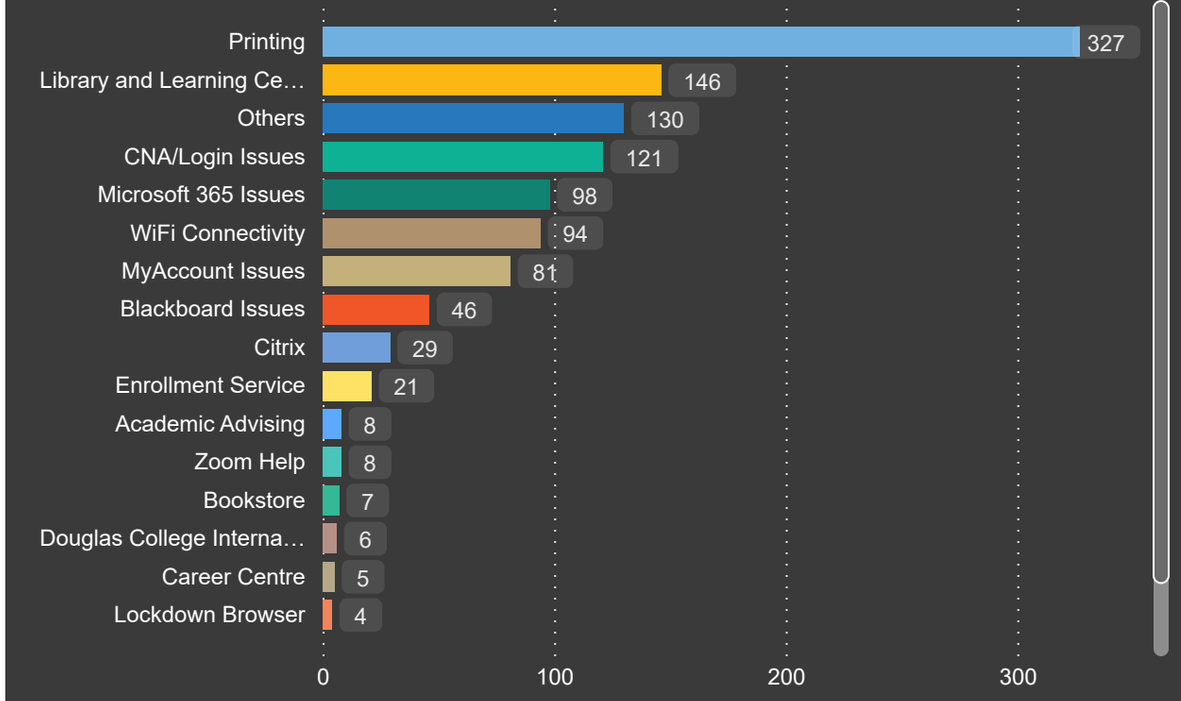
# ServiceDesk Monthly Statistics

Total Cases
1133

Average cases per Day
23

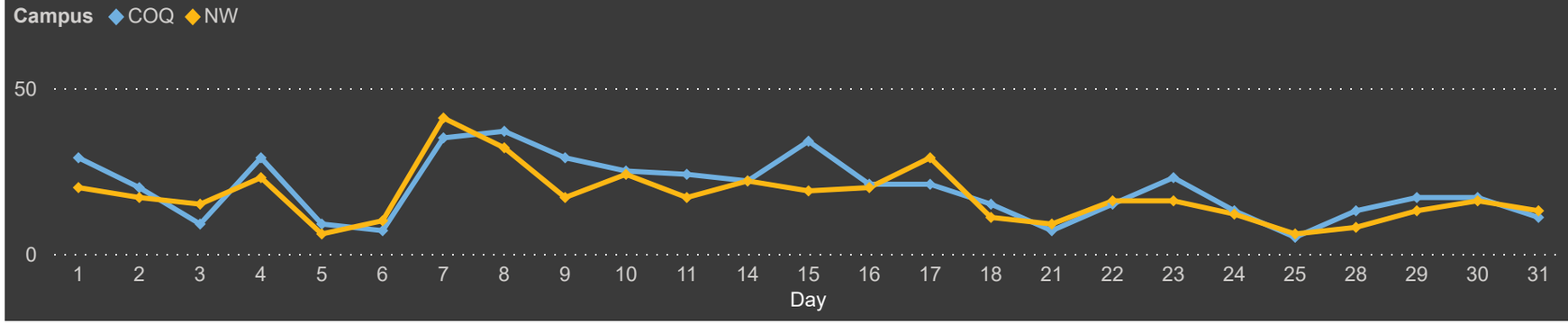
Year
2022

## Count of Task Category by Task Category and Task Category




| Task Category | February | March | April | Total |
|---|---|---|---|---|
| Printing | 113 | 166 | 48 | **327** |
| Library and Learning Centre | 50 | 81 | 15 | **146** |
| Others | 60 | 48 | 22 | **130** |
| CNA/Login Issues | 57 | 55 | 9 | **121** |
| Microsoft 365 Issues | 45 | 38 | 15 | **98** |
| WiFi Connectivity | 40 | 45 | 9 | **94** |
| MyAccount Issues | 25 | 45 | 11 | **81** |
| Blackboard Issues | 28 | 14 | 4 | **46** |
| Citrix | 11 | 16 | 2 | **29** |
| Enrollment Service | 3 | 10 | 8 | **21** |
| Academic Advising | | 7 | 1 | **8** |
| Zoom Help | 2 | 5 | 1 | **8** |
| Bookstore | 1 | 6 | | **7** |
| Douglas College International | 3 | 3 | | **6** |
| Career Centre | | 5 | | **5** |
| Lockdown Browser | 4 | | | **4** |
| Kaltura | | | 1 | **1** |
| **Total** | **442** | **545** | **146** | **1133** |

## By Day - In Person service




Mode of Assist…
All

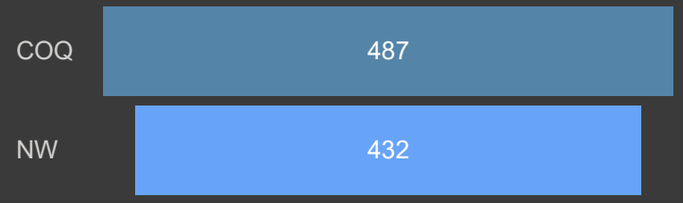
Month
All

Campus
All

Escalated to…
All

Year
2022

## In Person Count - by Campus




Mode of Assist…
All

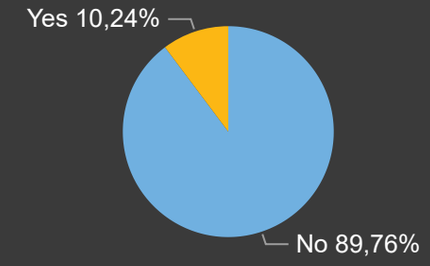
Month
All

Campus
All

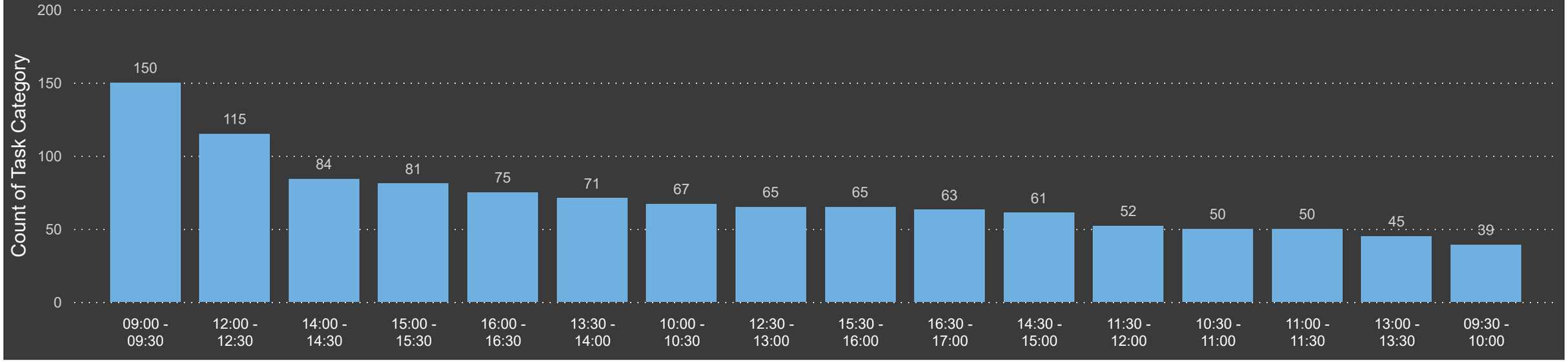
Escalated to …
All

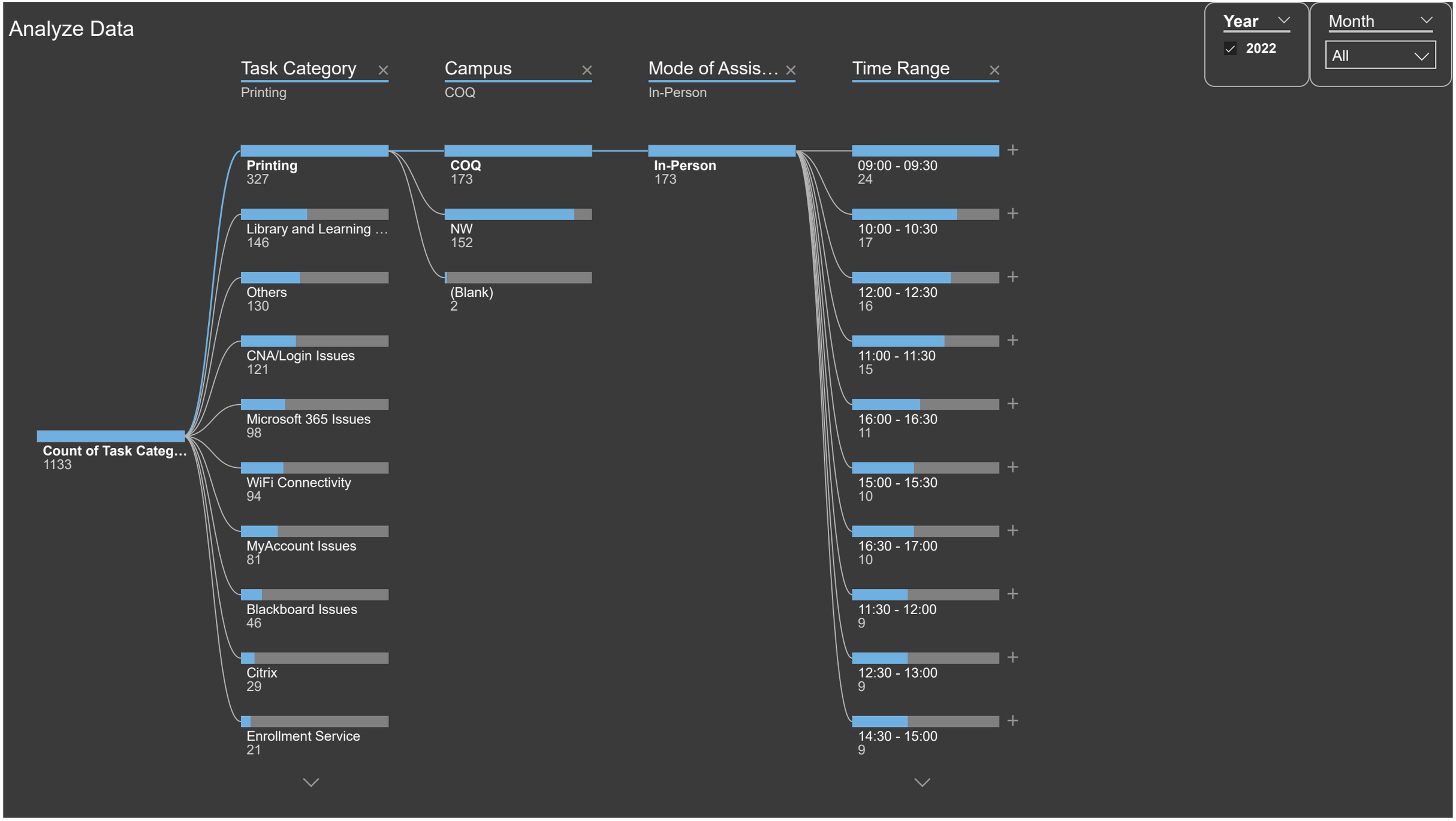
## Count of Task Category by Mode of Assistance

## Escalated to SD?




## Time Range




Analyze Data
Year
2022
Month
All
Task Category
Printing
Campus
COQ
Mode of Assis…
In-Person
Time Range
Count of Task Categ…
1133
Printing
327
Library and Learning …
146
Others
130
CNA/Login Issues
121
Microsoft 365 Issues
98
WiFi Connectivity
94
MyAccount Issues
81
Blackboard Issues
46
Citrix
29
Enrollment Service
21
COQ
173
NW
152
(Blank)
2
In-Person
173
09:00 - 09:30
24
10:00 - 10:30
17
12:00 - 12:30
16
11:00 - 11:30
15
16:00 - 16:30
11
15:00 - 15:30
10
16:30 - 17:00
10
11:30 - 12:00
9
12:30 - 13:00
9
14:30 - 15:00
9