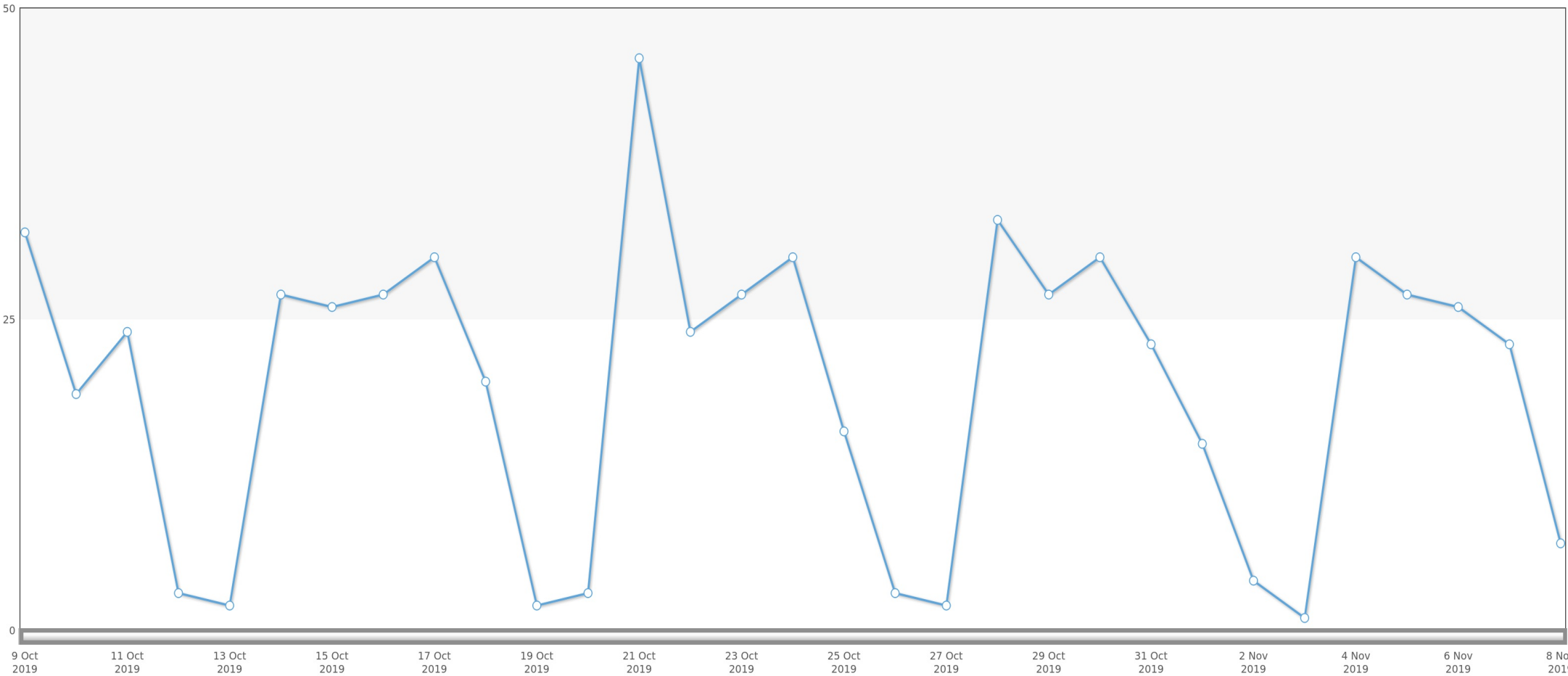


Help Desk Ticket Analysis Report

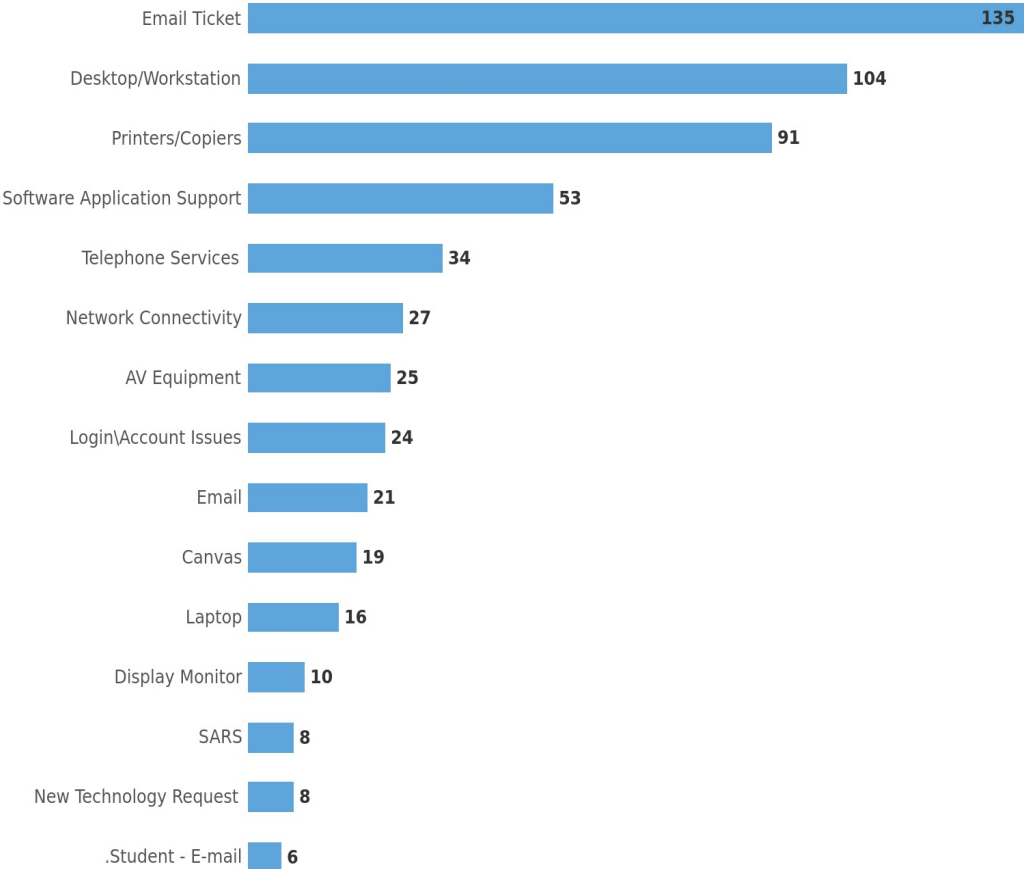
Applied Scopes: Time Period: **within last 30 days**

Created Tickets - **609**

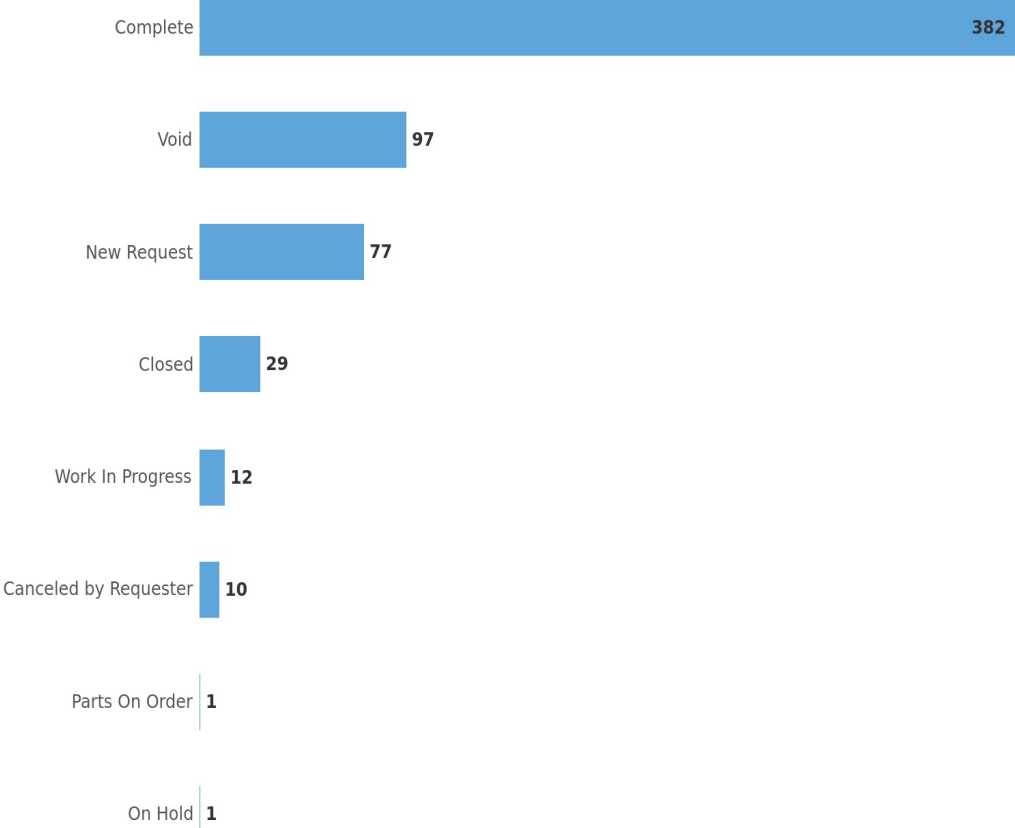
Created Tickets Timeline



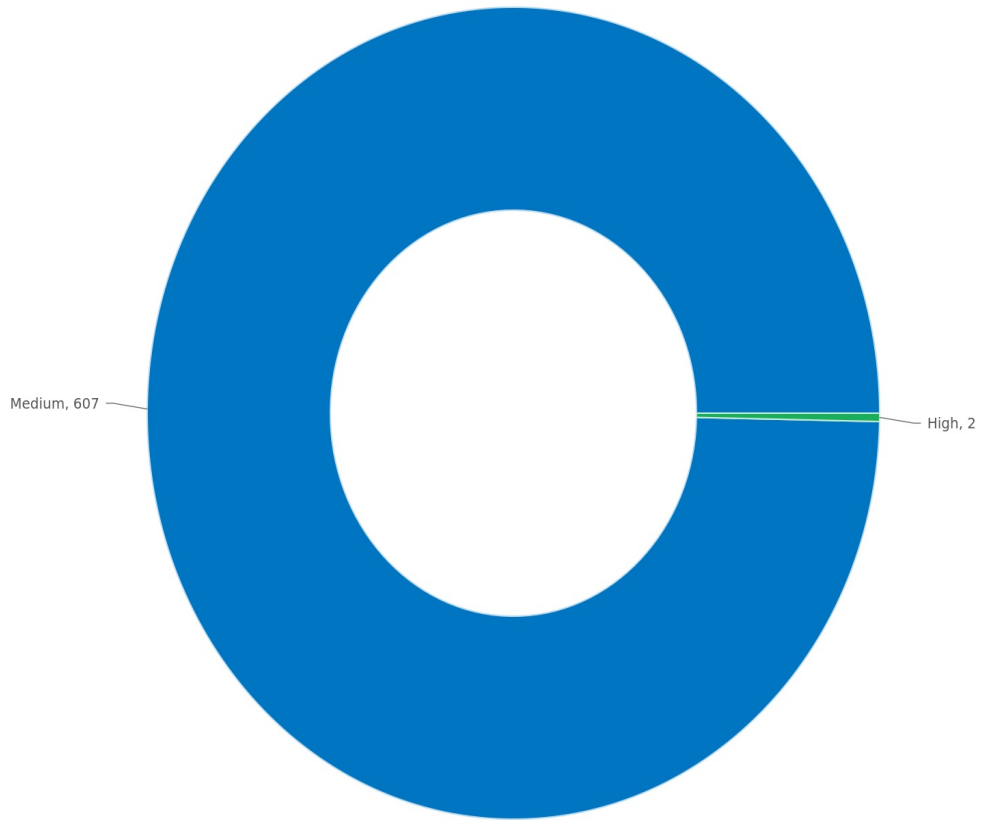
Created Tickets by Work Type



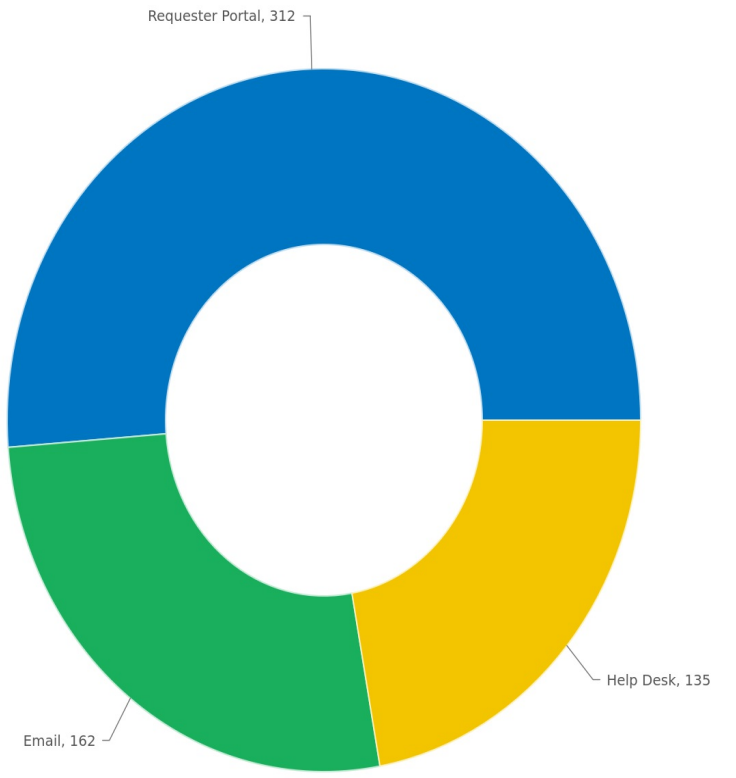
Created Tickets by Status



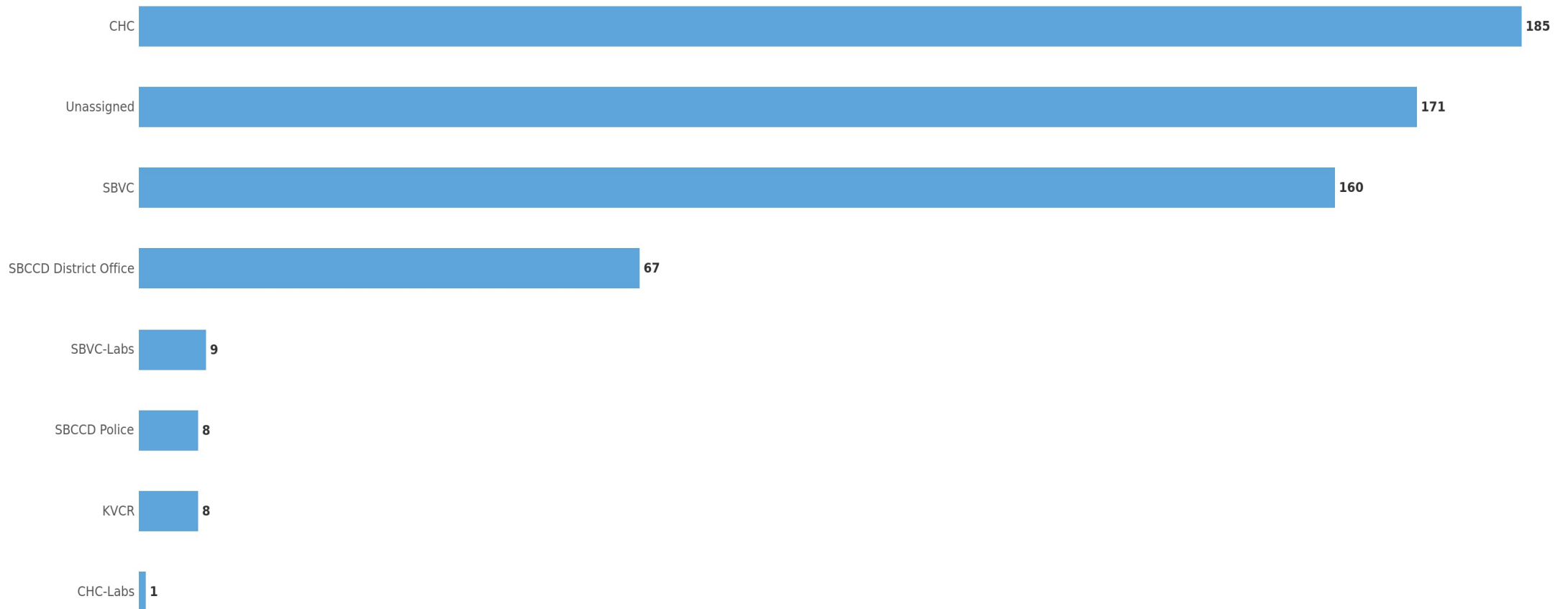
Created Tickets by Priority



Created Tickets by Source

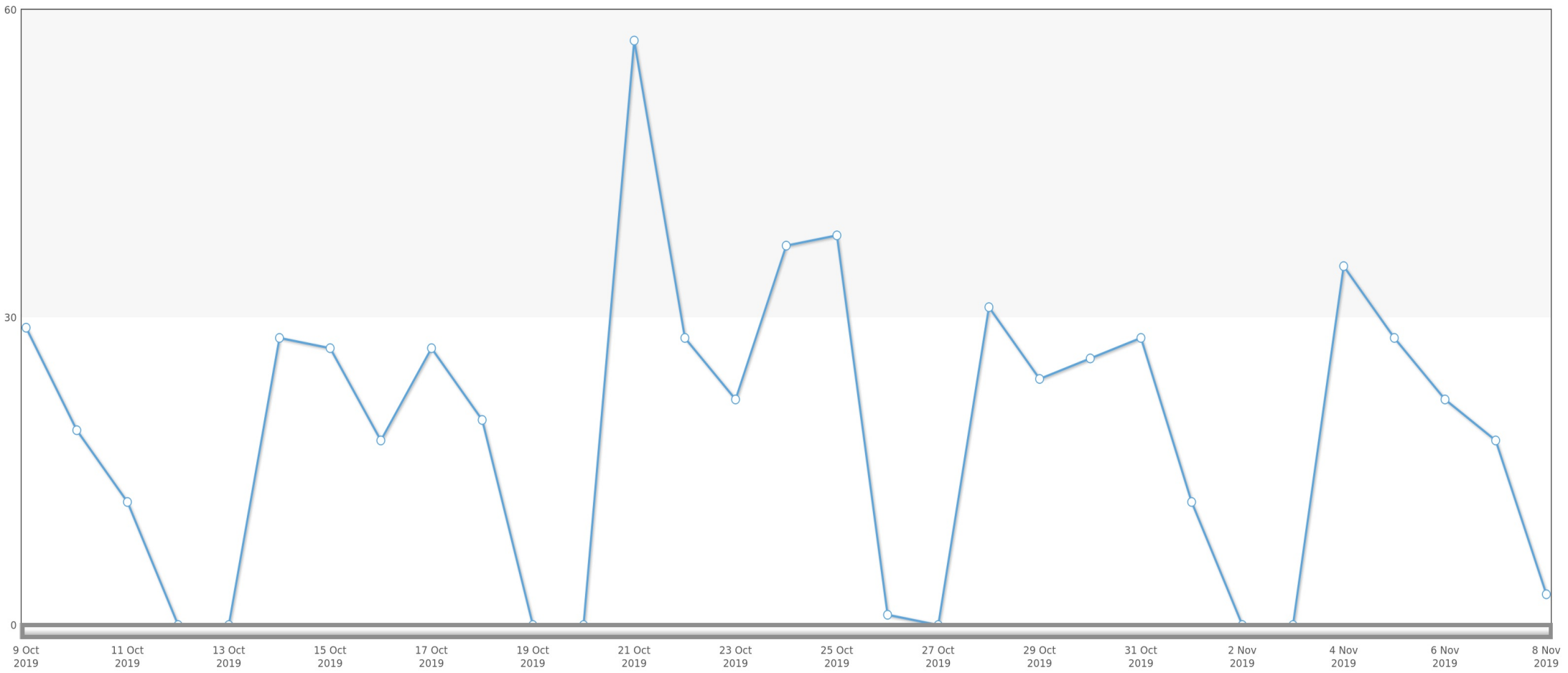


Created Tickets by Location

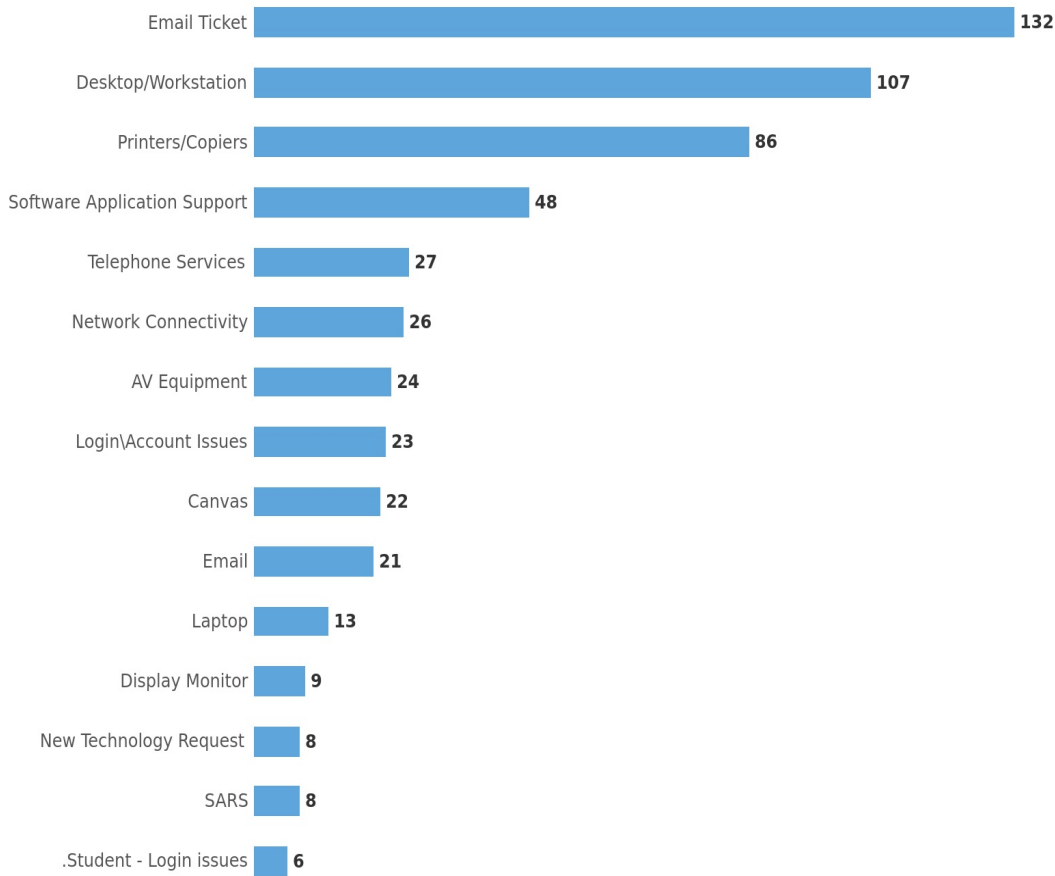


Completed Tickets - 590

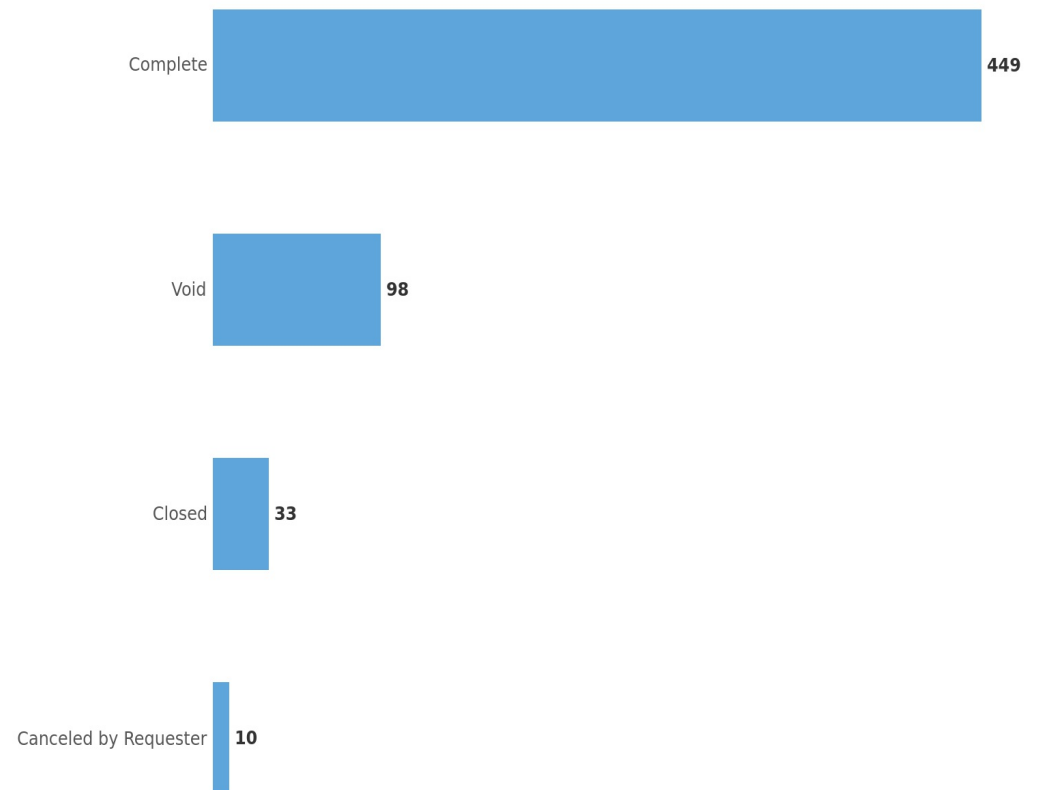
Completed Tickets Timeline



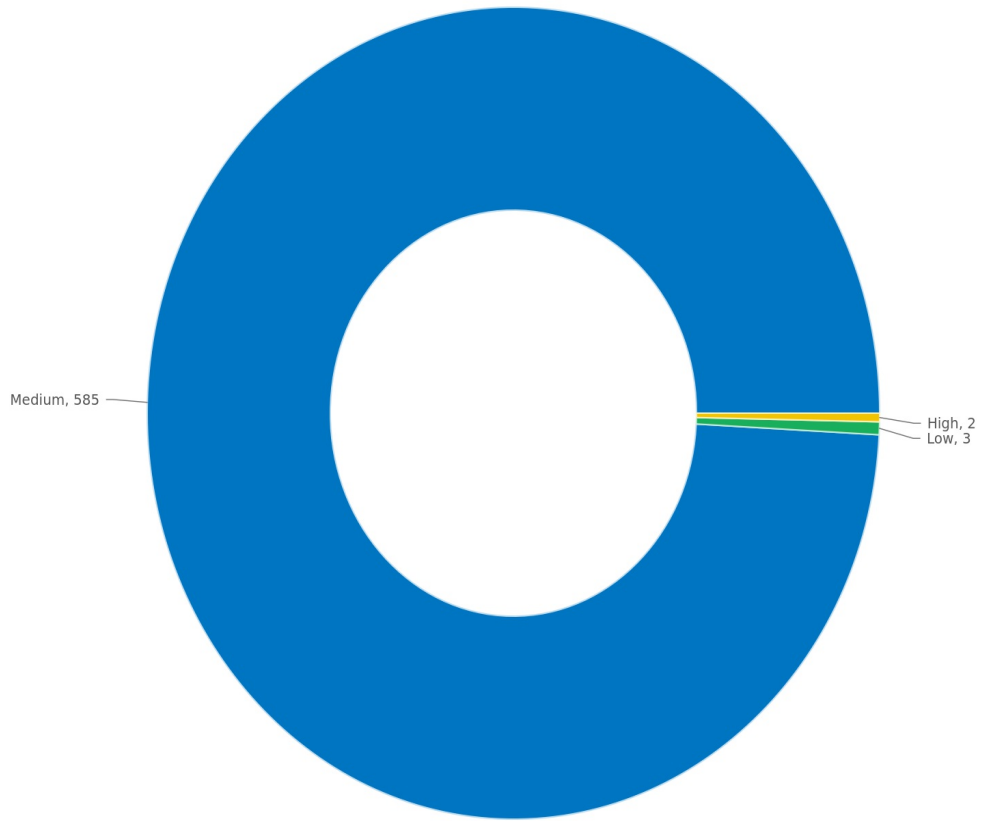
Completed Tickets by Work Type



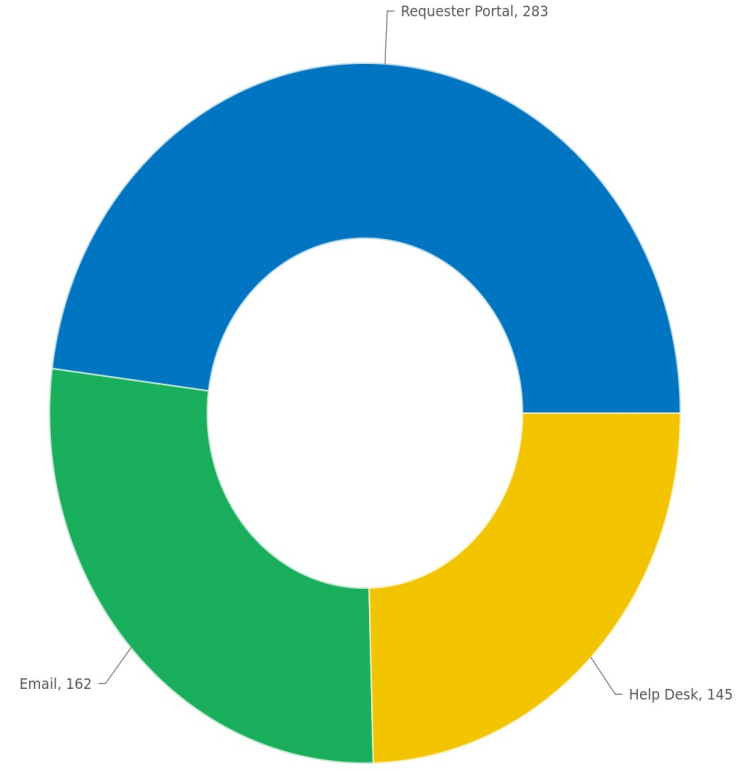
Completed Tickets by Status



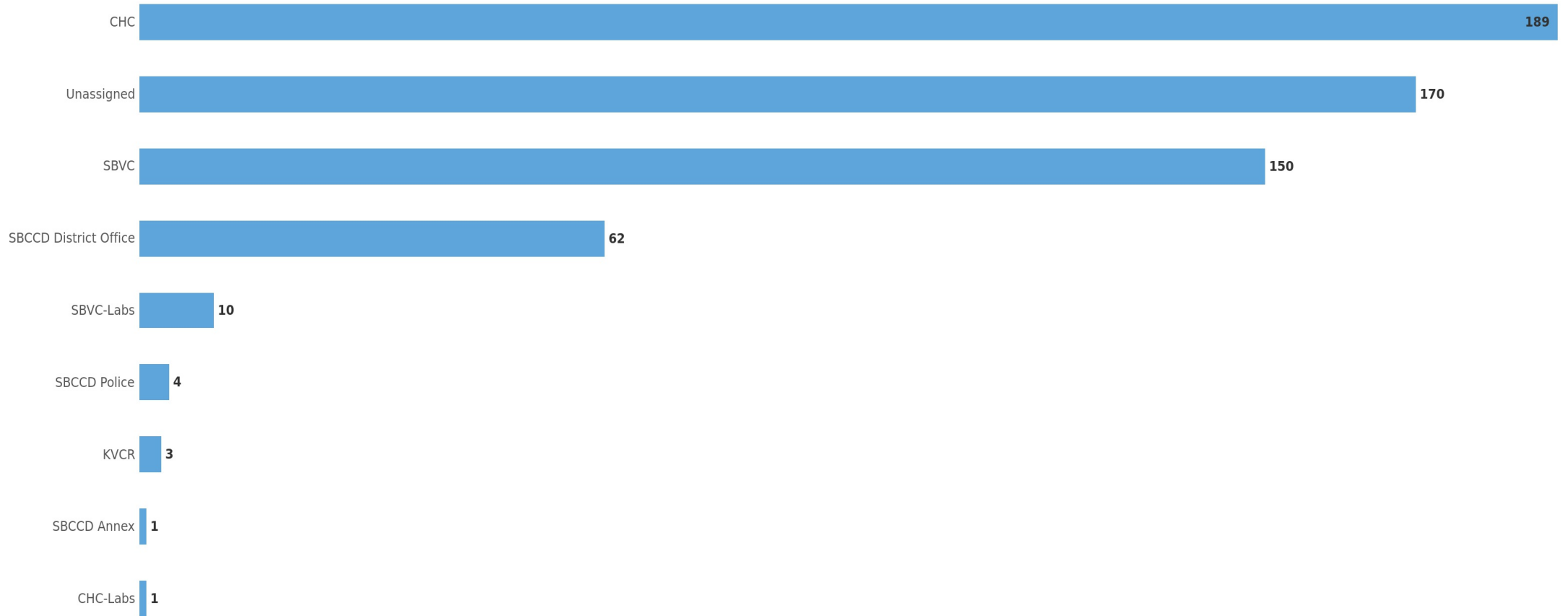
Completed Tickets by Priority



Completed Tickets by Source

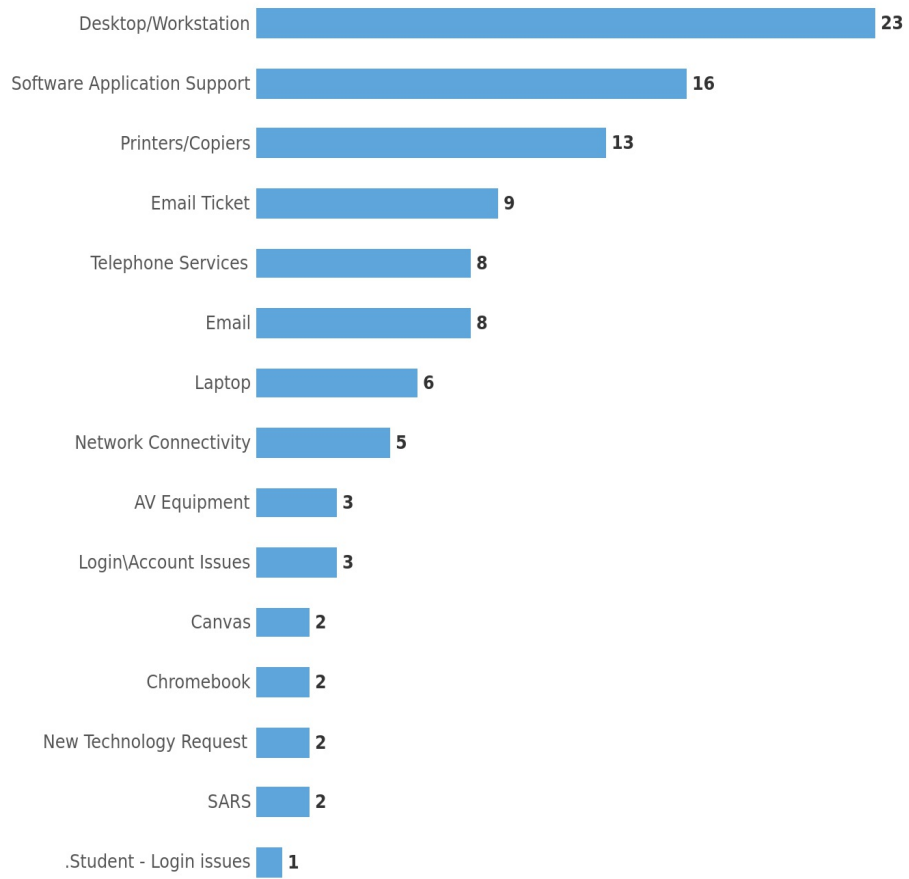


Completed Tickets by Location

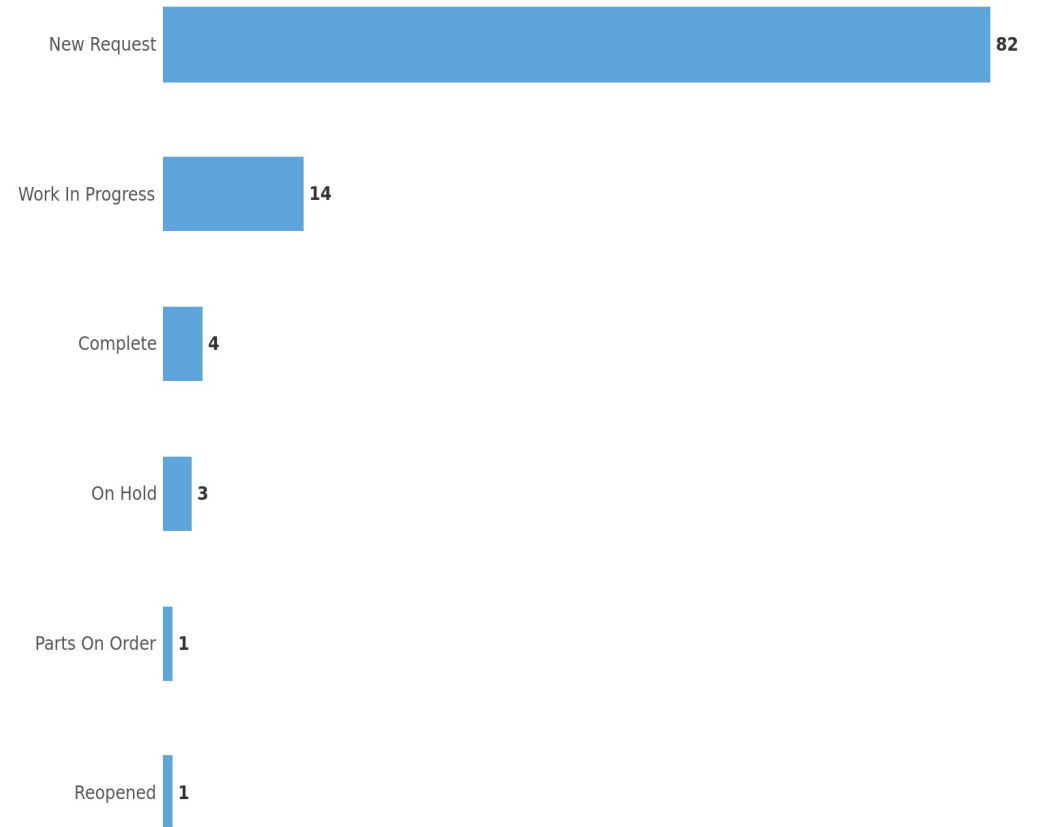


Open Tickets - 105

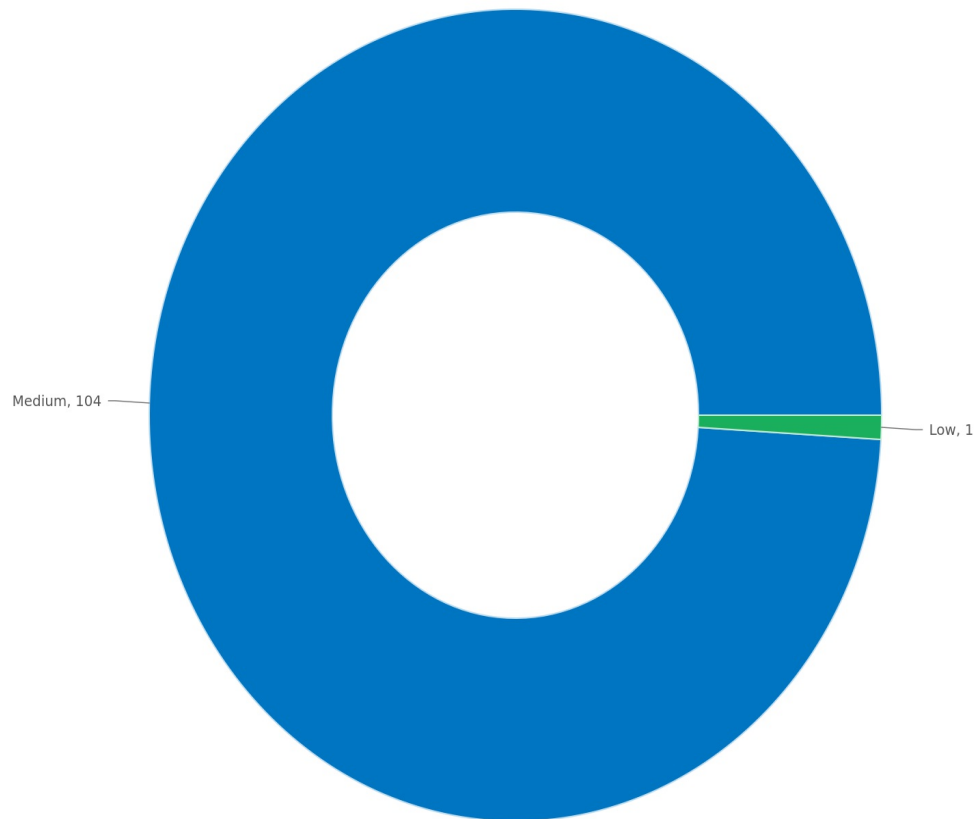
Open Tickets by Work Type



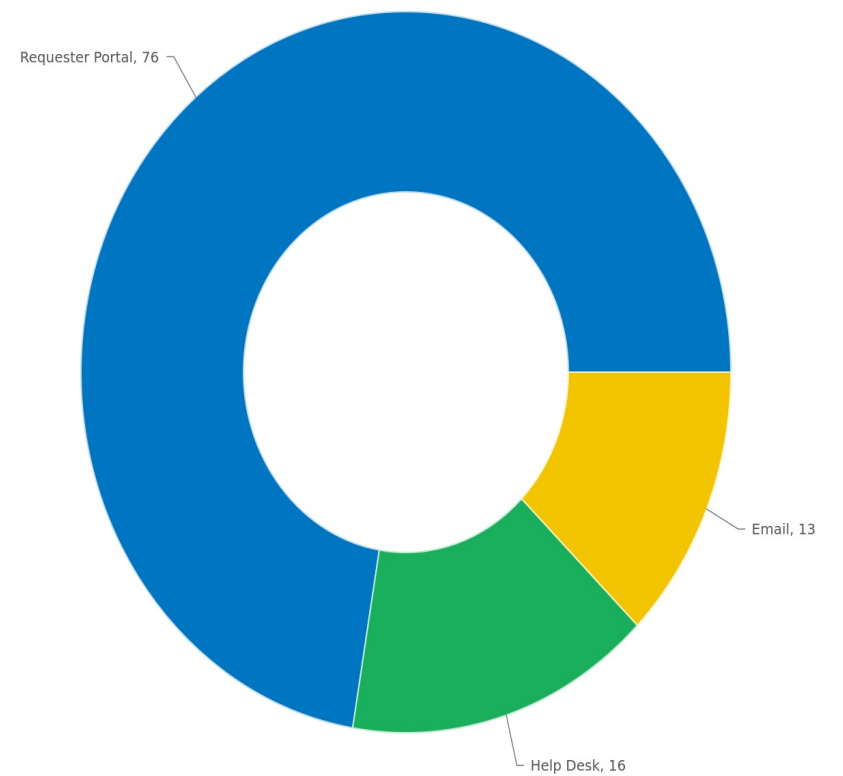
Open Tickets by Status



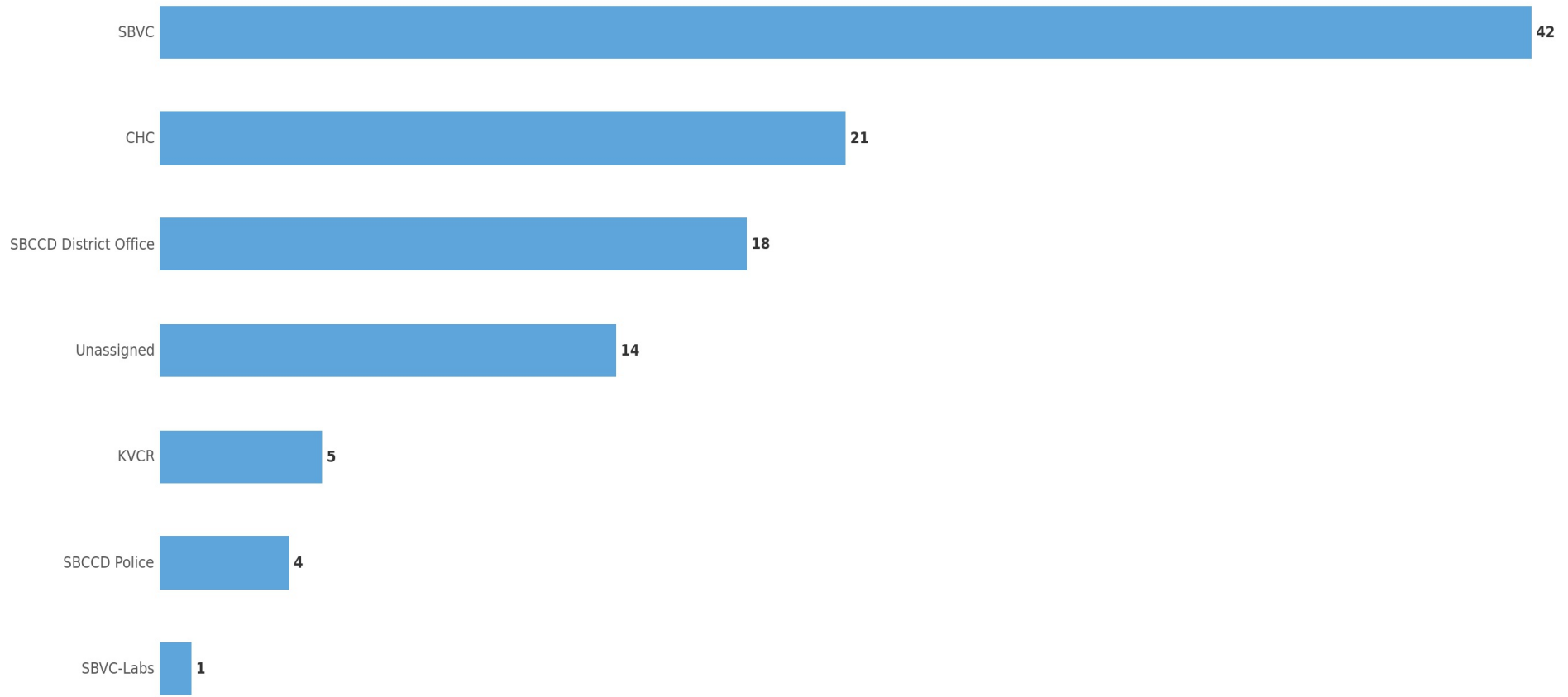
Open Tickets by Priority



Open Tickets by Source

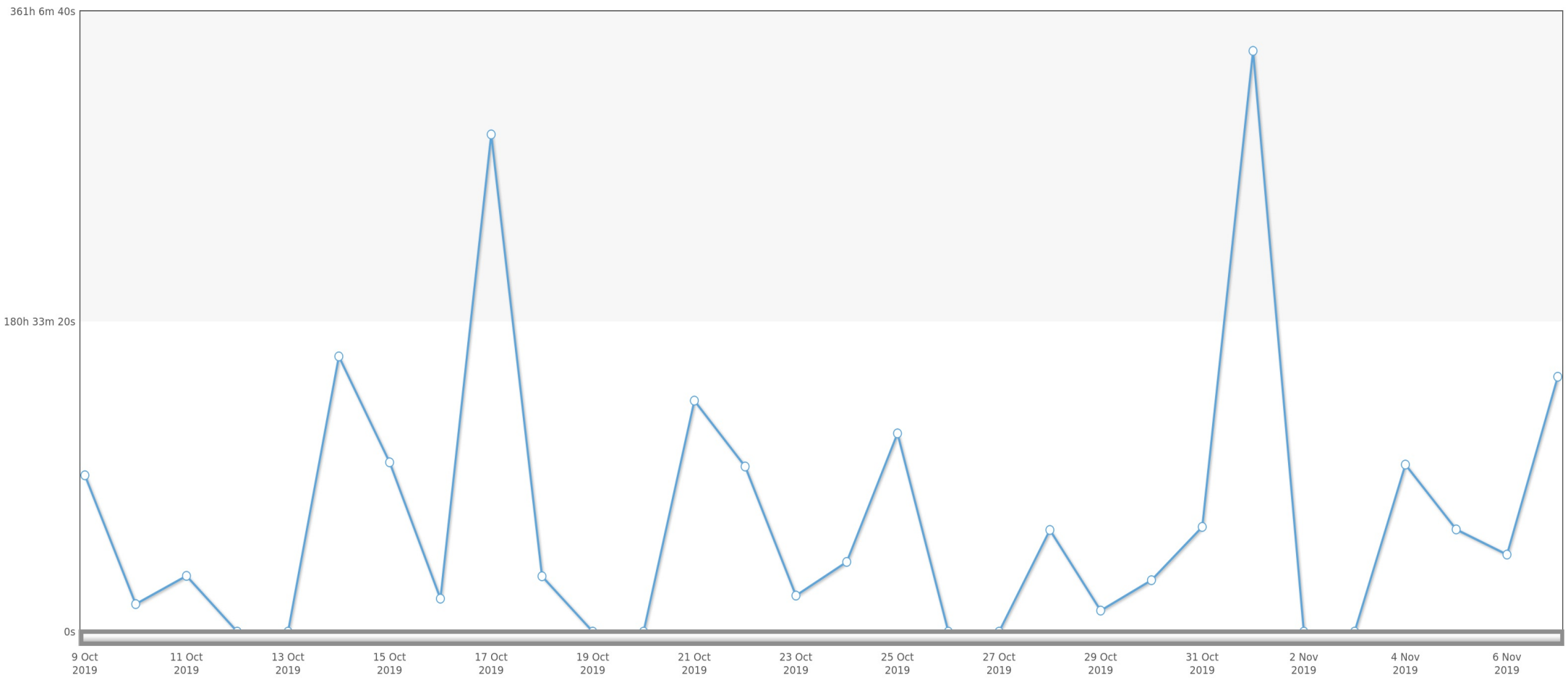


Open Tickets by Location

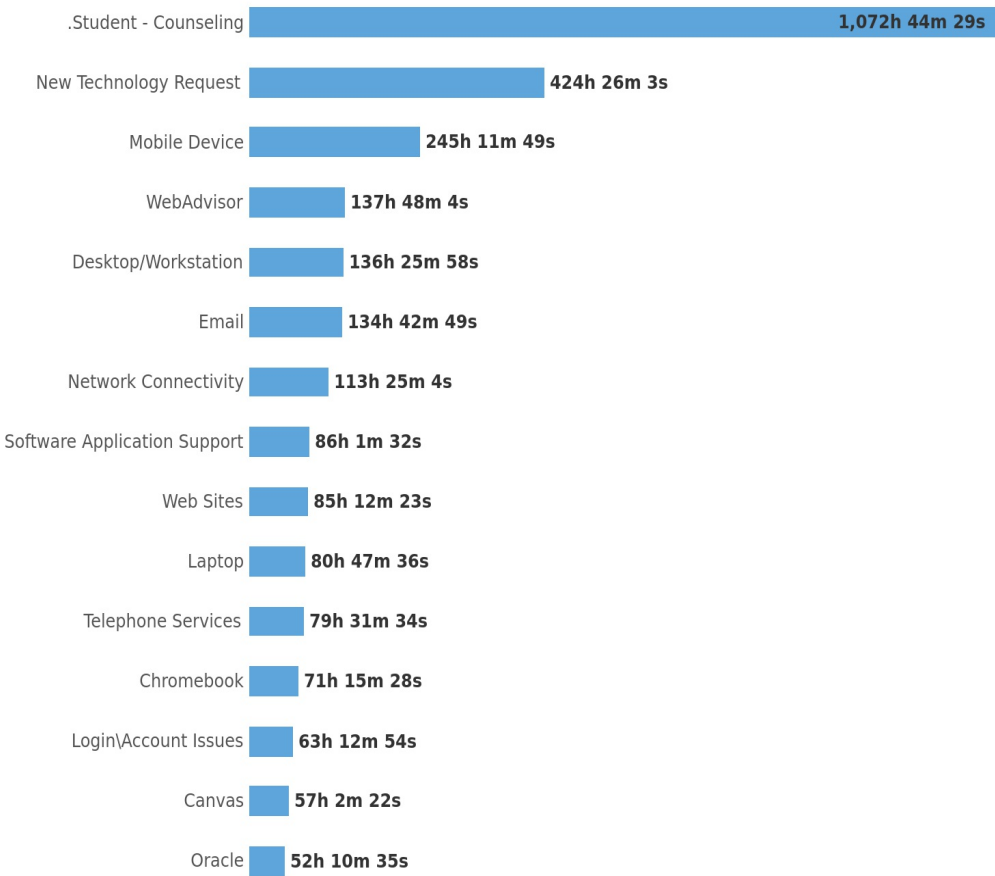


Average First Response Time - 88h 31m 49s

Average First Response Time Timeline



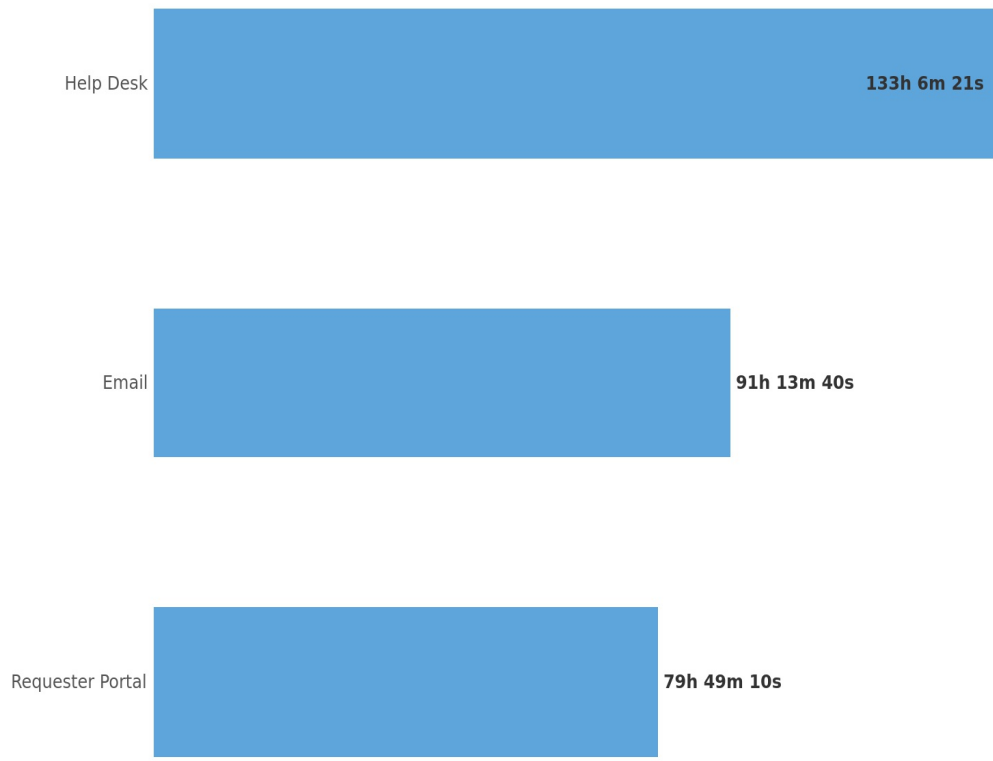
Average First Response Time by Work Type



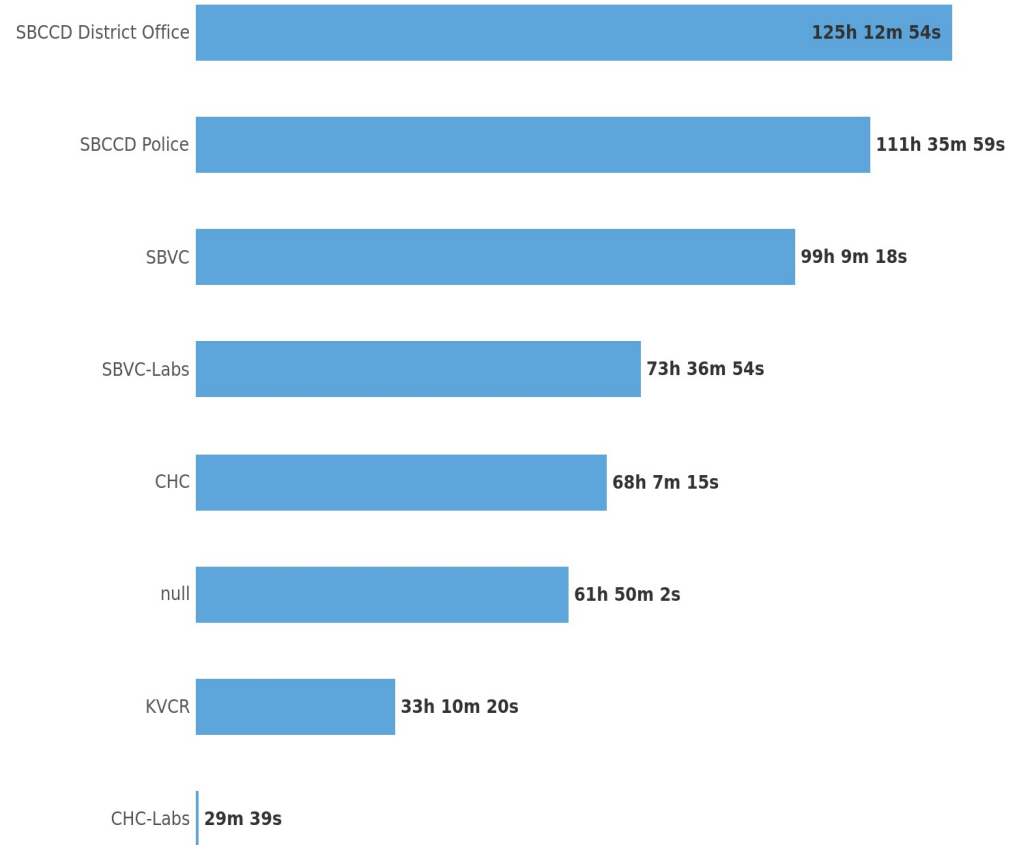
Average First Response Time by Priority



Average First Response Time by Source

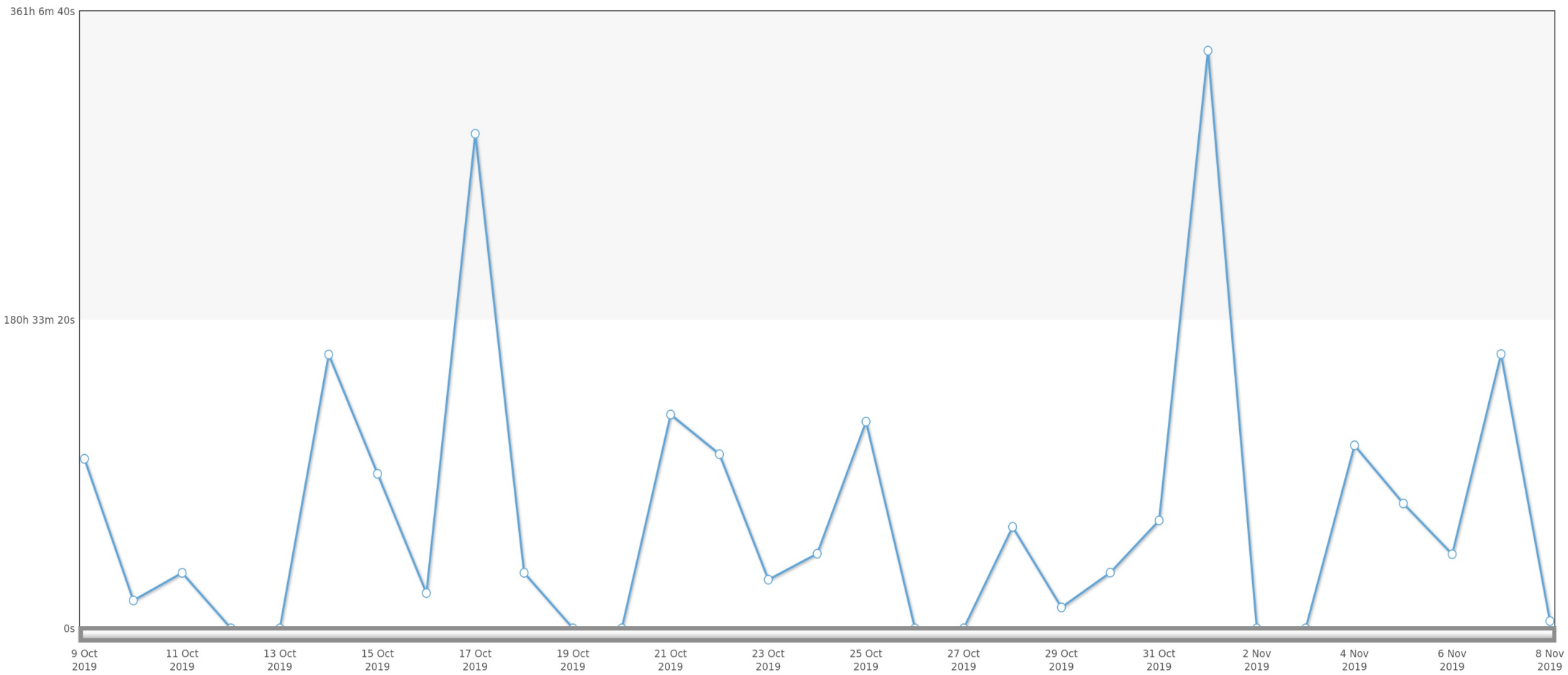


Average First Response Time by Location

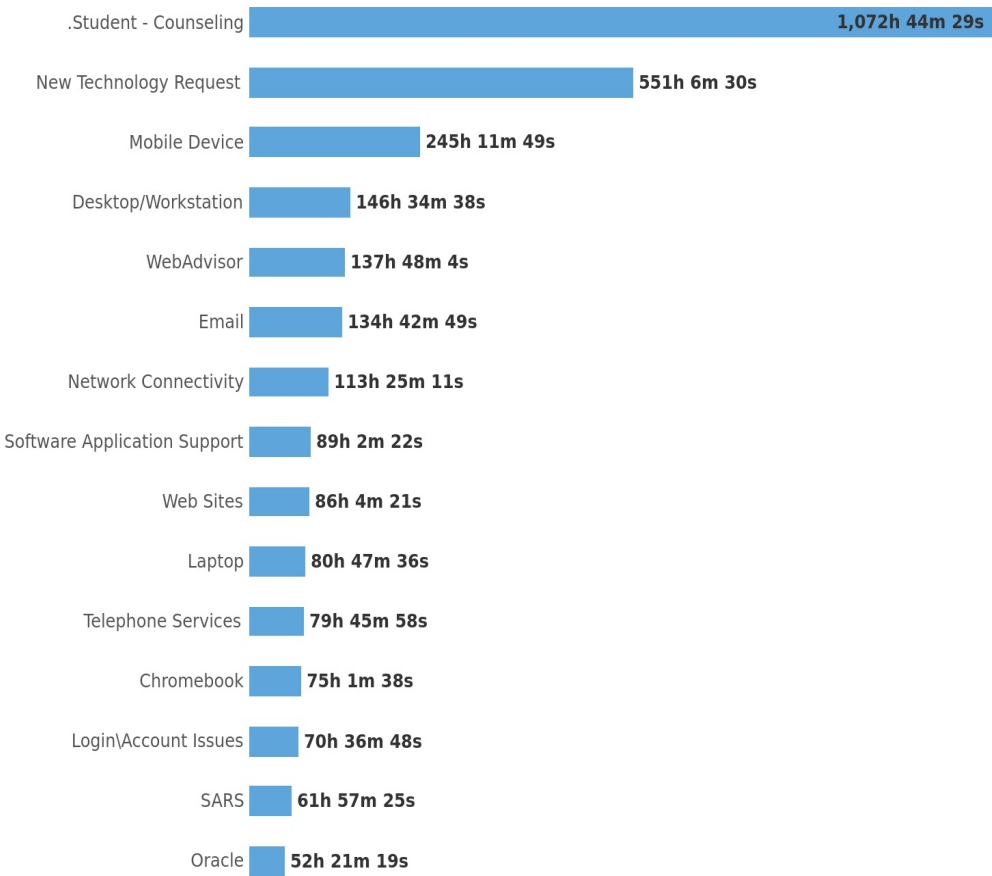


Average Resolution Time - 91h 33m 11s

Average Resolution Time Timeline



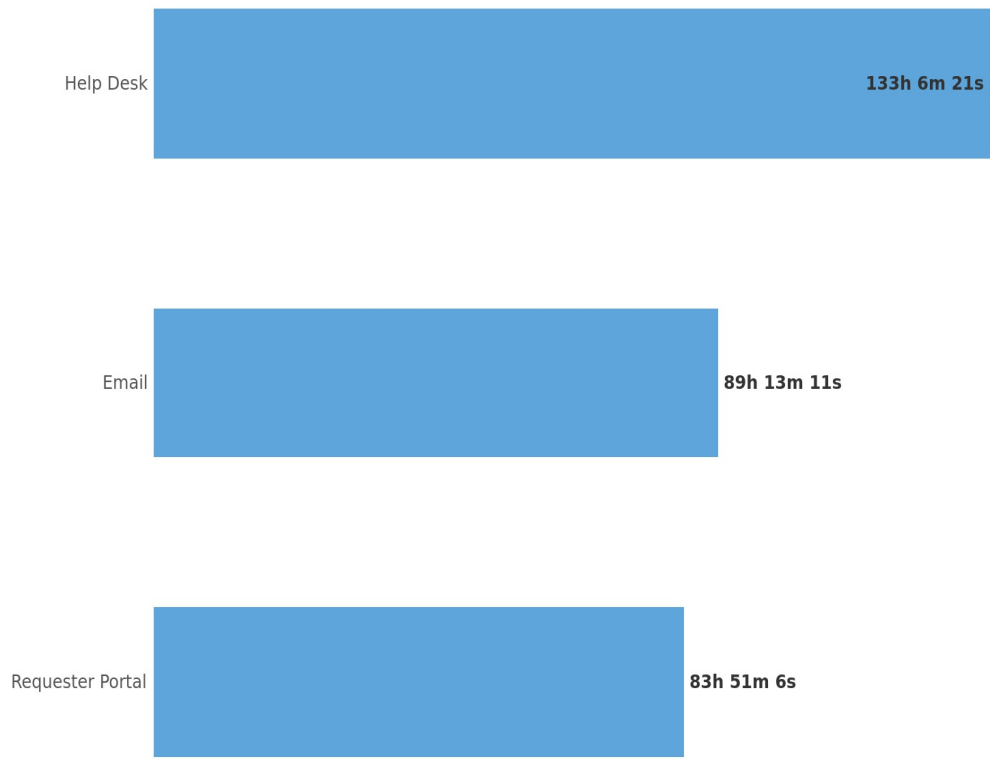
Average Resolution Time by Work Type



Average Resolution Time by Priority



Average Resolution Time by Source



Average Resolution Time by Location

