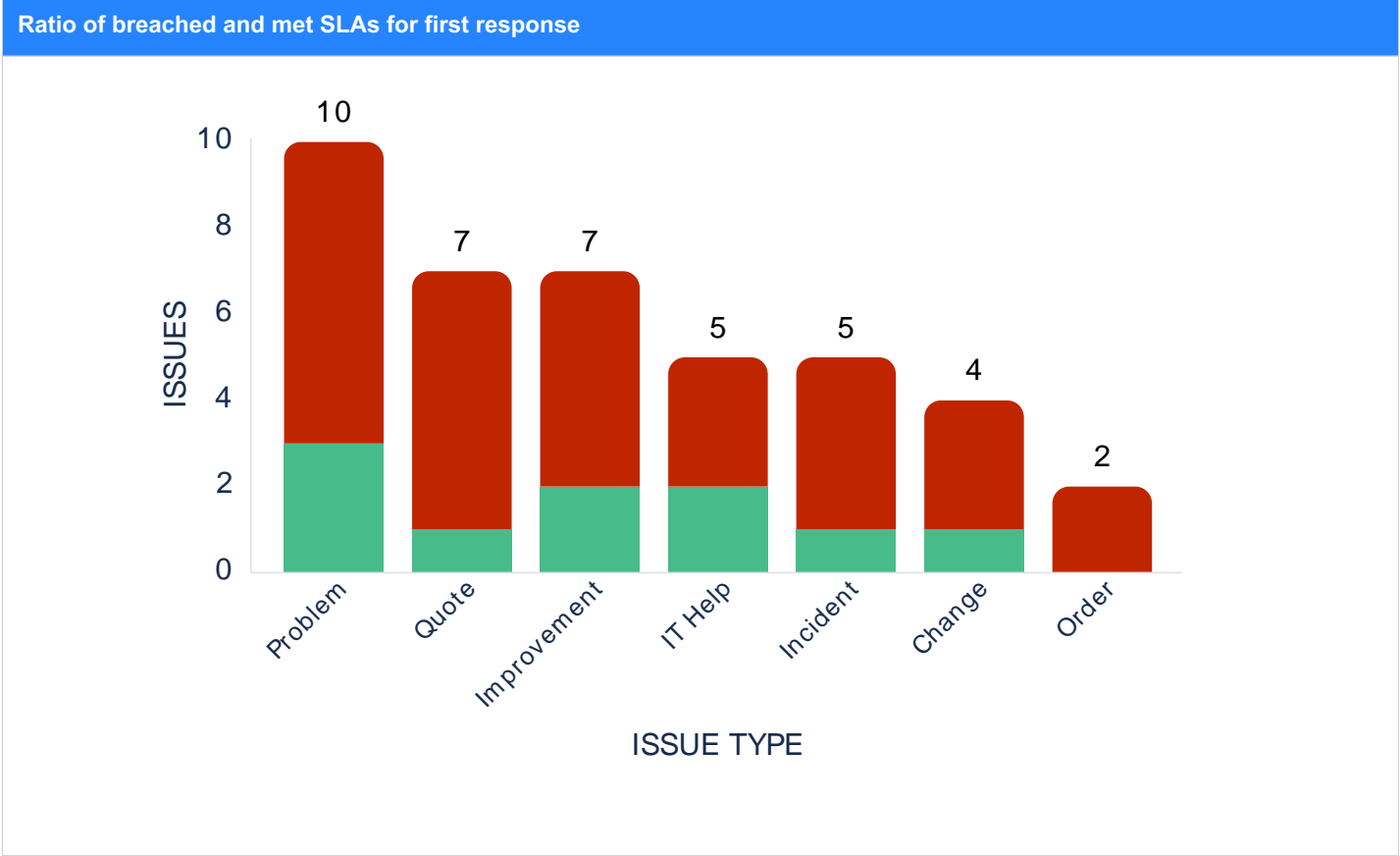
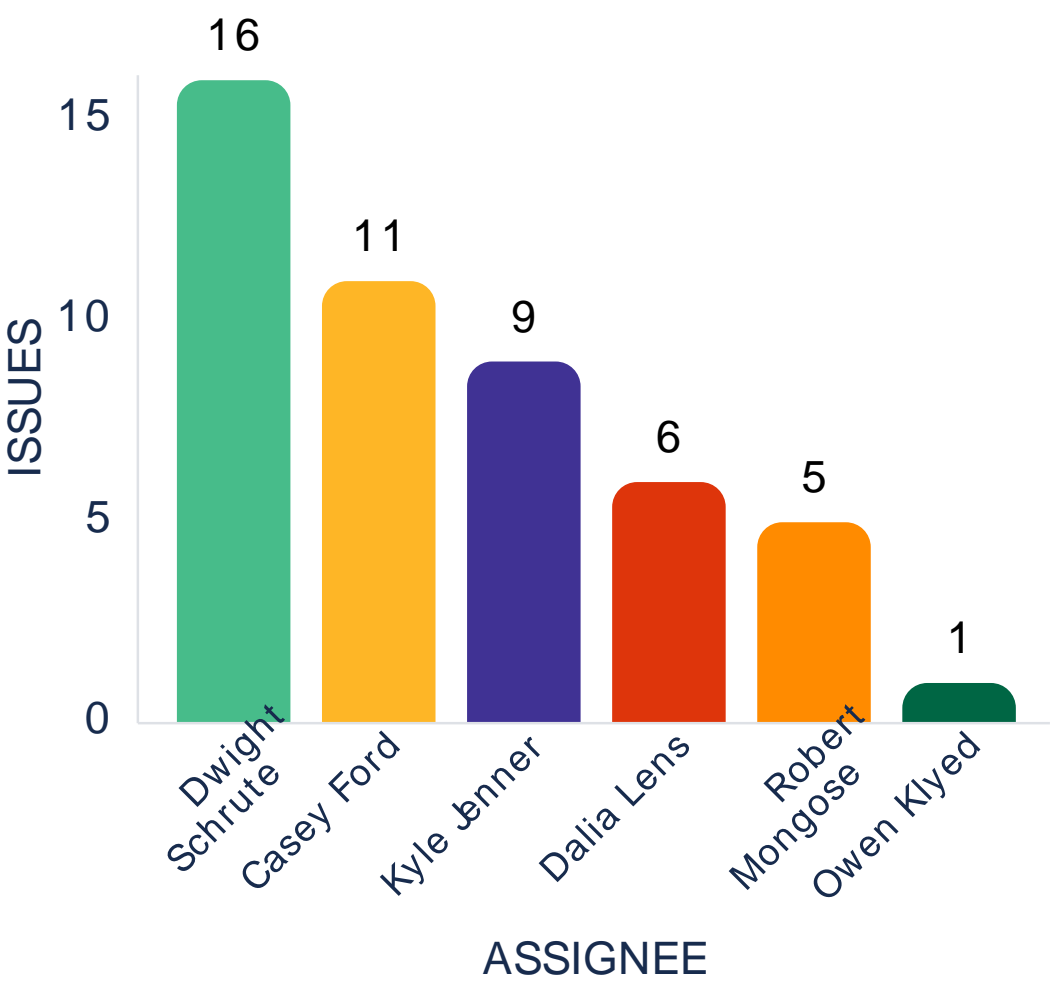


Service Excellence Dashboard - Powered by Custom Charts



Current workload for each agent



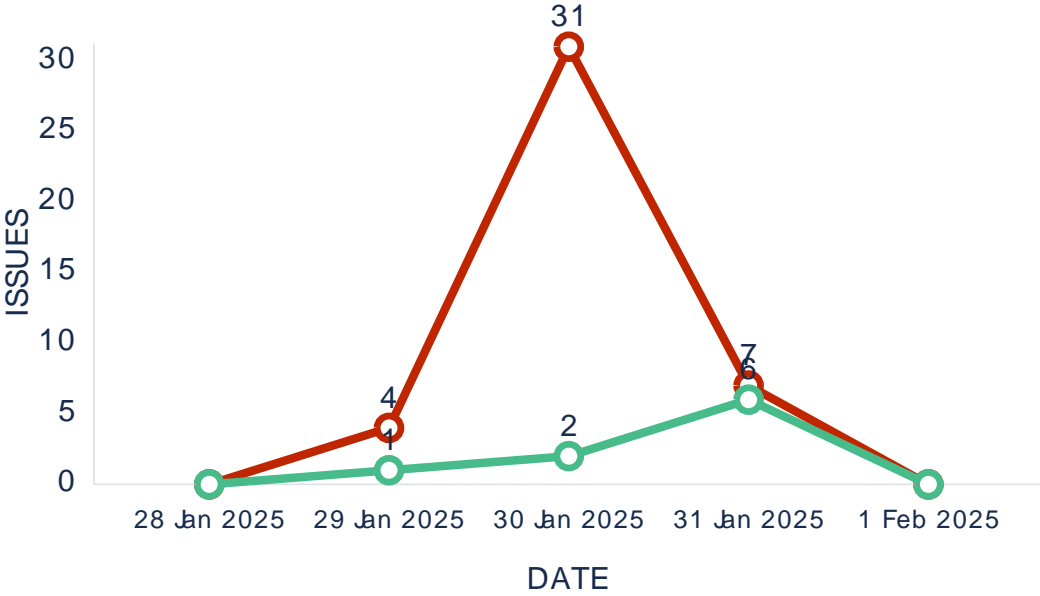
#	Calculation	Total
1	Count Issues	48

Volume of service requests by category

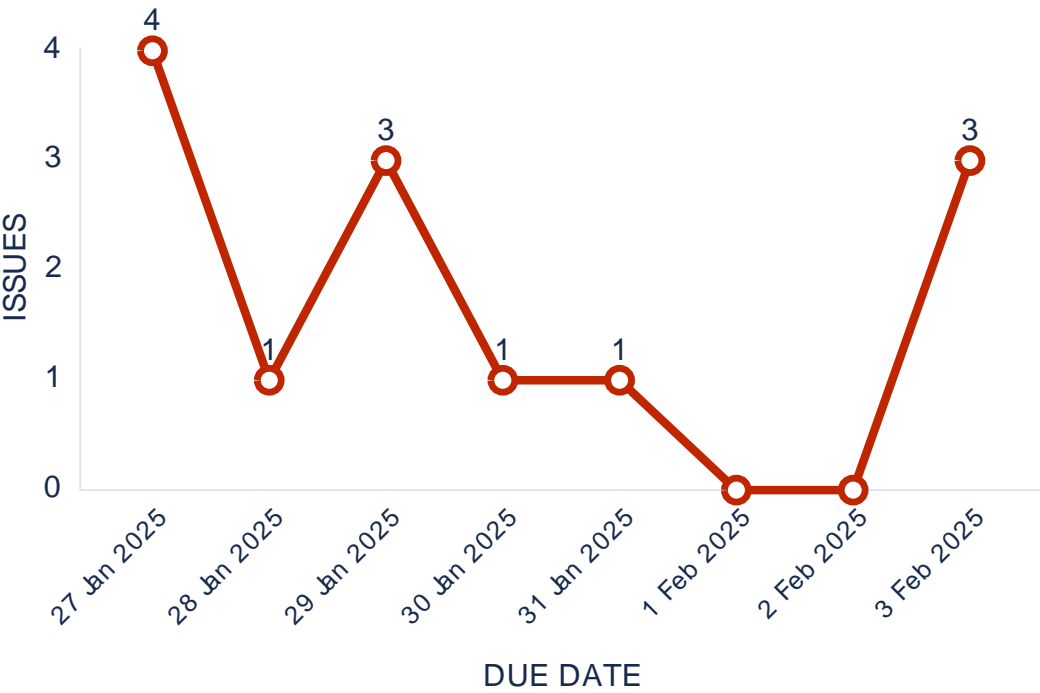


- Problem: 14 | [28.6%](#)
- Incident: 8 | [16.3%](#)
- Quote: 7 | [14.3%](#)
- Improvement: 7 | [14.3%](#)
- IT Help: 5 | [10.2%](#)
- Order: 4 | [8.2%](#)
- Change: 4 | [8.2%](#)

Created vs Resolved tickets last week



Unresolved escalated incidents due



Ratio of breached and met SLAs for first response

