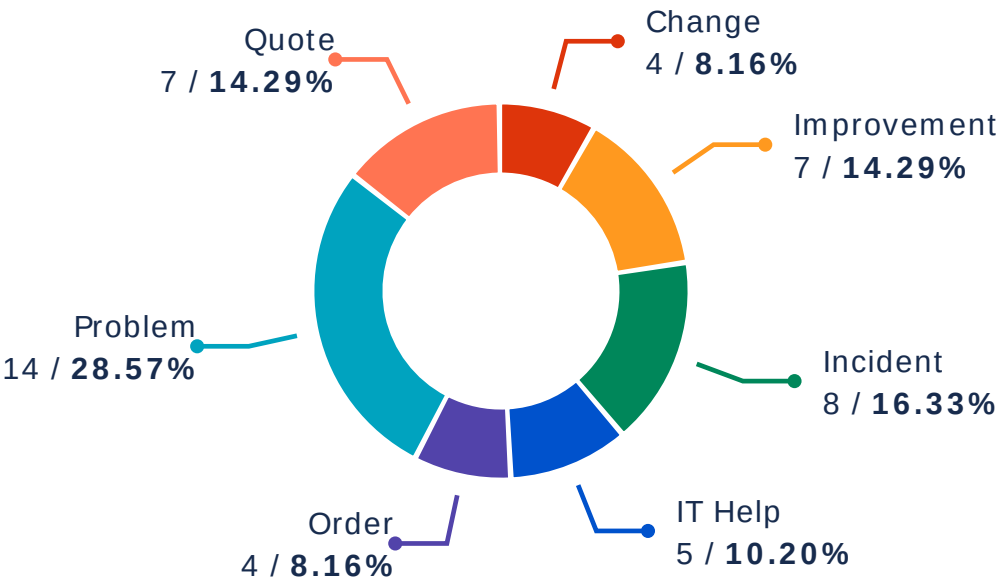


Service Excellence Dashboard - Powered by Rich Filters

Volume of service requests by category



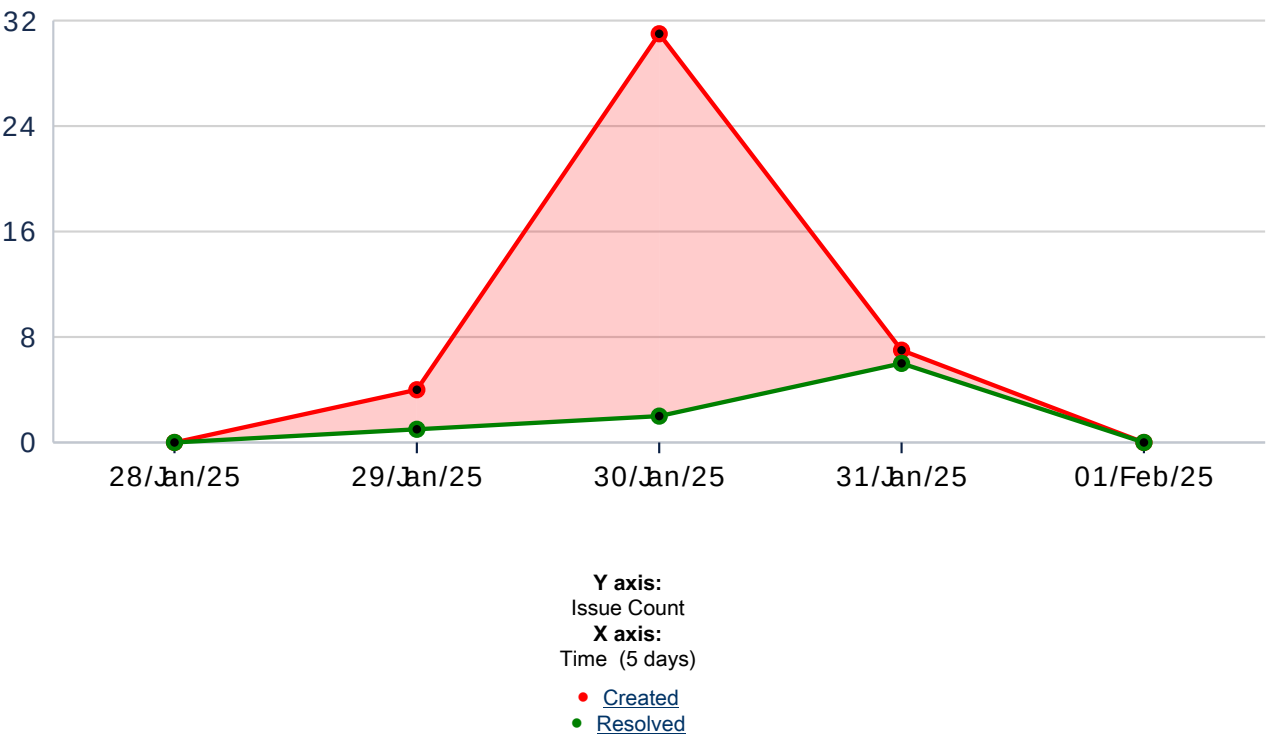
Issue Type:

- [Change](#)
- [Improvement](#)
- [Incident](#)
- [IT Help](#)
- [Order](#)
- [Problem](#)
- [Quote](#)

[49 total issues](#)

Issue Count by Issue Type 7

Created vs Resolved tickets last week



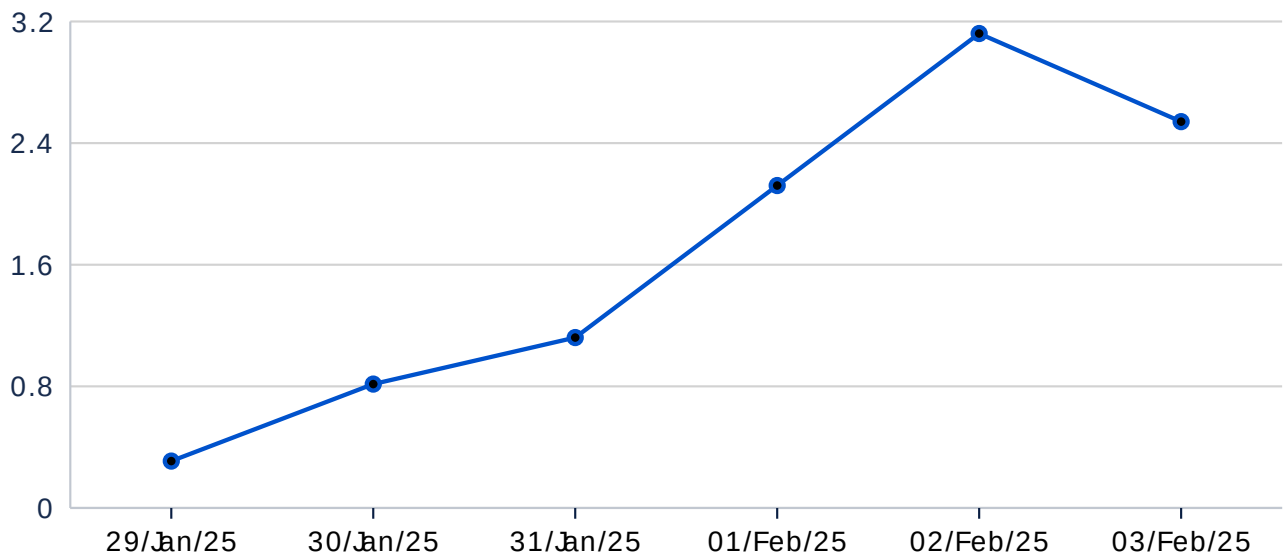
Created vs Resolved Issues 5d

Current workload for each agent

Assignee	Issue Count
Casey Ford	11 23%
Dalia Lens	6 13%
Dwight Schrute	16 33%
Kyle Jenner	9 19%
Owen Klyed	1 2%
Robert Mongose	5 10%
Total	48 100%

[48 total issues](#)
Statistics by Assignee 6

Average age of unresolved escalated incidents



29/Jan/25
0.31d

[13 total issues](#)
Average age by Time 6d

Ratio of breached and met SLAs for first response

Issue Type	Q1 2025
Change	0% (0/1)
Improvement	60% (3/5)
Incident	67% (2/3)
IT Help	0% (0/2)
Order	100% (1/1)
Problem	25% (1/4)
Quote	75% (3/4)

[20 total issues](#)

Time to first response - % Breached by Time to first response 1Q and Issue Type 7

Ratio of breached and met SLAs for resolution

Issue Type	Q1 2025
Improvement	0% (0/4)
Incident	67% (2/3)
Order	0% (0/2)
Problem	67% (2/3)
Quote	0% (0/2)

[14 total issues](#)

Time to resolution - % Breached by Time to resolution 1Q and Issue Type 5

Recently Created - High priority tickets

P	Key	Summary	Status
	SSSD-5	Repeated Failures in Automated Billing System	Open
	SSSD-31	Persistent Printing Errors Across Multiple Departments	Under Review
	SSSD-35	Deploy New Firewall Rules for Enhanced Security	Review
	SSSD-37	My mailbox is full please increase its limit	Open
	SSSD-38	Can't access any wifi hotspot in Building C	Open
	SSSD-41	LDAP authentication does not accept my credentials	Open

1 – 6 of [6 total issues](#)