

AT&T Chief Data Office

AT&T AOTs Tickets Report




Updated 1.18.2023

[View in Power BI](#) ↗



AOTs Tickets Report

🔒

 Ticket Volume	 Tickets by Queue & Asset ID	 Ticket Summary	 General Info	 Filter
--	---	---	---	---



AOTs Tickets Report



Ticket Volume



Tickets by Queue
& Asset ID



Ticket Summary



General Info



Filter



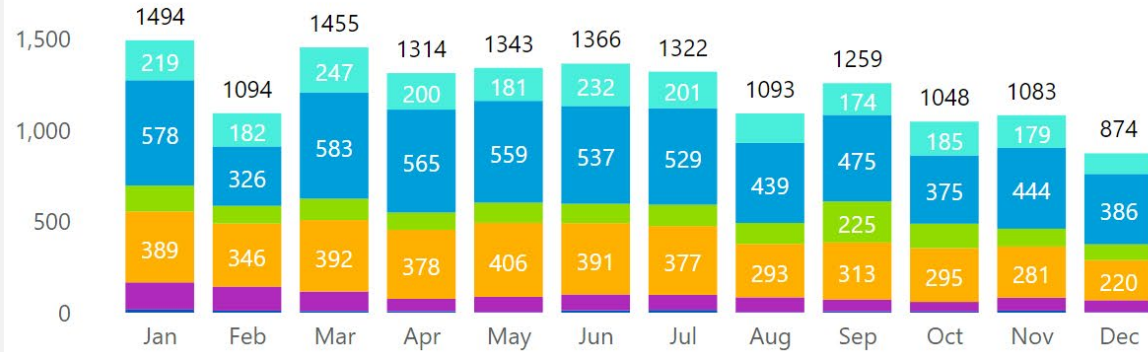
AOTs Tickets Report

 Ticket Volume	 Tickets by Queue & Asset ID	 Ticket Summary	 General Info	 Filter
--	---	---	---	---

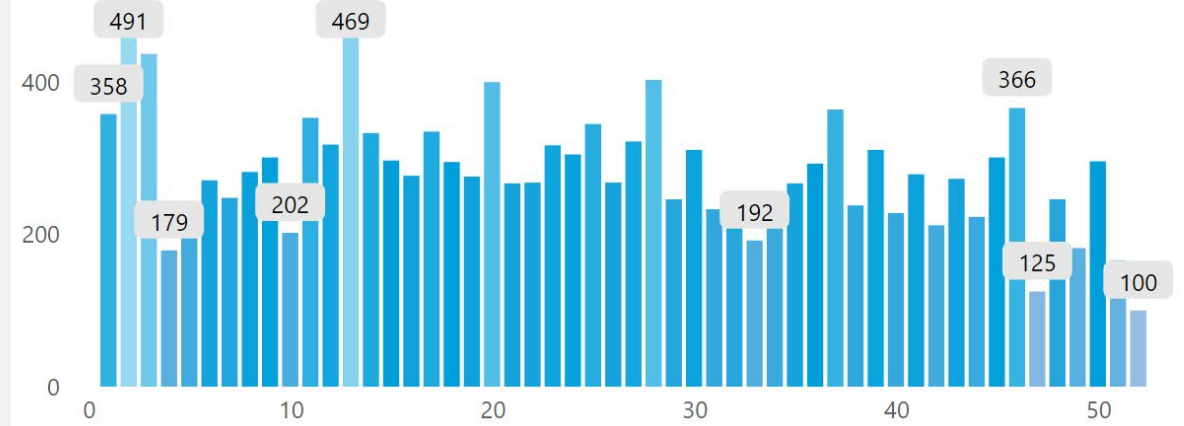


Tickets Volume By Month

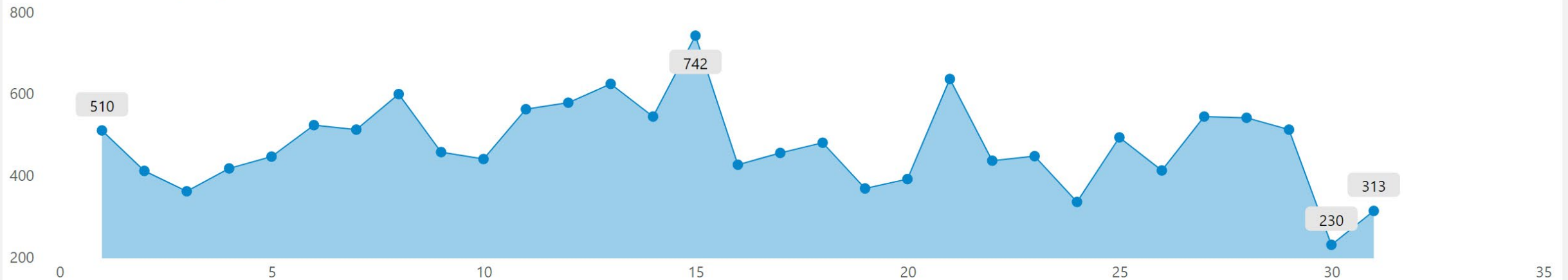
Severity 1 2 3 4 5 6



Tickets Volume By Week



Tickets Volume By Day





Home > Ticket Volume > **Ticket by Queue & AssetID** > Ticket Summary > General Info

FILTER

Total Users
3,887

Total Tickets
14,682

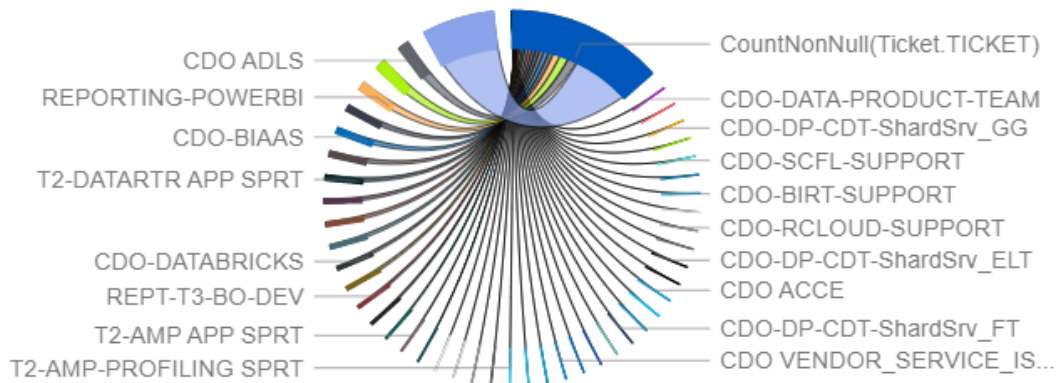
Tickets Closed
13,409

Open Tickets
358

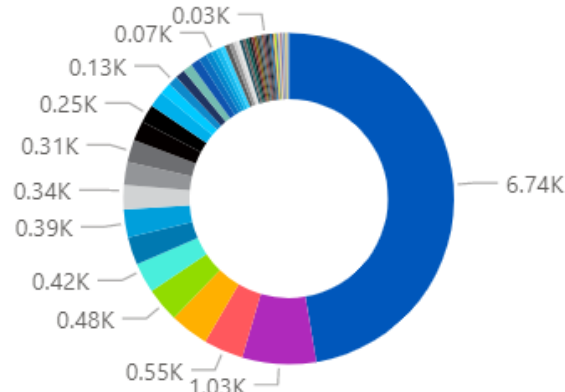
Tickets Cancelled
607

[View All](#) | [Count By Work Queue](#) | [Count By Asset ID](#) | [Count By Severity](#) | [Count By State](#)

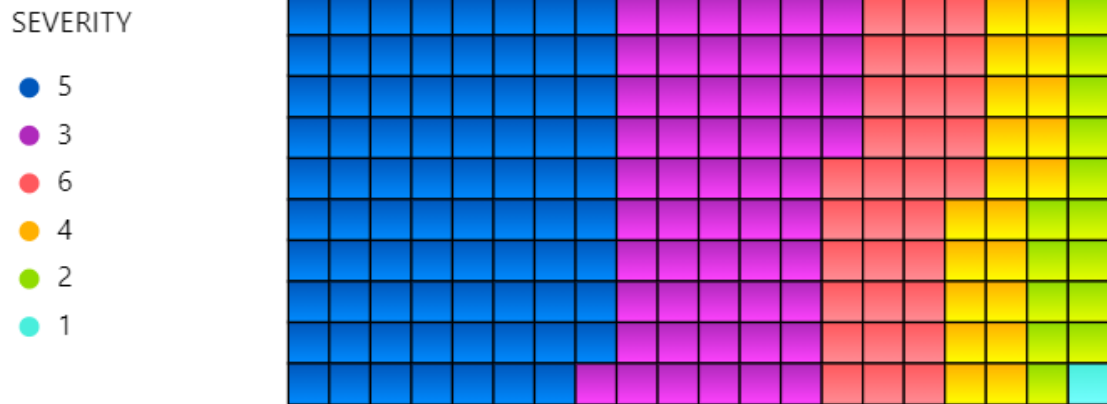
Count By Work Queue



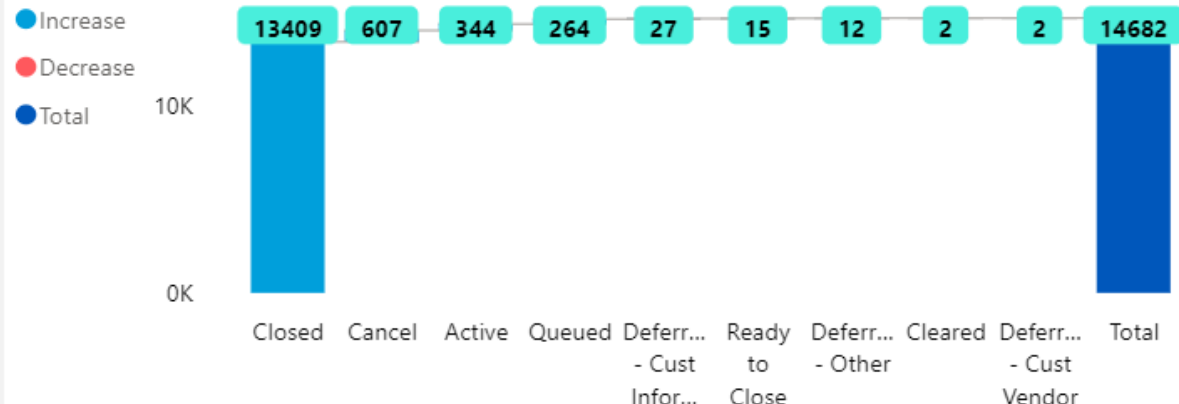
Count By Asset ID



Count By Severity



Count By State



Aots Tickets Report

Date Refreshed
1/18/2023



Home > Ticket Volume > **Ticket by Queue & AssetID** > Ticket Summary > General Info



Total Users
3,900

Total Tickets
14,726

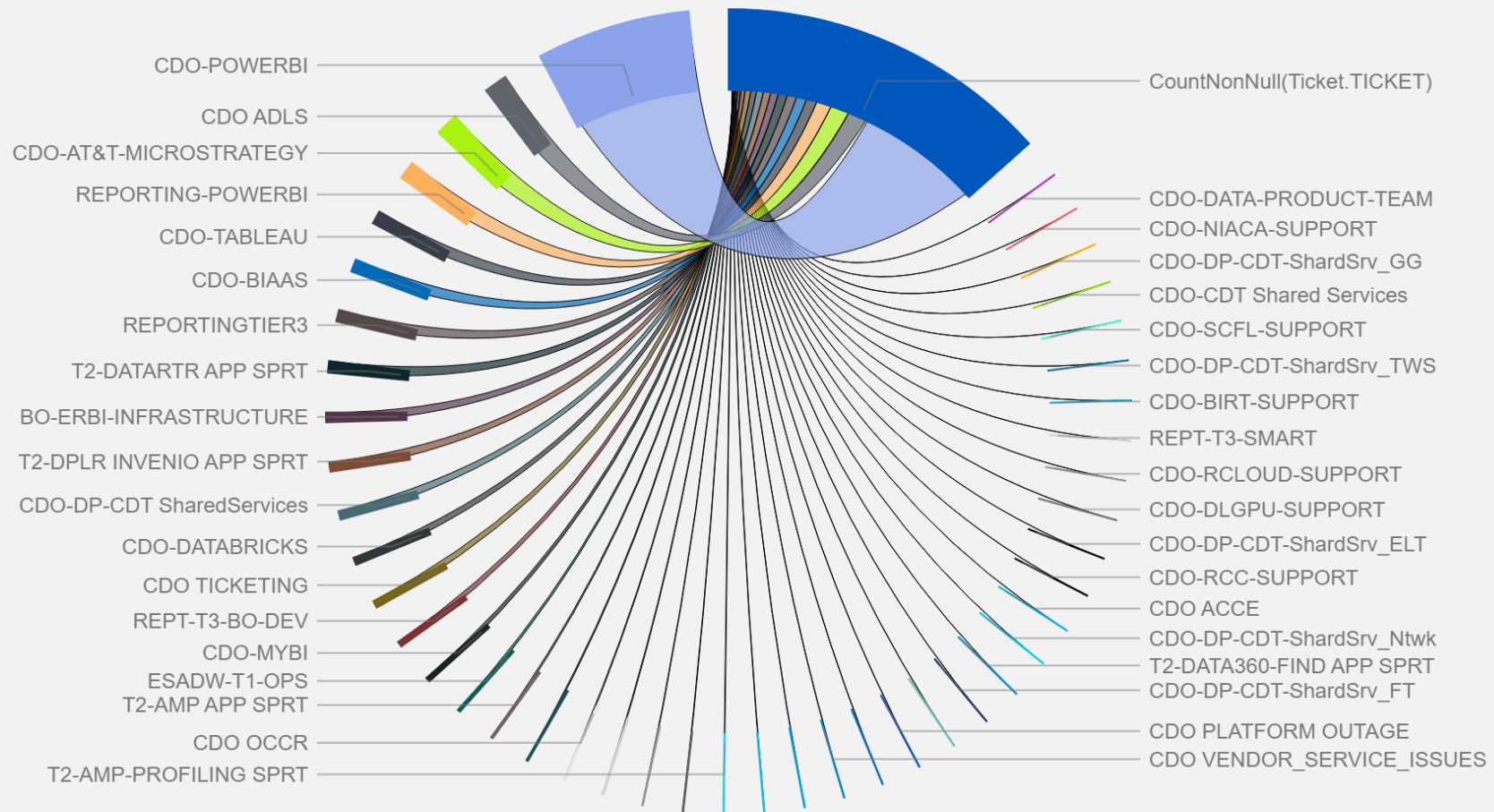
Tickets Closed
13,438

Open Tickets
368

Tickets Cancelled
609

FILTER

View All Count By Work Queue Count By Asset ID Count By Severity Count By State



Aots Tickets Report

Date Refreshed
1/17/2023



Home > Ticket Volume > **Ticket by Queue & AssetID** > Ticket Summary > General Info



Total Users
3,887

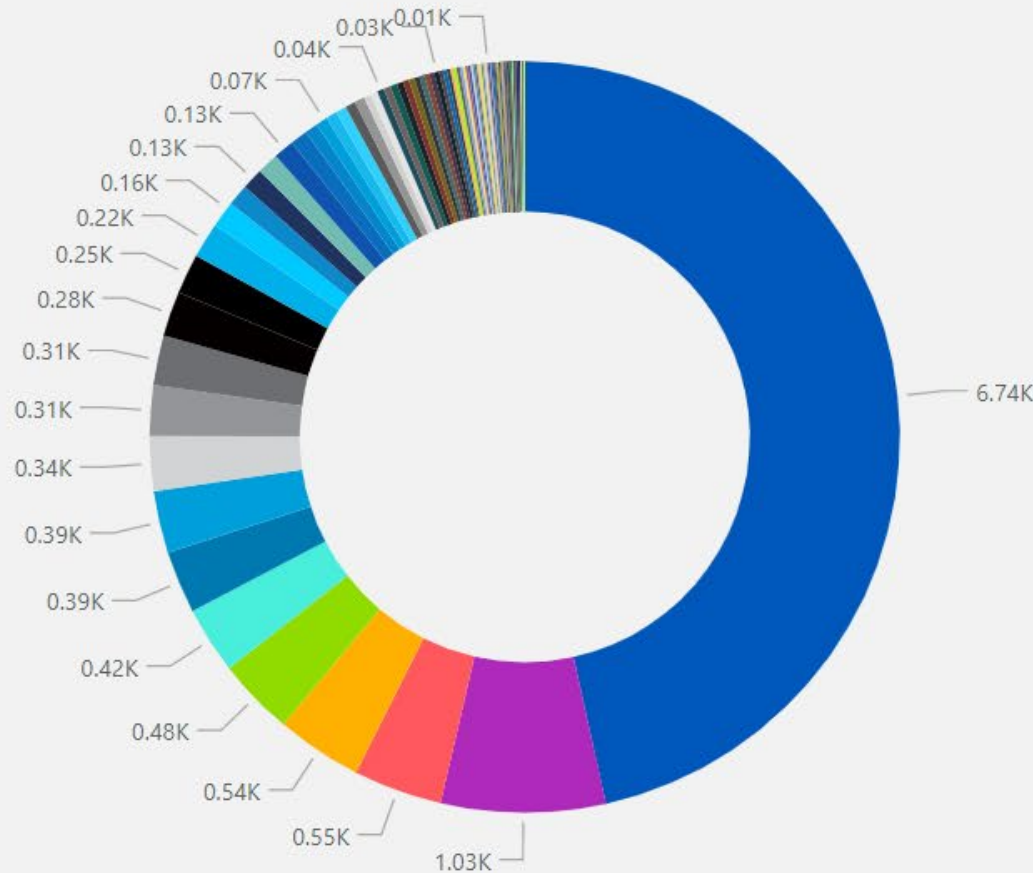
Total Tickets
14,682

Tickets Closed
13,409

Open Tickets
358

Tickets Cancelled
607

View All Count By Work Queue Count By Asset ID Count By Severity Count By State



Aots Tickets Report

Date Refreshed
1/17/2023



Home > Ticket Volume > **Ticket by Queue & AssetID** > Ticket Summary > General Info



Total Users
3,887

Total Tickets
14,682

Tickets Closed
13,409

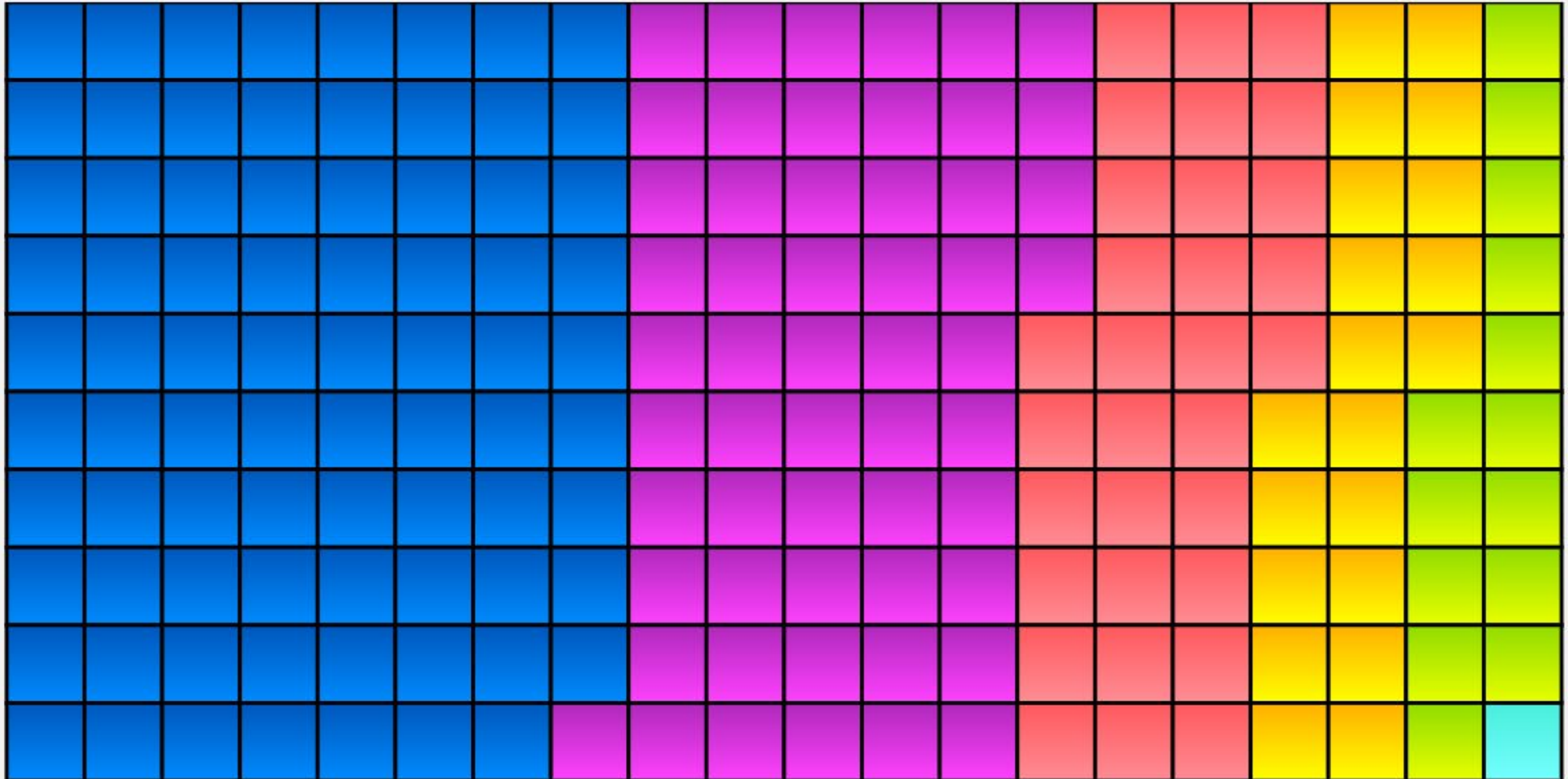
Open Tickets
358

Tickets Cancelled
607

View All Count By Work Queue Count By Asset ID Count By Severity Count By State

SEVERITY

- 5
- 3
- 6
- 4
- 2
- 1



Aots Tickets Report

Date Refreshed
1/17/2023



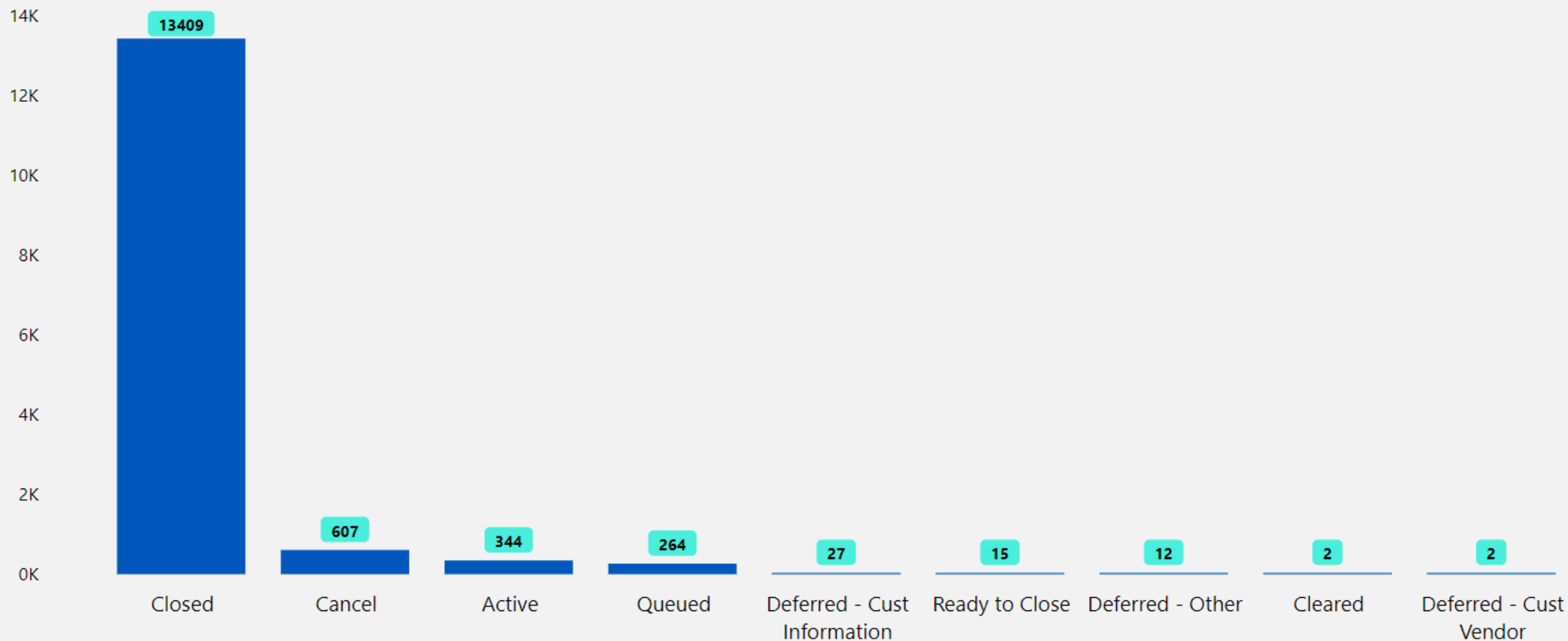
Home > Ticket Volume > **Ticket by Queue & AssetID** > Ticket Summary > General Info



FILTER

Total Users 3,887	Total Tickets 14,682	Tickets Closed 13,409	Open Tickets 358	Tickets Cancelled 607
------------------------------------	---------------------------------------	--	-----------------------------------	--

View All Count By Work Queue Count By Asset ID Count By Severity Count By State





Total Users
3,900

Total Tickets
14,726

Tickets Closed
13,438

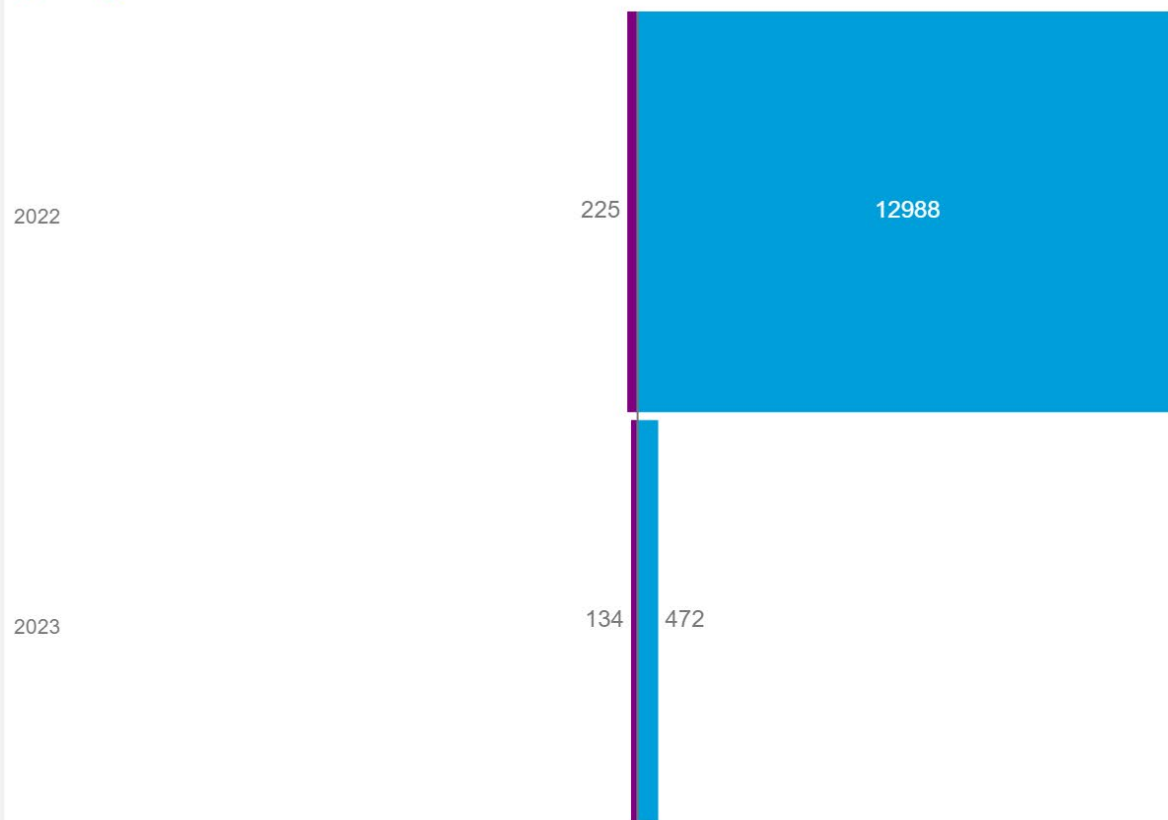
Open Tickets
368

Tickets Cancelled
609

[View All](#) Open And Closed Tickets Tickets

Open And Closed Tickets

● Active ● Closed



SEVERITY	Ticket Count	User Count	Duration(Hours)
1			
Active	2	2	00
Cancel	12	12	00
Closed	85	73	423
Queued	7	6	00
Total	106	92	423
2			
Active	56	39	00
Cancel	60	47	00
Closed	892	429	8662
Deferred - Other	1	1	00
Queued	34	26	00
Ready to Close	1	1	101
Total	1,044	482	8763
3			
Active	92	78	20
Cancel	192	165	2
Cleared	1	1	00
Closed	3,746	1,611	32436

Aots Tickets Report

Date Refreshed
1/17/2023



Home > Ticket Volume > Ticket by Queue & AssetID > **Ticket Summary** > General Info



Total Users
3,887

Total Tickets
14,682

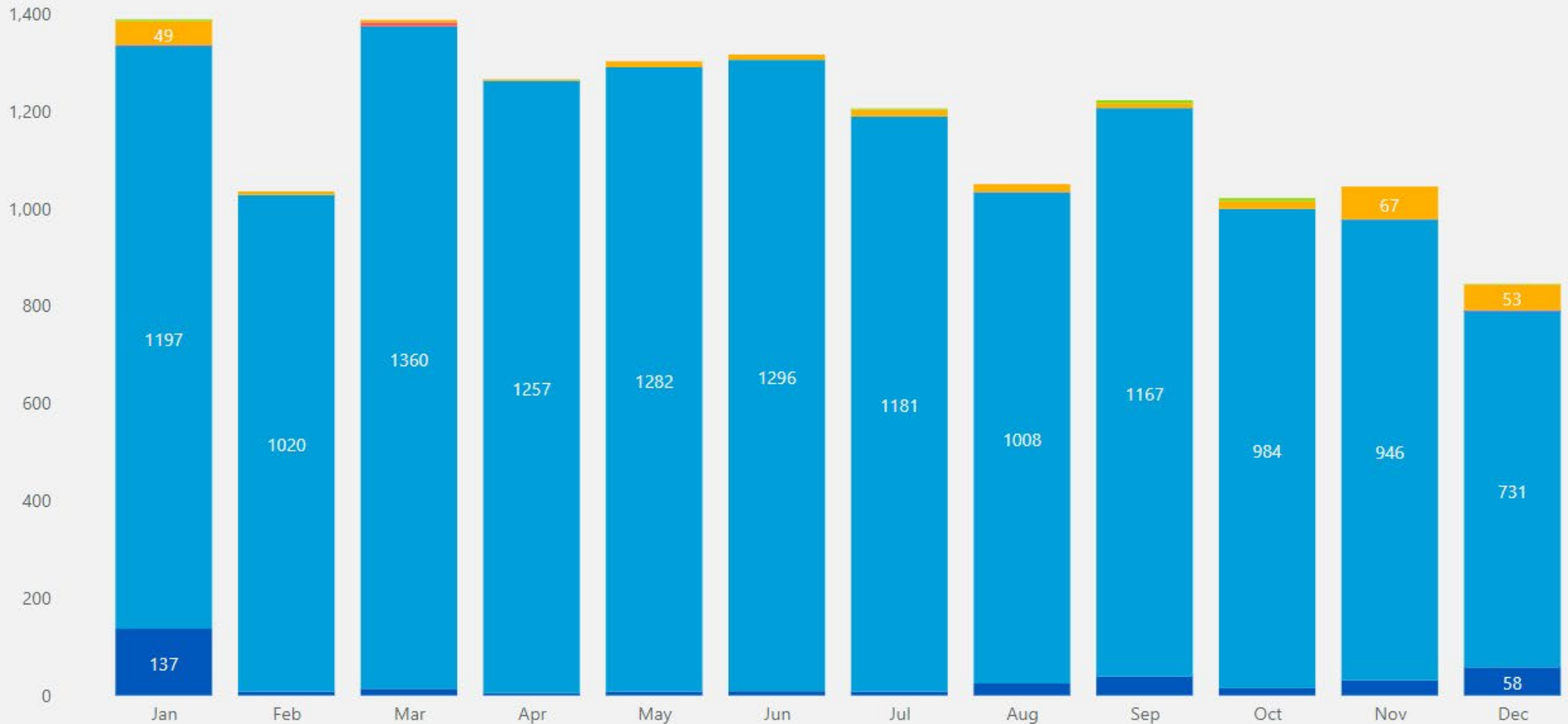
Tickets Closed
13,409

Open Tickets
358

Tickets Cancelled
607

View All Open And Closed Tickets Tickets

- Active
- Closed
- Deferred - Cust Vendor
- Deferred - Other
- Queued
- Ready to Close



Aots Tickets Report

Date Refreshed
1/17/2023



Home > Ticket Volume > Ticket by Queue & AssetID > **Ticket Summary** > General Info



Total Users
3,887

Total Tickets
14,682

Tickets Closed
13,409

Open Tickets
358

Tickets Cancelled
607

View All [Open And Closed Tickets](#) [Tickets](#)

SEVERITY	Ticket Count	User Count	Duration(Hours)
3	4,058	1,727	32890
5	5,777	1,678	26247
6			
Closed	2,133	905	13681
Cancel	83	69	00
Active	28	26	00
Queued	17	16	00
Ready to Close	1	1	1
Total	2,262	938	13682
4			
Closed	1,267	428	6635
Active	97	74	00
Cancel	49	39	00
Queued	9	9	00
Deferred - Other	7	6	00
Ready to Close	5	5	11
Cleared	1	1	00
Deferred - Cust Information	1	1	00
Deferred - Cust Vendor	1	1	00

Aots Tickets Report

Date Refreshed

1/18/2023



Home > Ticket Volume > Ticket by Queue & AssetID > Ticket Summary > **General Info**



Total Users
3,900

Total Tickets
14,726

Tickets Closed
13,438

Open Tickets
368

Tickets Cancelled
609

Open P1 Tickets

2

Open P2 Tickets

56

Open P3 Tickets

92

Overdue Tickets

439

Open P4 Tickets

98

Open P5 Tickets

77

Open P6 Tickets

31

Ticket Count

- Active
- Cancel
- Cleared
- Closed
- Deferred - Cust Inform...
- Deferred - Cust Vendor
- Deferred - Other
- Queued
- Ready to Close

1

100

10,000

SEVERITY	Ticket Count	Duration(Hours)
3		
Cleared	1	00
Deferred - Cust Information	7	00
Deferred - Other	1	00
Queued	29	00
Closed	3746	32436
Ready to Close	5	476
Active	92	20
Cancel	192	2
Total	4073	32936
5		
Active	76	00
Cancel	213	00
Deferred - Cust Information	19	00
Deferred - Cust Vendor	1	00
Deferred - Other	2	00
Queued	167	00
Closed	5305	26331
Ready to Close	6	10
Total	5789	26341
6		
Active	31	00
Cancel	83	00