## Technician status this month

Tickets opened between 3/1/19 12:00 am and 3/25/19 7:01 am

Antidius Anatory Tickets by Status


James Bukumbi Tickets by Status


Mwita Damian Tickets by Status


Robert Dudu Tickets by Status


## PORALG Helpdesk Tickets by Status



Vitus Kakoko Tickets by Status


## Catherine Kiyao Tickets by Status



Hamis Mahmoud Tickets by Status


## Hamimu Malowa Tickets by Status



Nassoro Mohamed Tickets by Status

None.

## Stanslaus Msenga Tickets by Status



James Mtatifikolo Tickets by Status


Mmaka Mwinjaka Tickets by Status


Catherine Oyoga Tickets by Status


## Elisa Rwamiago Tickets by Status



Juma Shaa Tickets by Status


## Amisa Shaban Tickets by Status



Noah Tambukwa Tickets by Status

Closed:
$101(86 \%)$

Mark Tanda Tickets by Status


Hamis Zikatim Tickets by Status


## Unassigned Tickets by Status



Tickets

| Antidius Anatory | Open | 4 |
| :---: | :---: | :---: |
|  | Pending | 1 |
|  | Closed | 30 |
|  | Cancelled | 0 |
|  | Resolved | 2 |
|  | Total | 37 |
| James Bukumbi | Open | 79 |
|  | Pending | 3 |
|  | Closed | 37 |
|  | Cancelled | 3 |
|  | Resolved | 0 |
|  | Total | 122 |
| Mwita Damian | Open | 42 |
|  | Pending | 7 |
|  | Closed | 82 |
|  | Cancelled | 4 |
|  | Resolved | 0 |
|  | Total | 135 |
| Robert Dudu | Open | 20 |
|  | Pending | 0 |
|  | Closed | 17 |
|  | Cancelled | 0 |
|  | Resolved | 0 |
|  | Total | 37 |
| PORALG Helpdesk | Open | 5 |


|  | Pending | 0 |
| :---: | :---: | :---: |
|  | Closed | 0 |
|  | Cancelled | 1 |
|  | Resolved | 0 |
|  | Total | 6 |
| Vitus Kakoko | Open | 47 |
|  | Pending | 2 |
|  | Closed | 25 |
|  | Cancelled | 1 |
|  | Resolved | 0 |
|  | Total | 75 |
| Catherine Kiyao | Open | 3 |
|  | Pending | 0 |
|  | Closed | 15 |
|  | Cancelled | 0 |
|  | Resolved | 0 |
|  | Total | 18 |
| Hamis Mahmoud | Open | 15 |
|  | Pending | 0 |
|  | Closed | 8 |
|  | Cancelled | 1 |
|  | Resolved | 0 |
|  | Total | 24 |
| Hamimu Malowa | Open | 2 |
|  | Pending | 0 |
|  | Closed | 0 |
|  | Cancelled | 0 |
|  | Resolved | 0 |
|  | Total | 2 |
| Nassoro Mohamed | Open | 0 |
|  | Pending | 0 |
|  | Closed | 0 |
|  | Cancelled | 0 |
|  | Resolved | 0 |
|  | Total | 0 |
| Stanslaus Msenga | Open | 12 |
|  | Pending | 0 |
|  | Closed | 78 |
|  | Cancelled | 5 |
|  | Resolved | 0 |
|  | Total | 95 |
| James Mtatifikolo | Open | 19 |
|  | Pending | 0 |
|  | Closed | 0 |
|  | Cancelled | 1 |
|  | Resolved | 0 |
|  | Total | 20 |
| Mmaka Mwinjaka | Open | 17 |


|  | Pending | 18 |
| :---: | :---: | :---: |
|  | Closed | 88 |
|  | Cancelled | 3 |
|  | Resolved | 0 |
|  | Total | 126 |
| Catherine Oyoga | Open | 9 |
|  | Pending | 9 |
|  | Closed | 84 |
|  | Cancelled | 1 |
|  | Resolved | 7 |
|  | Total | 110 |
| Elisa Rwamiago | Open | 5 |
|  | Pending | 0 |
|  | Closed | 0 |
|  | Cancelled | 0 |
|  | Resolved | 0 |
|  | Total | 5 |
| Juma Shaa | Open | 14 |
|  | Pending | 0 |
|  | Closed | 0 |
|  | Cancelled | 2 |
|  | Resolved | 0 |
|  | Total | 16 |
| Amisa Shaban | Open | 27 |
|  | Pending | 0 |
|  | Closed | 53 |
|  | Cancelled | 8 |
|  | Resolved | 0 |
|  | Total | 88 |
| Noah Tambukwa | Open | 11 |
|  | Pending | 3 |
|  | Closed | 101 |
|  | Cancelled | 2 |
|  | Resolved | 1 |
|  | Total | 118 |
| Mark Tanda | Open | 19 |
|  | Pending | 0 |
|  | Closed | 0 |
|  | Cancelled | 0 |
|  | Resolved | 0 |
|  | Total | 19 |
| Hamis Zikatim | Open | 4 |
|  | Pending | 0 |
|  | Closed | 0 |
|  | Cancelled | 0 |
|  | Resolved | 0 |
|  | Total | 4 |
| Unassigned | Open | 0 |


|  | Pending | 1 |
| :---: | :---: | ---: |
|  | Closed | 0 |
|  | Cancelled | 0 |
|  | Resolved | 0 |
|  | Total | 1 |
|  | Open | 354 |
|  | Pending | 44 |
|  | Closed | 618 |
|  | Cancelled | 32 |
|  | Resolved | 10 |

