

Company	Nation	Division	Site	cost center	Serverity	Request typ
CVTI	Slovakia		Lamacska 8/A		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Lamacska 8/A		low	Incident
CVTI	Slovakia		Lamacska 8/A		low	Incident
CVTI	Slovakia		pracovnici Siemens		low	Incident
CVTI	Slovakia		Lamacska 8/A		low	Incident
CVTI	Slovakia		Lamacska 8/A		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Lamacska 8/A		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Cesta k Palovej bude		low	Incident
CVTI	Slovakia		Lamacska 8/A		low	Incident
CVTI	Slovakia		Lamacska 8/A		low	Incident
CVTI	Slovakia		Lamacska 8/A		low	Incident
CVTI	Slovakia		Lamacska 8/A		low	Incident

Category	Month open	Ticket	Submittergroup
Ine neviem zaradit	2016/06	8403212	
Ine neviem zaradit	2016/09	8516138	
Ine neviem zaradit	2016/12	8653168	
Hardware:Motorgenerator	2016/07	8439175	
Hardware:Cisco	2016/03	8243499	
Hardware:Cisco	2016/04	8276738	
Hardware:Klimatizacia	2016/01	8160110	
Hardware:Klimatizacia	2016/01	8132145	
Hardware:Klimatizacia	2016/04	8285223	
Hardware:Klimatizacia	2016/06	8405290	
Hardware:Klimatizacia	2016/06	8396105	
Hardware:Klimatizacia	2016/09	8528950	
Hardware:Klimatizacia	2016/11	8598543	
Hardware:Klimatizacia	2017/01	8660201	
Hardware:Skener -digitalizacne pracovisko	2016/02	8191995	
Hardware:Skener -digitalizacne pracovisko	2016/04	8285493	
Hardware:Skener -digitalizacne pracovisko	2016/09	8535255	
Hardware:Skener -digitalizacne pracovisko	2016/11	8599427	
Hardware:Skener -digitalizacne pracovisko	2016/11	8610103	
Hardware:HP:Servery	2016/03	8243720	
Hardware:HP:Servery	2016/06	8381979	
Hardware:HP:Servery	2016/07	8423068	
Hardware:IBM	2016/01	8139497	
Hardware:IBM	2016/02	8216449	
Hardware:IBM	2016/02	8187393	
Hardware:IBM	2016/04	8285232	
Hardware:IBM	2016/05	8327461	
Hardware:IBM	2016/05	8323619	
Hardware:IBM	2016/06	8411349	
Hardware:IBM	2016/06	8370244	
Hardware:IBM	2016/07	8423059	
Hardware:IBM	2016/07	8421122	
Hardware:IBM	2016/08	8455803	
Hardware:IBM	2016/10	8575052	
Hardware:IBM	2016/11	8581964	
Hardware:IBM	2017/01	8670626	
Hardware:Ine neviem zaradit	2016/06	8371084	
Hardware:EMC	2016/08	8464660	
Hardware:EMC	2016/08	8464651	
Hardware:EMC	2016/11	8619275	
Hardware:EMC	2017/01	8670761	

Supportgroup	Supportgroup typ	TTR waiting time	Solution category	SL 1st	SL 2nd
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	0
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	1
				0	0
				0	1
				0	1
				0	1
				0	0
				0	0

SL 3rd SL	SL ok 1st	SL ok 2nd	SL ok 3rd	SL percent 1st	SL percent	SL Response percent
0 Ja	0				100	100
0 Ja	0				100	100
0 Ja	0	1			100	100
0 Ja	0				100	100
0 Ja	0				100	100
0 Ja	0				100	100
0 Ja	0	1			100	100
0 Ja	0				100	100
0 Ja	0				100	100
0 Ja	0				100	100
0 Ja	0				100	100
0 Ja	0				100	100
0 Ja	0	1			100	100
0 Nein	0				100	100
0 Ja	0				100	100
0 Ja	0				100	100
0 Ja	0	1			100	100
0 Ja	0				100	100
0 Ja	0				100	100
0 Ja	0				100	100
0 Ja	0				100	100
0 Ja	0	1			100	100
0 Ja	0				100	100
0 Ja	0				100	100
0 Ja	0				100	100
0 Ja	0				100	100
0 Ja	0	1			100	100
0 Ja	0				100	100
0 Ja	0				100	100
0 Ja	0				100	100
0 Ja	0	1			100	100
0 Ja	0				100	100
0 Ja	0	1			100	100
0 Ja	0				100	100
0 Ja	0				100	100
0 Ja	0	1			100	100
0 Nein	0				100	100
0 Nein	0				100	100
0 Ja	0	1			100	100
0 Ja	0	1			100	100
0 Ja	0				100	100
0 Nein	0				100	100
0 Nein	0				100	100

SL Respo	setime	Responsetime	Equipmentnb	Asset typ	Asset name	FB 1st contact	FB-1st
1	0.02999999933						Nein
1	0.20000000298						Nein
1	0.49000000954						Nein
1	0.76999998093						Nein
1	0.20999999344						Nein
1	1.10000002384						Nein
1	2.13000011444						Nein
1	0.43999999762						Nein
1	0.58999997377						Nein
1	0.50999999046						Nein
1	0.77999997139						Nein
1	0.97000002861						Nein
1	0.99000000954						Nein
1	0.40999999642						Nein
1	0.20000000298						Nein
1	0.27000001073						Nein
1	0						Nein
1	0.97000002861						Nein
1	0.5						Nein
1	1.09000003338						Nein
1	0.60000002384						Nein
1	1.84000003338						Nein
1	0.56000000238						Nein
1	0.62000000477						Nein
1	0.1099999994						Nein
1	0.40000000596						Nein
1	0.31000000238						Nein
1	0.92000001669						Nein
1	0.68000000715						Nein
1	1.02999997139						Nein
1	1.67999994755						Nein
1	0.69999998808						Nein
1	1.34000003338						Nein
1	0.20000000298						Nein
1	1.26999998093						Nein
1	0.18000000715						Nein
1	0.34000000358						Nein
1	1.29999995232						Nein
1	1.03999996185						Nein
1	0.68999999762						Nein
1	0.64999997616						Nein

FB quality	FB-quality	FB TTR	FB-TTR	Feedback	EscLevel	Remote solution	MasterSlave new
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		1		1
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		1		1
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		1		1
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		1		1
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		1		1
	Nein		Nein		1		1
	Nein		Nein		4		1
	Nein		Nein		4		1
	Nein		Nein		4		1

solved Reporting-Group

1ORS SK Kunden
1ORS SK Kunden
1ORS SK Kunden
1ORS SK Kunden
1ORS SK Kunden
1ORS SK Kunden
1ORS SK Kunden
1ORS SK Kunden
1ORS SK Kunden
1ORS SK Kunden
1ORS SK Kunden
1ORS SK Kunden
1ORS SK Kunden
1ORS SK Kunden
ORS SK Kunden
1ORS SK Kunden
1 ORS SK Kunden
1 ORS SK Kunden
1 ORS SK Kunden
1 ORS SK Kunden
1 ORS SK Kunden
1 ORS SK Kunden
1 ORS SK Kunden
1 ORS SK Kunden
1 ORS SK Kunden
1 ORS SK Kunden
1 ORS SK Kunden
1 ORS SK Kunden
1 ORS SK Kunden
1 ORS SK Kunden
1 ORS SK Kunden
1 ORS SK Kunden
1 ORS SK Kunden
1 ORS SK Kunden
1 ORS SK Kunden
1 ORS SK Kunden
1 ORS SK Kunden
ORS SK Kunden 1
ORS SK Kunden 1
ORS SK Kunden 1
ORS SK Kunden
ORS SK Kunden
ORS SK Kunden