

Digital Services | IT Service Desk Monthly Review

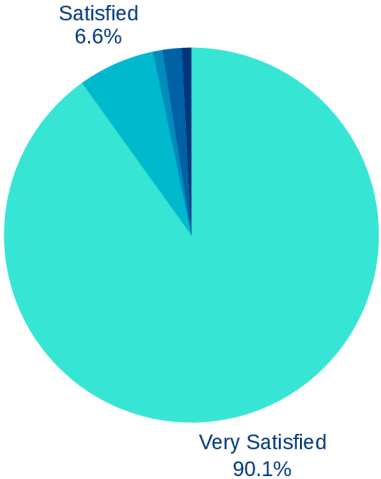
October 2025

LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

Ticket Totals



Feedback



Feedback Ratings: 121
(7.79% Response Rate)

Average score: 4.83/5.00
Very Satisfied

Contact Totals



No. of phone calls taken: 442 (718 previous month, down 38%)



No. of live chat sessions: 135 (242 previous month, down 44%)
No. of AI Chatbot Conversations: 183 (352 previous month, down 48%)



No. of walk-up enquiries: 584 (739 previous month, down 21%)
No. of equipment bookings: 466 (355 previous month, up 31%)

First Time Fix Rate



	Current month	Previous month	Academic Year average so far
Incident	65%	77%	71%
Request	76%	87%	82%
Total	73%	85%	79%

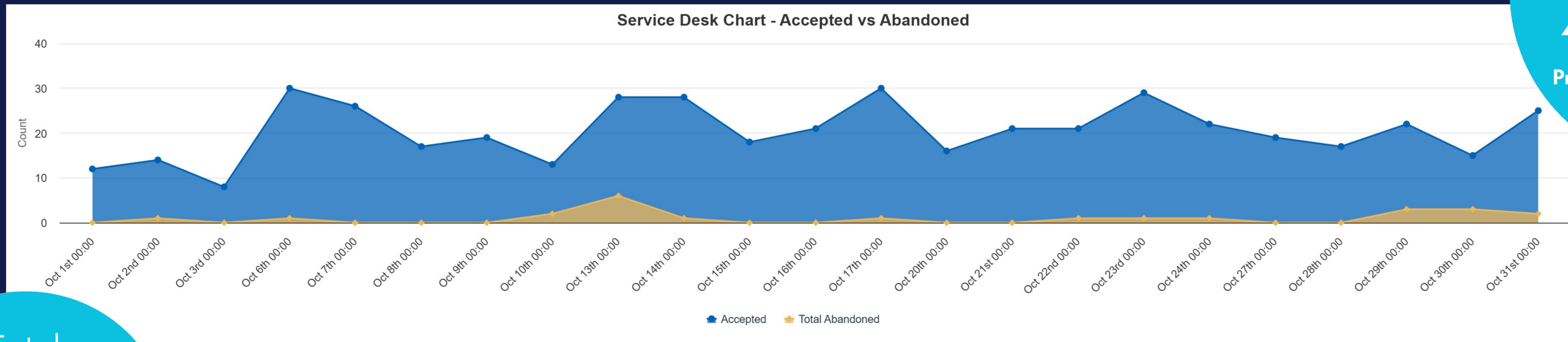


Communications - Service Desk

Total Accepted

471 (94%)

Previous Month - 404 (97%)



Total
Abandoned
23 (6%)

Previous Month - 09
(3%)

	Current Month	Previous Month
Average Handling Time	06:47	06:35
Average Wait Time	00:41 [Max 15:03]	00:25 [Max 05:56]
% Calls Answered Under 30 secs	83%	85%

Date of Longest
Wait Time

Oct 30th

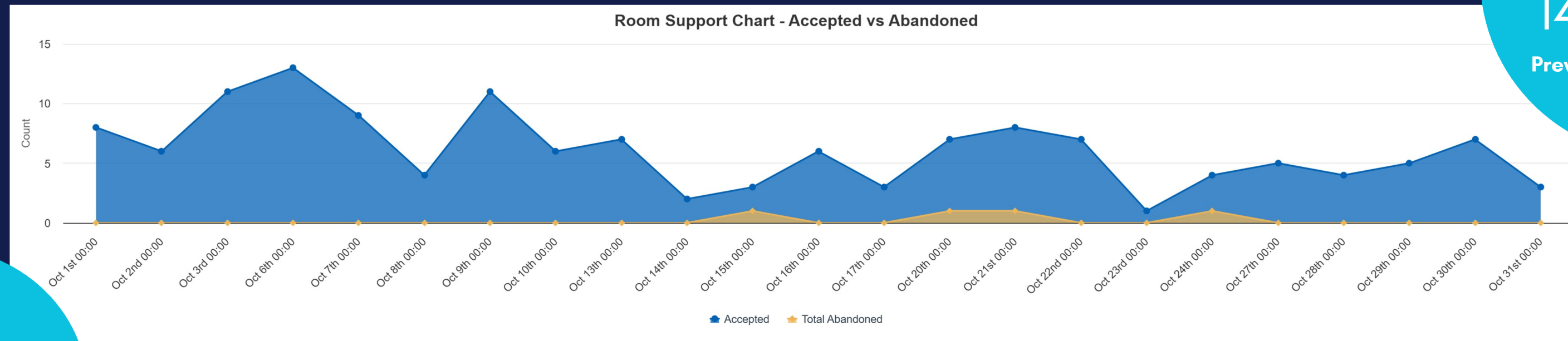


Communications - Room Support

Total Accepted

140 (97%)

Previous Month - 139 (91%)



Total
Abandoned

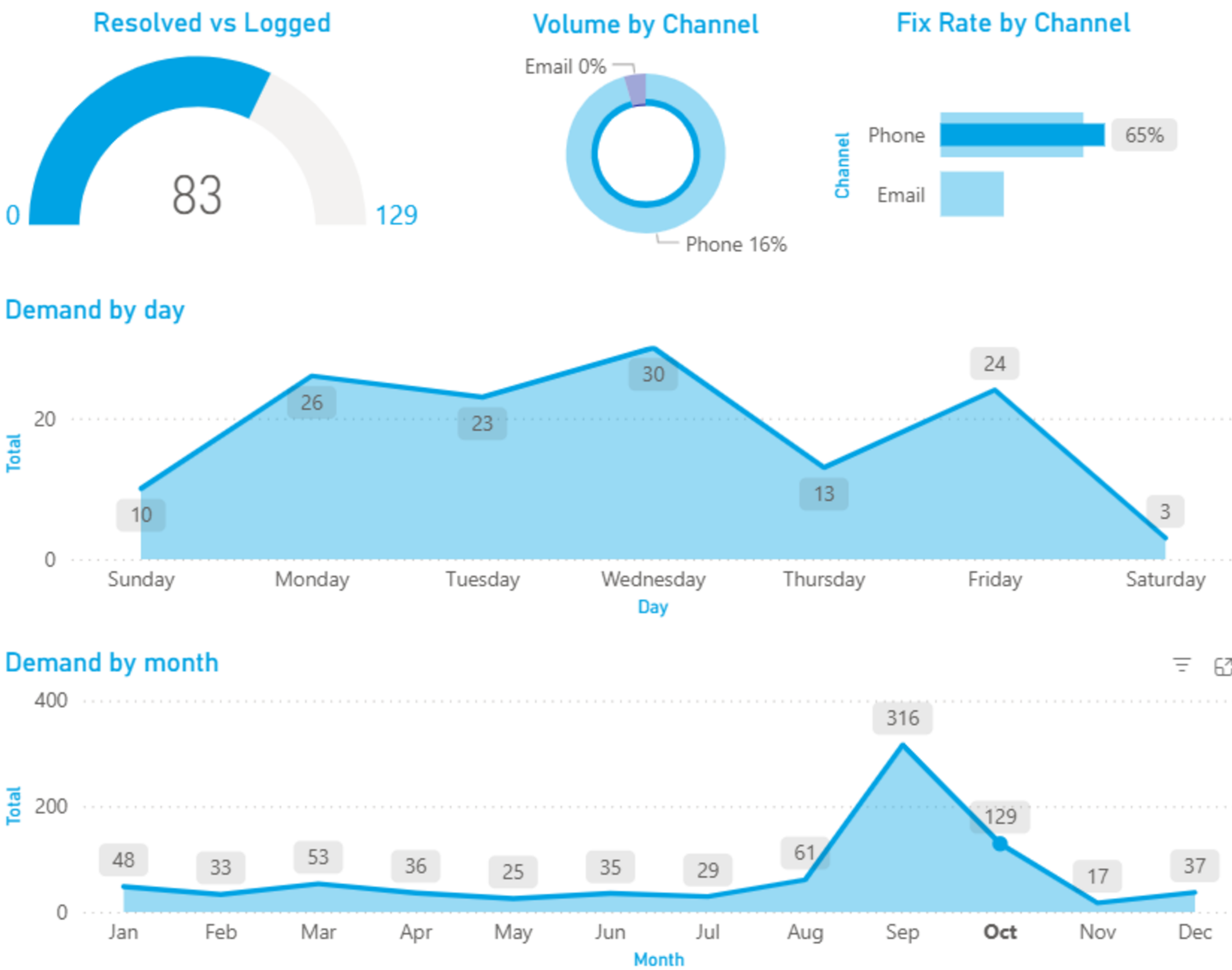
4 (3%)

Previous Month - 13 (9%)

	Current Month	Previous Month
Average Handling Time	02:14	03:00
Average Wait Time	00:18 [Max: 04:12]	00:40 [Max: 06:23]
% Calls Answered Under 30 secs	96%	88%

Date of Longest
Wait Time

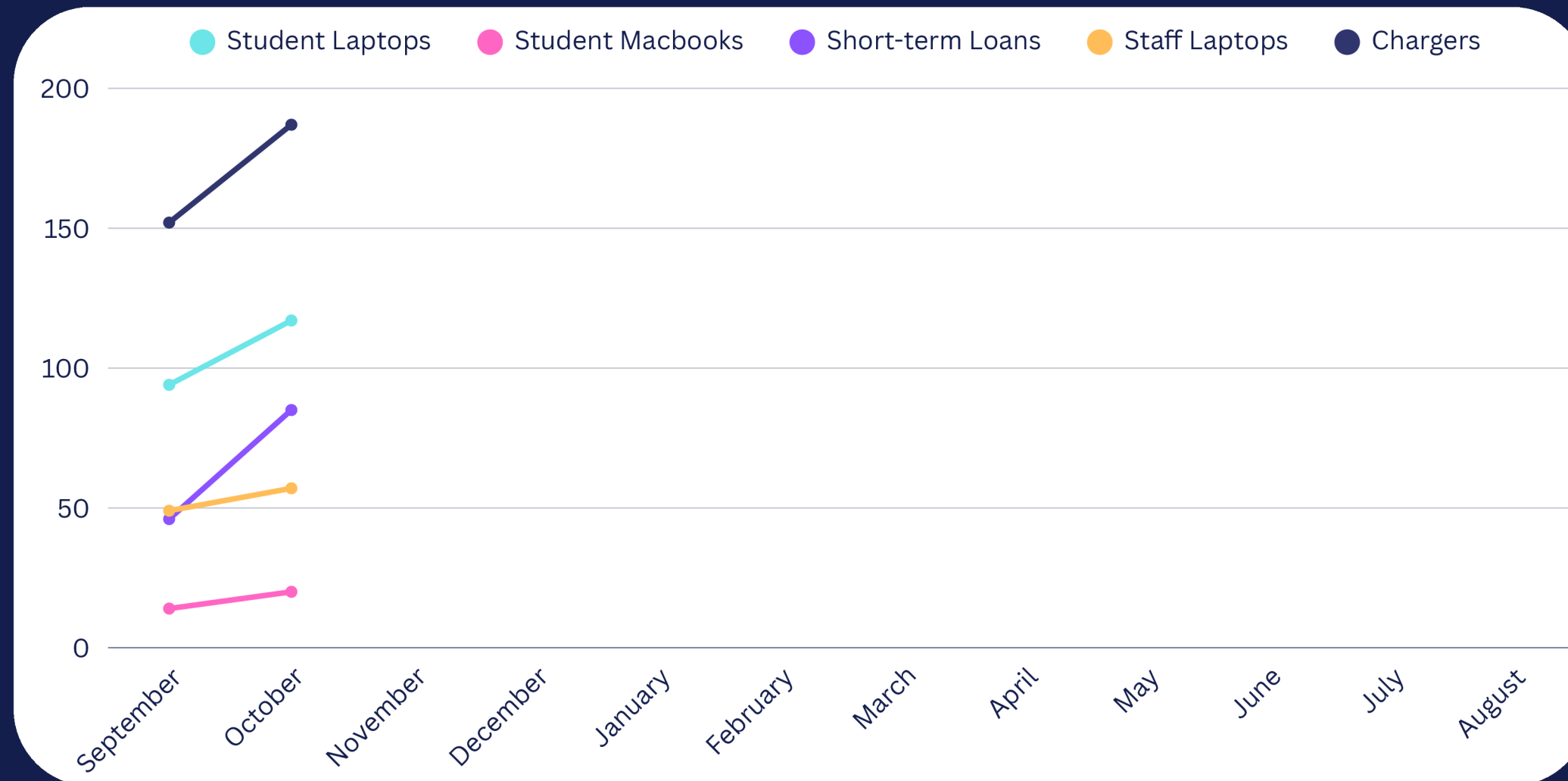
Oct 21st



Subject	Total	Fix Rate
Accounts and Access -> Multi-Factor Authentication (MFA)	47	79%
Accounts and Access -> Reset / Unlock Password	46	76%
General Enquiry -> Unclassified Request	6	50%
Accounts and Access -> Disable / Re-enable Account	5	
Accounts and Access -> Single Sign-On / Federation	3	33%
Accounts and Access -> Assign / Change Licence	2	100%
Accounts and Access -> Create / Change Account	2	50%
Collaboration -> Email	2	50%
Digital Presence & Web -> Staff / Student Portal	2	
Software & Applications -> Office Productivity Suite	2	
Accounts and Access -> Permissions & Roles	1	
Collaboration -> File Sync & Share	1	
Digital Presence & Web -> Accessibility & User Experience	1	
Library Services -> Digital Resource Access	1	
Network & Connectivity -> VPN & Remote Access	1	
Network & Connectivity -> Wireless Network	1	100%
Organisational Information -> Course / Programme Enquiry	1	
Organisational Information -> Enrolment & Registration	1	
Software & Applications -> HR / Payroll System	1	
Total	129	64%



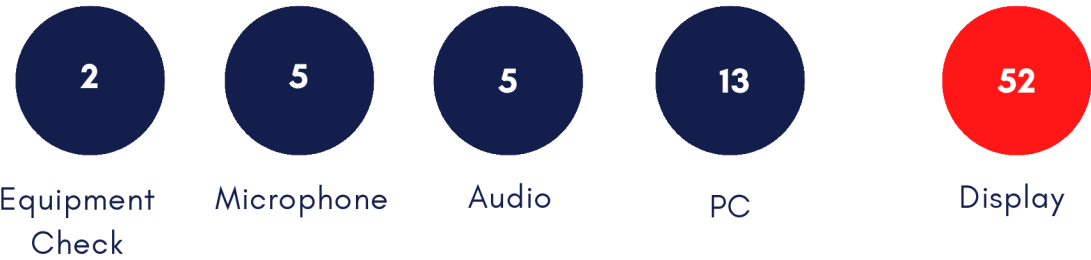
Walk-Up Support



Service Desk Category Trends

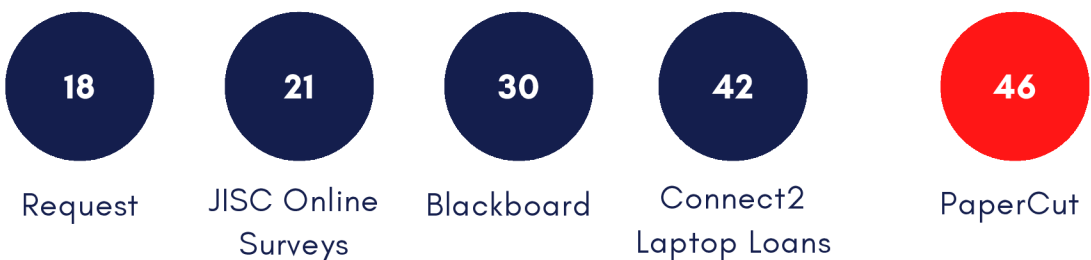
WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: CAMPUS ROOM SUPPORT (82)



WHICH ARE OUR TOP REQUESTS THIS MONTH?*

TOP LEVEL CATEGORY: SOFTWARE & SYSTEMS (208)



*Excludes N/A Quick Call Category Data.

SOFTWARE & SYSTEMS DEEP DIVE:



WHILST MOST OFTEN “ACCOUNT” IS THE MOST COMMON HIGHEST REPORTED TICKET CATEGORY FOR REQUESTS, THIS WAS REPLACED BY SOFTWARE AND SYSTEMS DURING OCTOBER DUE TO A HIGHER NUMBER OF ROUTINE 1ST LINE QUERIES ASSOCIATED WITH PAPER CUT FOR START OF SEMESTER E.G. ADDING THE £10 FREE CREDIT.

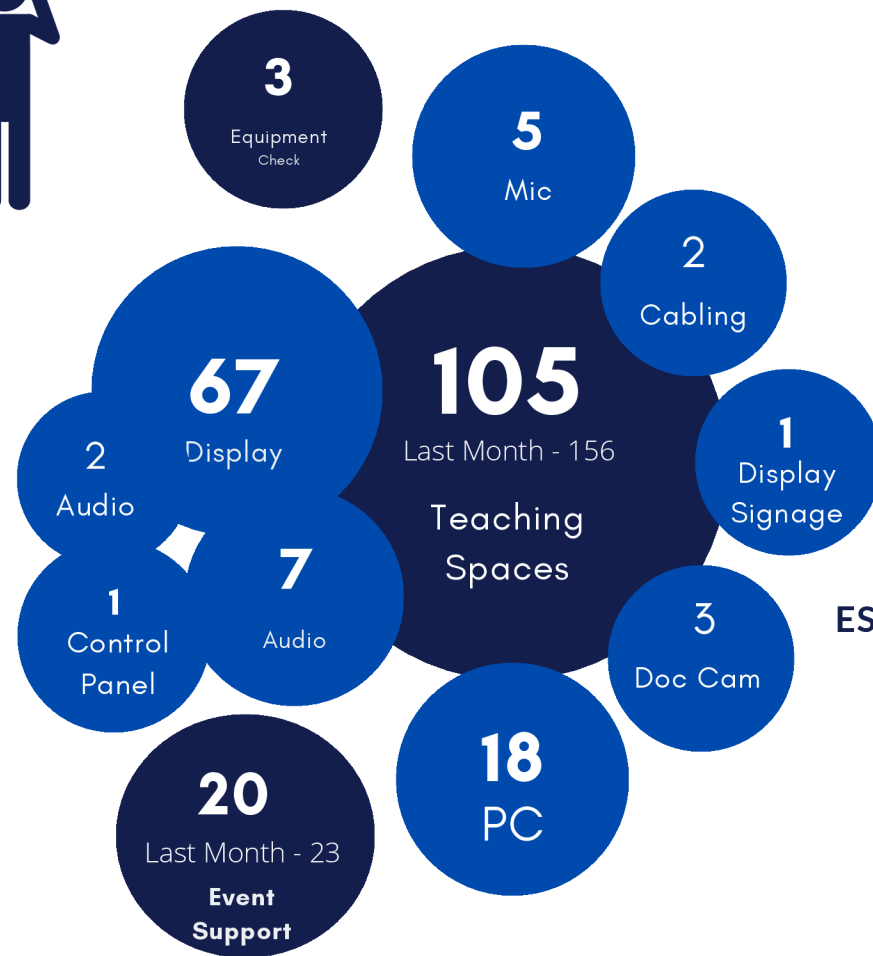


WHICH ARE OUR TOP TICKETS HANDLED OUTSIDE THE SERVICE DESK THIS MONTH?

Top Incident 1st Level Category: Hardware (75)
Top Incident Sub-Level Category: Hardware - Laptop (31)
Top Request 1st Level Category: Account (112)
Top Request Sub-Level Category: Account - Leaver (100)



AV Support Trends



ESCALATIONS:

