Digital Services | IT Service Desk Monthly Review

December 2025

LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

Ticket Totals

243
INCIDENT TICKETS LOGGED

1028
TOTAL TICKETS

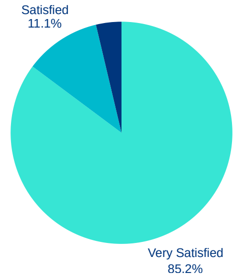
785
REQUEST TICKETS LOGGED

007
PROBLEM RECORDS

Feedback

Average Student score: 4.74/5.00

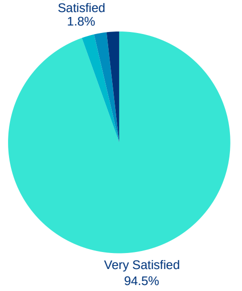
Very Satisfied



Ratings: 27 (7.54% Response Rate)

Average Staff score: 4.87/5.00

Very Satisfied



Ratings: 55 (11.63% Response Rate)

Contact Totals

No. of phone calls taken: 395 (557 previous month, down 29%)

No. of live chat sessions: 55 (84 previous month, down 36%)
No. of AI Chatbot Conversations: 197 (254 previous month, down 22%)

No. of walk-up tickets: 283 (401 previous month, down 29%)
No. of equipment bookings: 376 (423 previous month, down 11%)

First Time Fix Rate

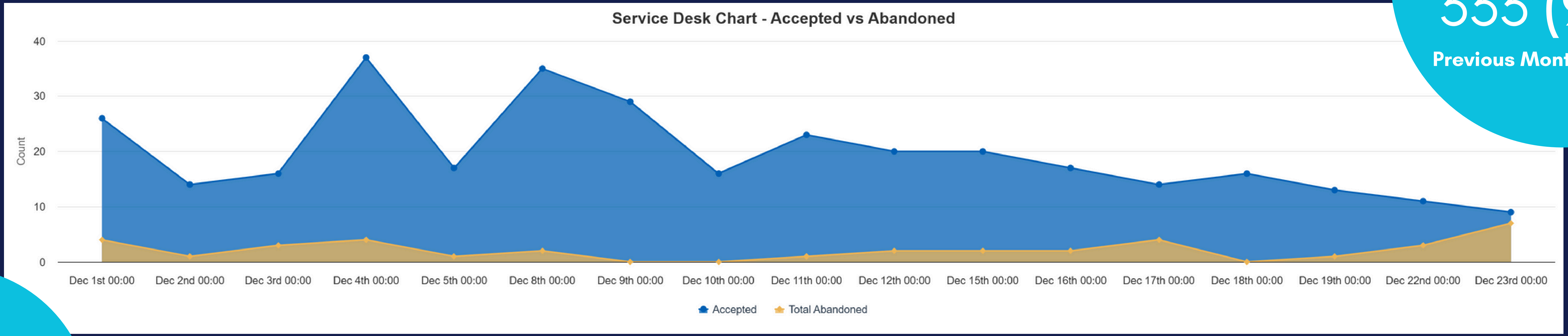
	Current month	Previous month	Academic Year average so far
Incident	**62%**	70%	69%
Request	**78%**	77%	80%
Total	**74%**	76%	77%

Communications - Service Desk

Total Accepted

333 (90%)

Previous Month - 454 (93%)



Total Abandoned

37 (10%)

Previous Month - 31 (8%)

	Current Month	**Previous Month**
Average Handling Time	06:36	07:01
Average Wait Time	00:58 [Max: 14:45]	00:58 [Max 36:49]
% Calls Answered Under 30 secs	67%	79%

Date of Longest Wait Time

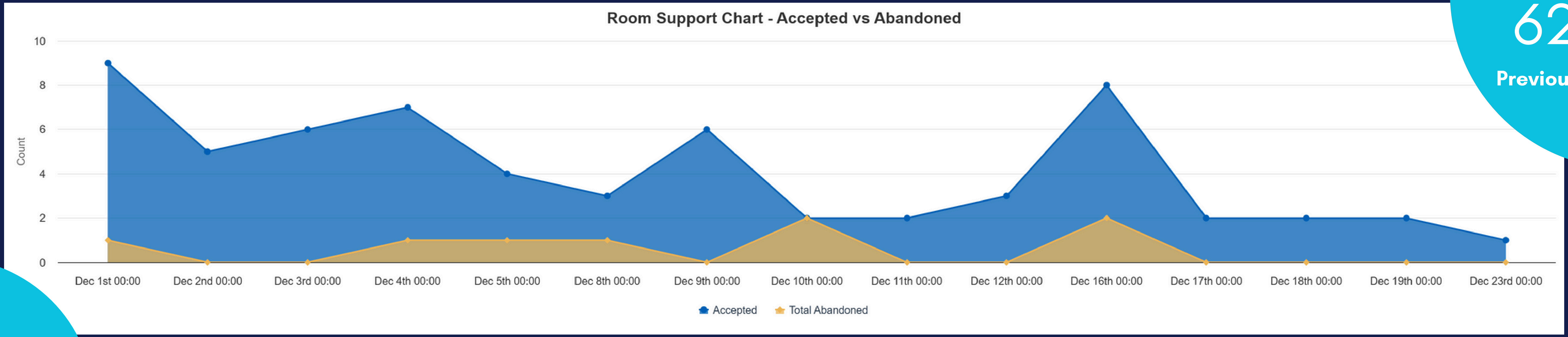
Dec 23rd

Communications - Room Support

Total Accepted

62 (89%)

Previous Month - 103 (87%)



Total Abandoned

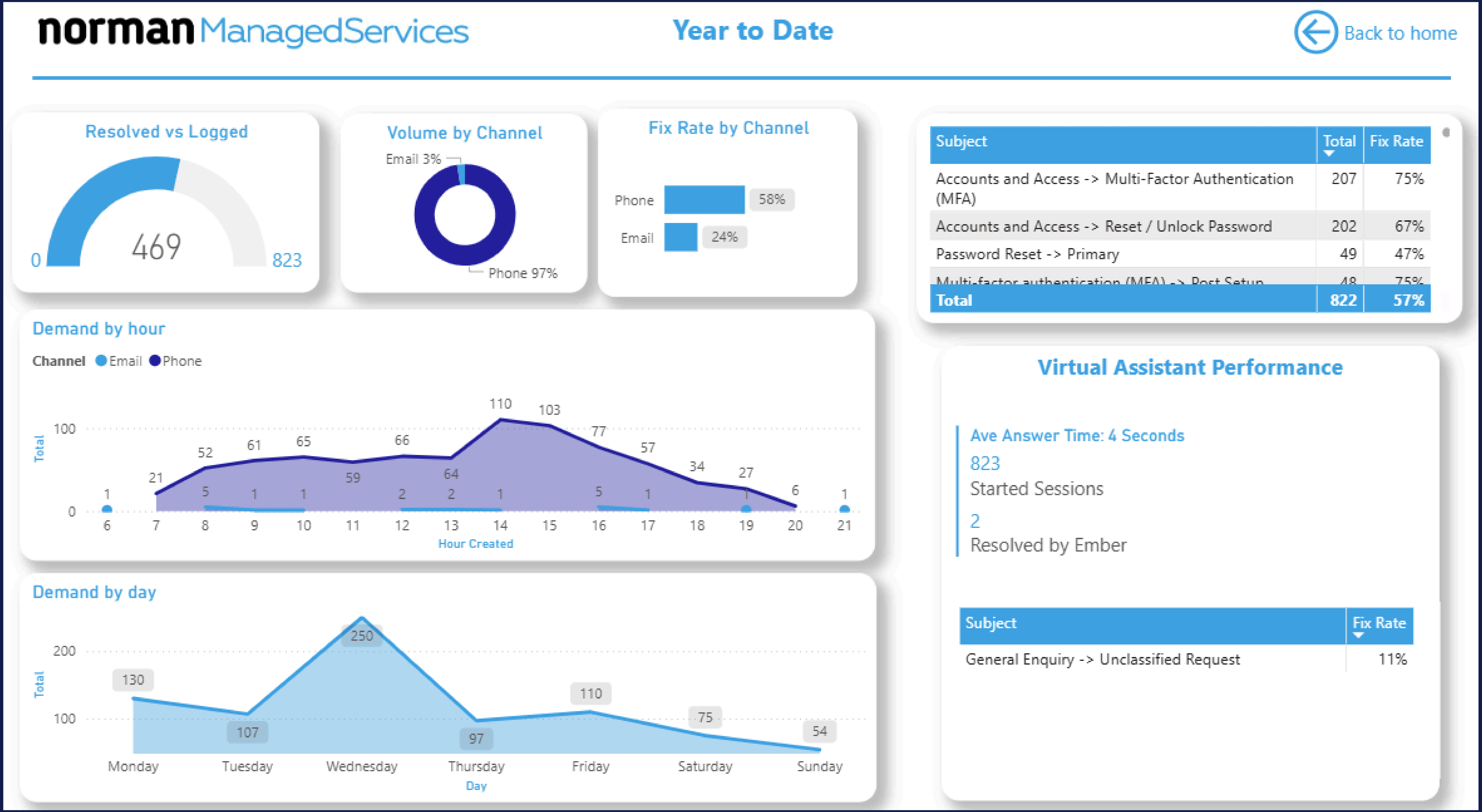
8 (11%)

Previous Month - 16 (13%)

	Current Month	**Previous Month**
Average Handling Time	02:58	02:47
Average Wait Time	00:40 [Max: 06:24]	00:33 [Max: 05:45]
% Calls Answered Under 30 secs	92%	91%

Date of Longest Wait Time

Dec 10th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Back to home

Year to Date

Resolved vs Logged

0
469
823

Volume by Channel

Email 3%
Phone 97%

Fix Rate by Channel

Phone 58%
Email 24%

Subject	Total	Fix Rate
Accounts and Access -> Multi-Factor Authentication (MFA)	207	75%
Accounts and Access -> Reset / Unlock Password	202	67%
Password Reset -> Primary	49	47%
Multi-factor authentication (MFA) -> Post Setup	48	75%
Total	**822**	**57%**

Demand by hour

Channel ● Email ● Phone
Total
100
0
1
21
52
61
65
59
66
64
110
103
77
57
34
27
6
1
5
1
1
2
2
1
5
1
1
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
Hour Created

Demand by day

Total
200
100
130
107
250
97
110
75
54
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Sunday
Day

Virtual Assistant Performance

Ave Answer Time: 4 Seconds

823

Started Sessions

2

Resolved by Ember

Subject	Fix Rate
General Enquiry -> Unclassified Request	11%

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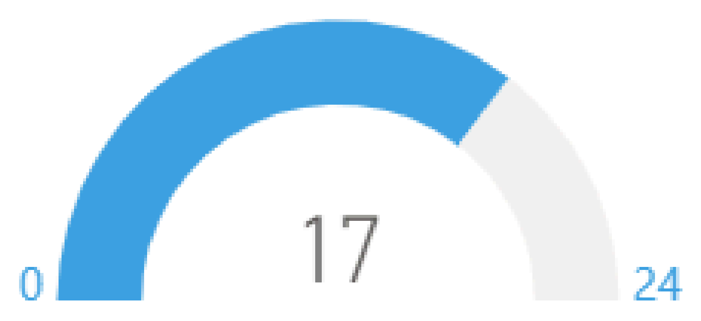
Date Picker

Created On

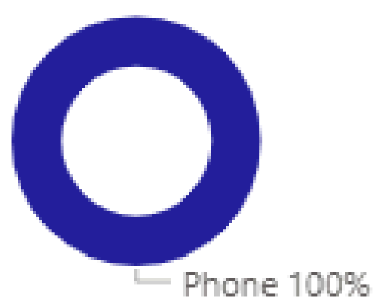
01/12/2025 | 31/12/2025

Back to home

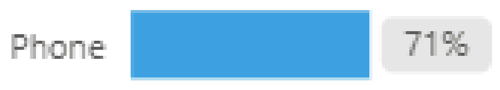
Resolved vs Logged



Volume by Channel

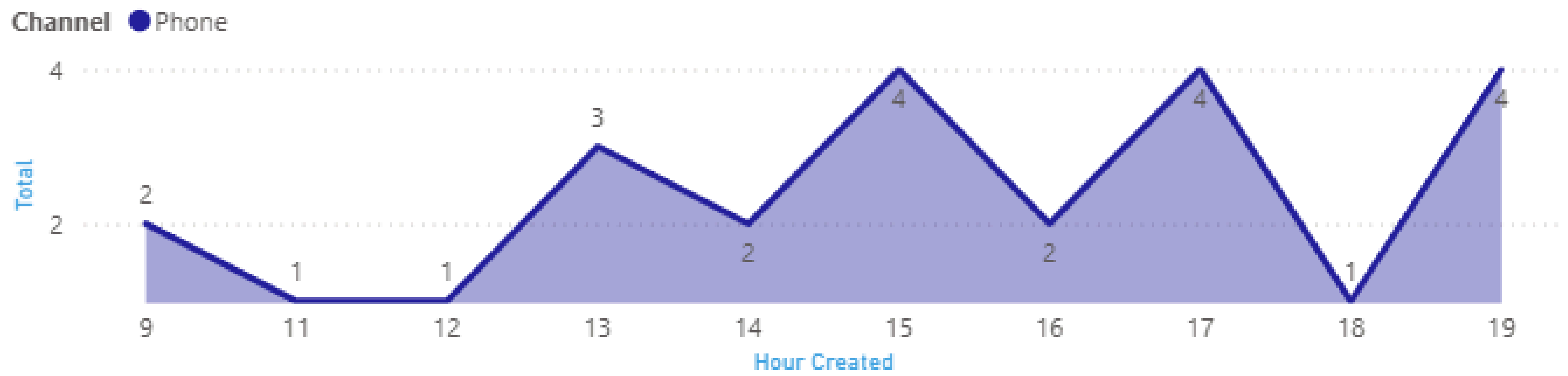


Fix Rate by Channel

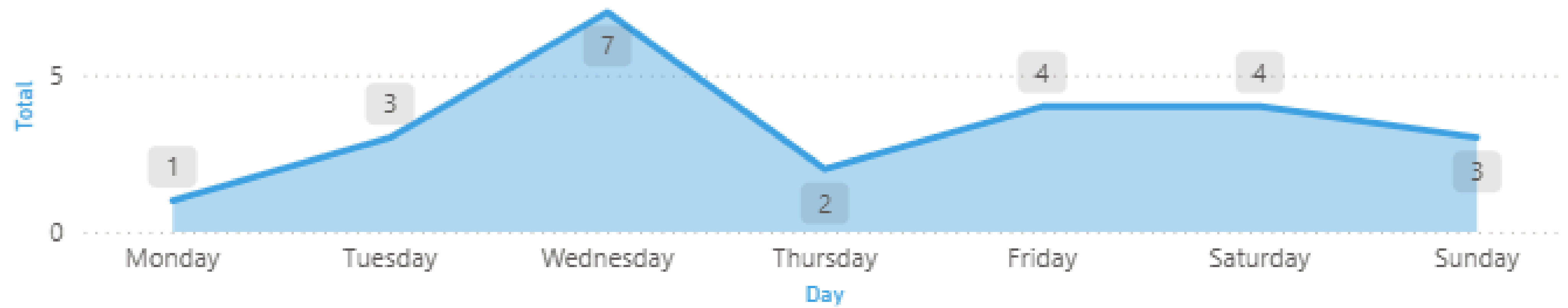


Subject	Total	Fix Rate
Accounts and Access -> Multi-Factor Authentication (MFA)	10	80%
Accounts and Access -> Reset / Unlock Password	4	75%
Devices & Peripherals -> Desktop / Laptop	2	50%
Accounts and Access -> Guest & External Access	1	
Collaboration -> Email	1	
Devices & Peripherals -> Procurement & Asset Disposal	1	
General Enquiry -> Test / Dropped Call	1	100%
Library Services -> Borrowing / Returns	1	100%
Security & Information Protection -> Phishing / Spam	1	100%
Software & Applications -> Specialist Application	1	100%
Virtual Learning Environment (VLE) -> Submission	1	100%
Total	**24**	**71%**

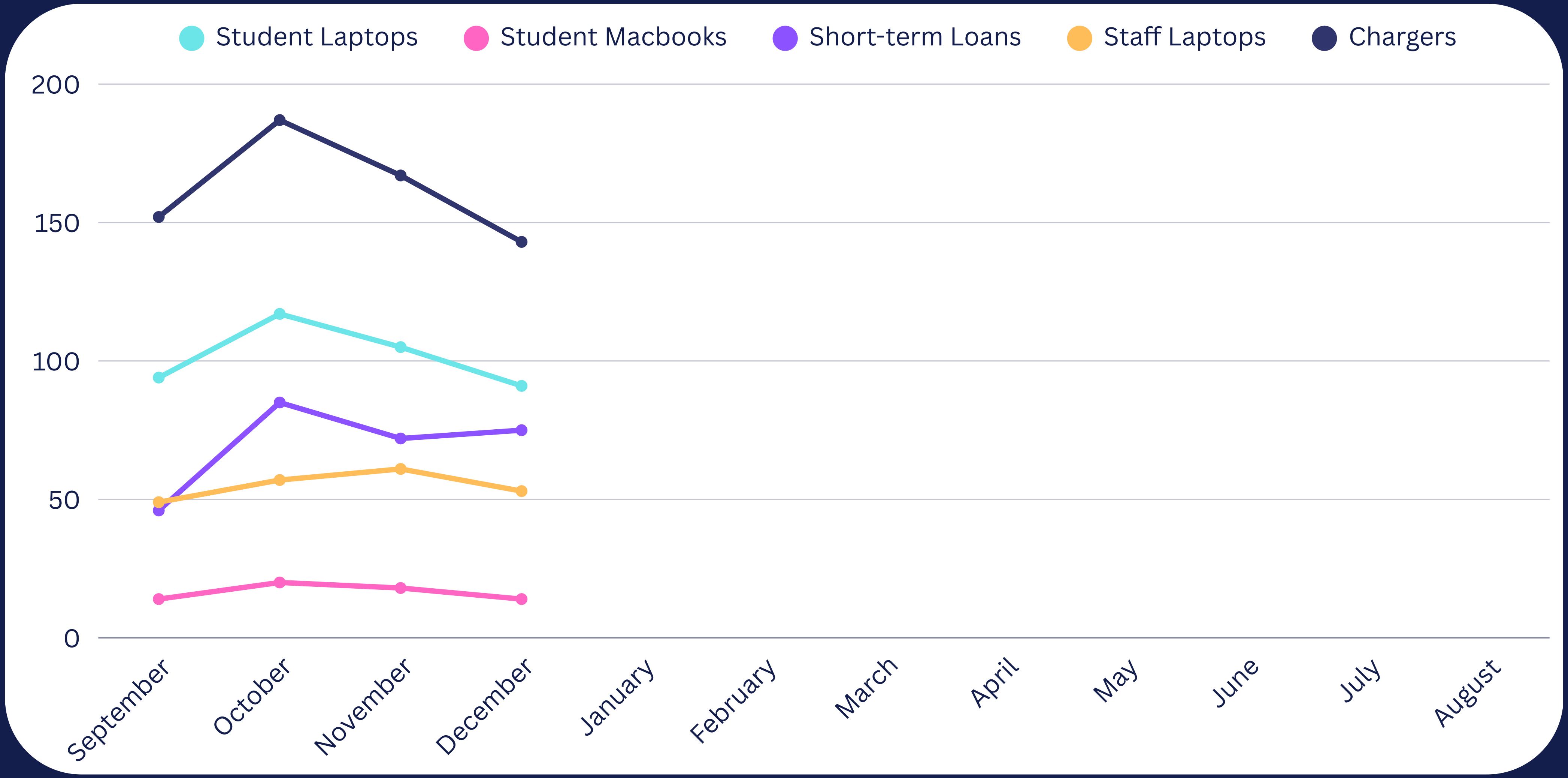
Demand by hour

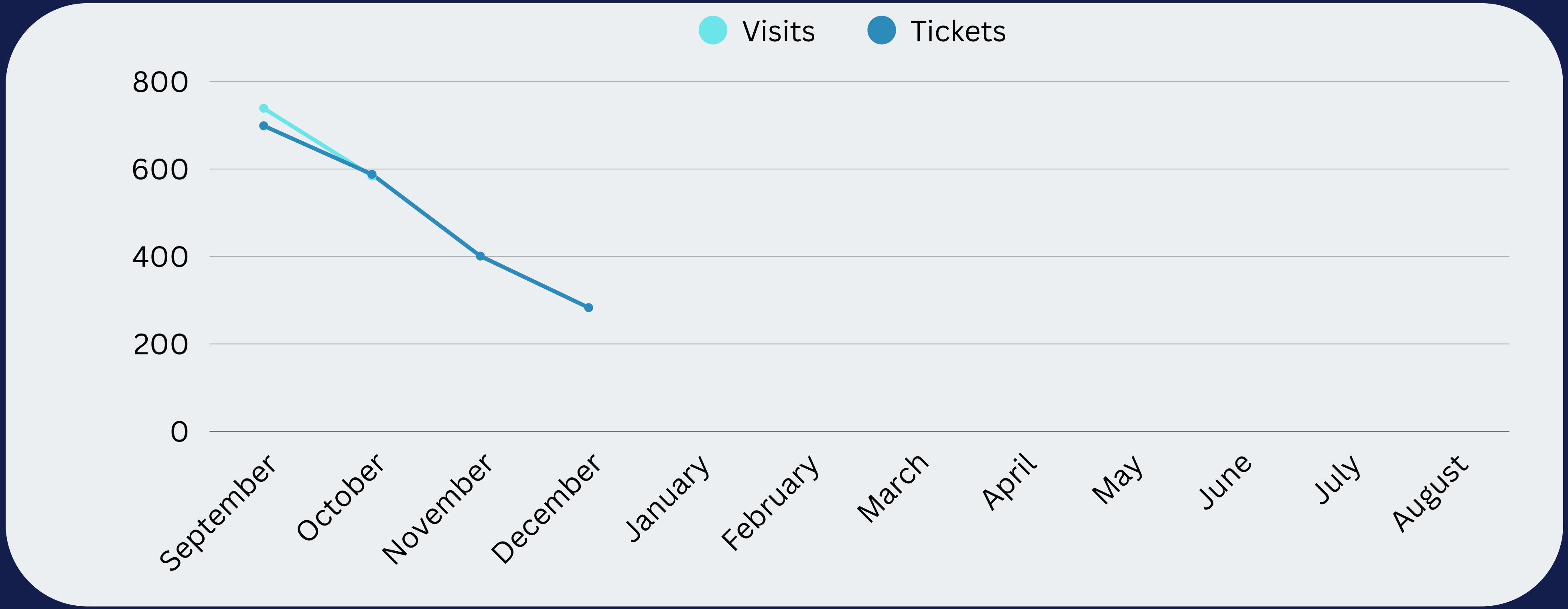


Demand by day



Walk-Up Support





Service Desk Category Trends

WHICH ARE OUR TOP **INCIDENTS** THIS MONTH?

TOP LEVEL CATEGORY: CAMPUS ROOM SUPPORT (42)

Camera	Microphone	Audio	PC	Display
1	2	4	6	28

WHICH ARE OUR TOP **REQUESTS** THIS MONTH?*

TOP LEVEL CATEGORY: **ACCOUNT** (106)

3rd Party Access	Guest Account	Account Activation	Password Reset/Change	Multi-Factor Authentication (MFA)
3	3	7	33	55

*Excludes N/A Quick Call Category Data.

CATEGORIES DEEP DIVE:

Trending categories have normalised to the types of common queries expected for the Service Desk to process.

An exercise is underway to assess and add structure to Digital Services pre-maintenance checks on teaching spaces to further improve the condition of the estate and reduce tickets.

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

Top Incident 1st Level Category: Hardware (44)
Top Incident Sub-Level Category: Hardware - Laptop (14)

Top Request 1st Level Category: Hardware (58)
Top Request Sub-Level Category: Hardware - Laptop (24)

AV Support Trends

1
Equipment
Check

4
Mic

3
Cabling

35
Display

67
Last Month - 90
Teaching
Spaces

6
Audio

7
Audio

1
Control
Panel

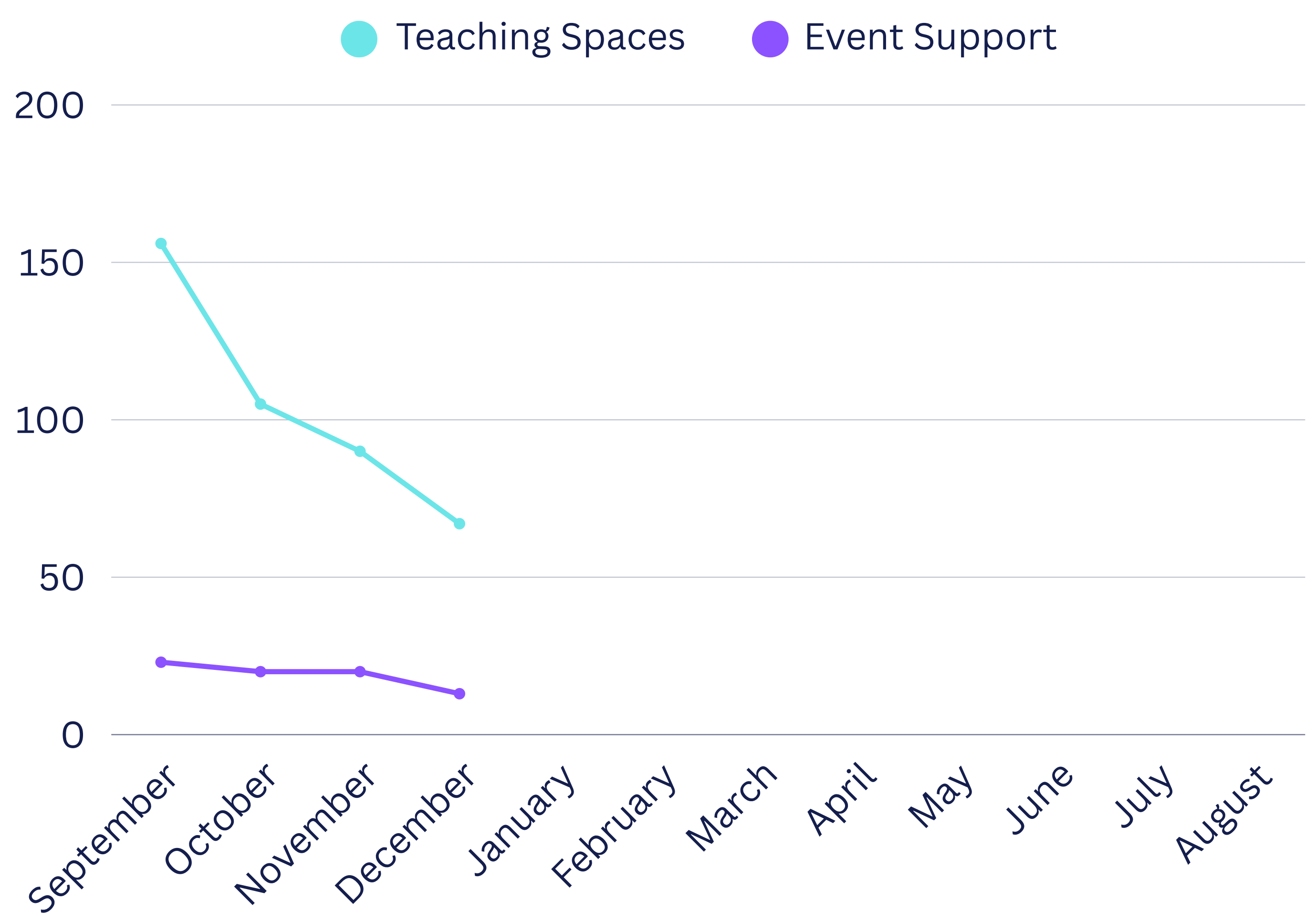
13
PC

13
Last Month - 20
Event
Support

ESCALATIONS:

1
UX

2
Ops

6
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