

SaaS Support Ticket Analytics Dashboard

11K

Total Tickets

260.39

Avg First Res Mins

20.86

Avg Resolution Hrs

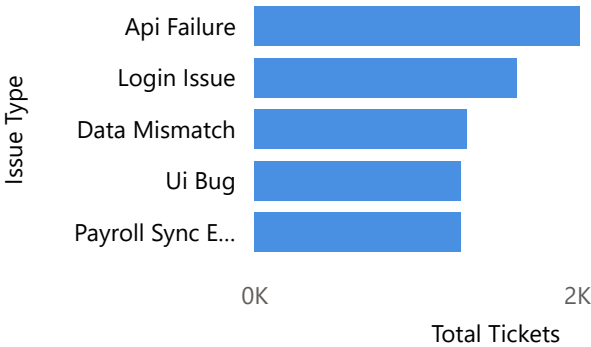
0%

SLA Breach %

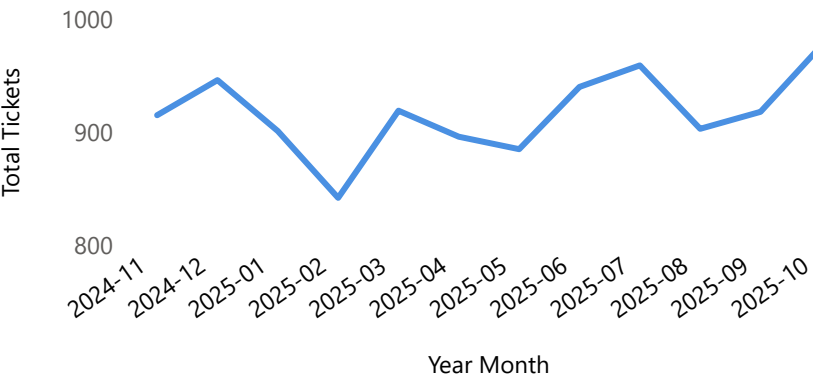
3.6

Avg CSAT

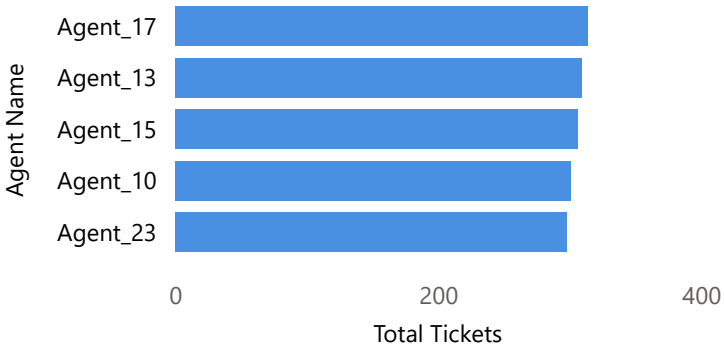
Total Tickets by Issue Type



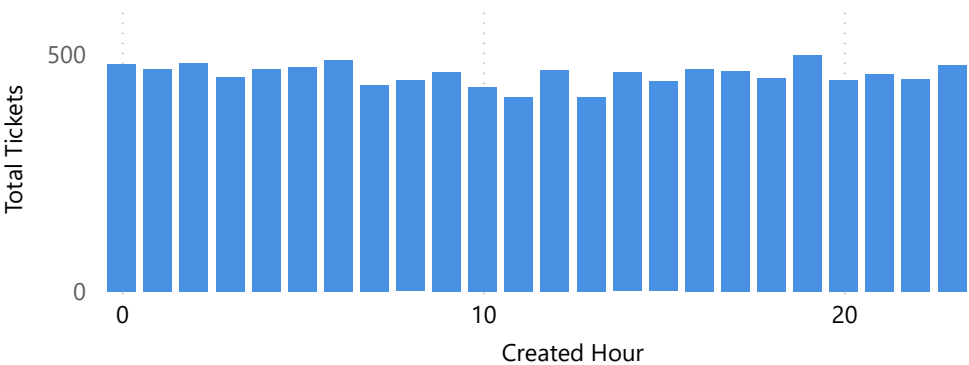
Total Tickets by Year Month



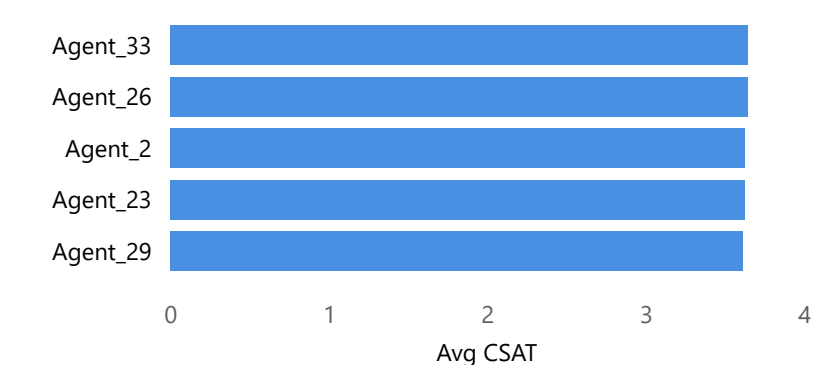
Total Tickets by Agent Name



Total Tickets by Created Hour



Avg CSAT by Agent Name



2024

2025

MonthName

All