



Analyst-E

# Tickets Overview



Year



All



Month



All



Category



All



Priority Level



All



Work Type



All



## OPENED TICKETS

128,838



## CLOSED TICKETS

126,534



## COMPLAINT RESOLUTION RATE

98.21%



## SLA COUNT

81,874



### What categories had the most tickets?

Failed Transaction | 38521



POS Issues | 34406



Delayed Credit Alert | 17655



ATM Issues | 16729



Fraudulent Charges | 9260



Account Errors | 4051



Internet Banking Issues | 3956



Fraudulent Transaction | 3246



Network Downtime | 1014



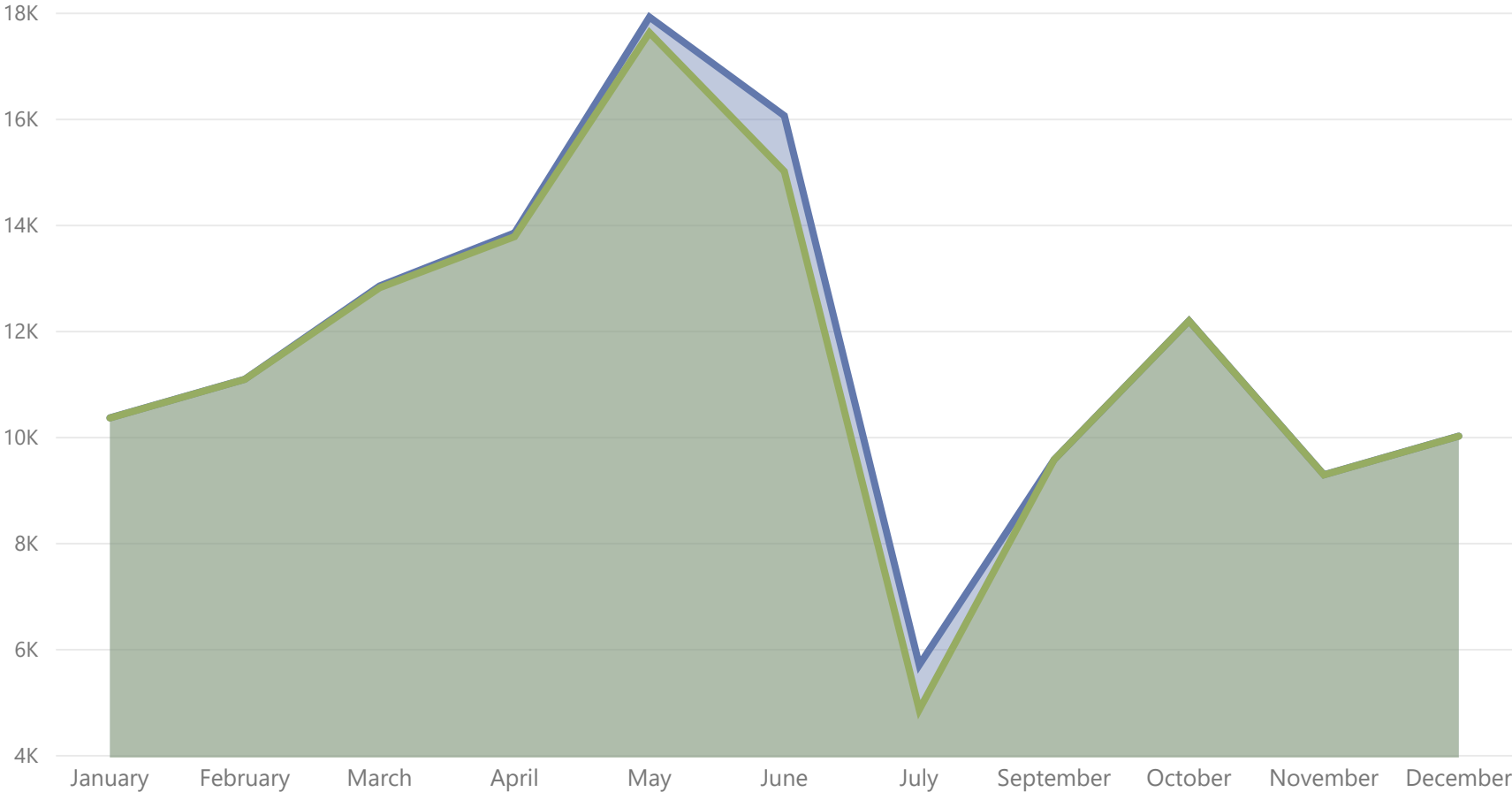
### Total Opened Tickets and Closed Tickets by Month

Year

Month

Day

● Total Opened Tickets ● Closed Tickets



Analyst-E



# Resolution and Agent Performance



Year

All

Month

All

Category

All

Priority Level

All

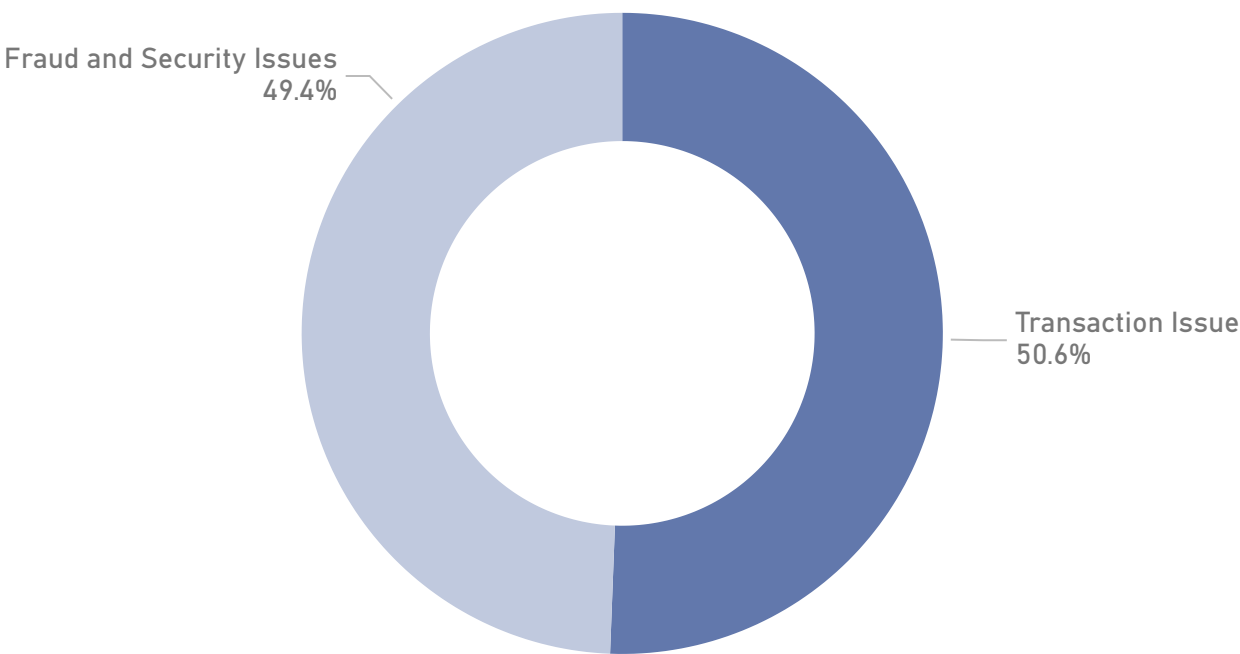
Work Type

All

Tickets that Met SLA  
**63.55%**

Avg. Resolution Time  
**4.76 days**

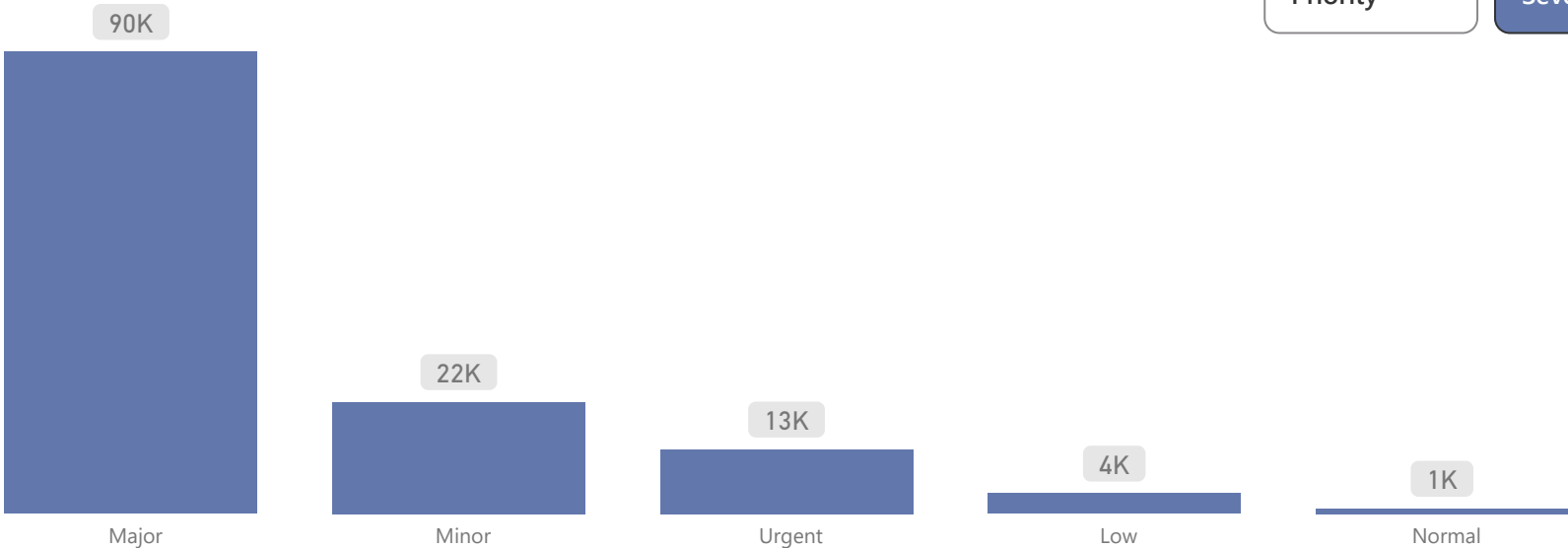
Total Tickets by Work Type



Total Tickets by Severity

Priority

Severity



Agent Name	Total Opened Tickets	Closed Tickets	Closure Rate	SLA Count	SLA Percentage
Chioma Nnamdi	4,029	3,977	98.71%	2,648	65.72%
Yemi Oladipo	8,829	8,696	98.49%	5,547	62.83%
Kelechi Uche	6,474	6,368	98.36%	4,140	63.95%
Tunde Balogun	6,314	6,208	98.32%	4,008	63.48%
Femi Alabi	6,411	6,300	98.27%	4,068	63.45%
Kunle Ajayi	6,377	6,266	98.26%	4,043	63.40%
Fatima Bello	6,396	6,284	98.25%	4,093	63.99%
Nneka Umeh	6,461	6,346	98.22%	4,123	63.81%
Total	128,838	126,534	98.21%	81,874	63.55%