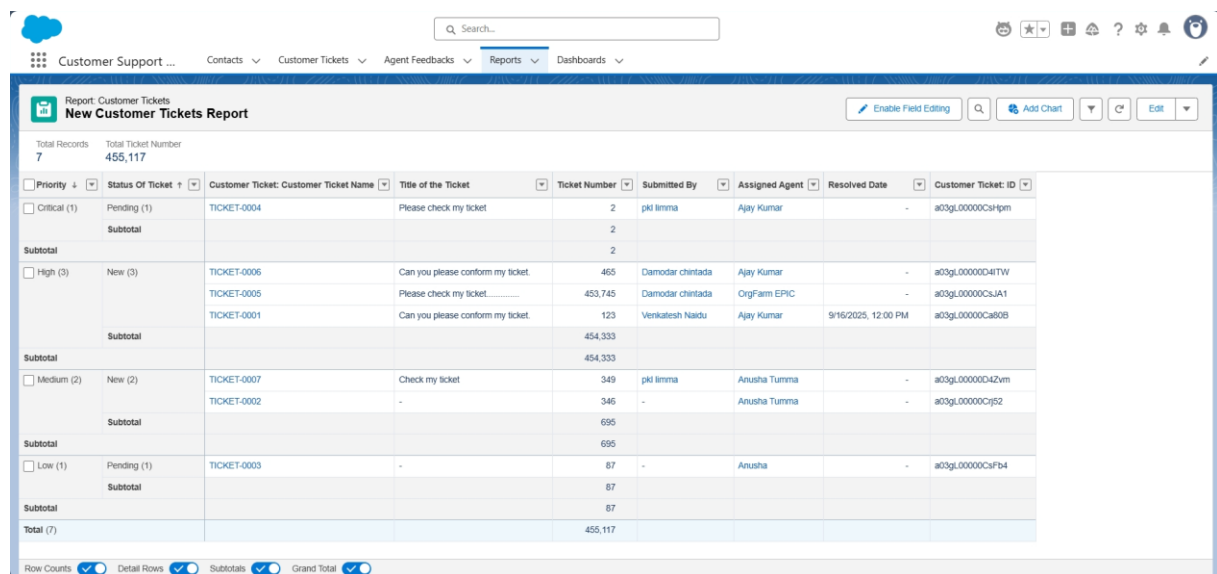


Customer Support Ticketing System

Phase 9: Reporting, Dashboards & Security Review

1. Reports

- Tracks ticket volume, SLA compliance, resolution time, and agent performance.
- Helps identify bottlenecks and recurring issues.
- Supports data-driven decision-making for support operations.



Priority	Status Of Ticket	Customer Ticket: Customer Ticket Name	Title of the Ticket	Ticket Number	Submitted By	Assigned Agent	Resolved Date	Customer Ticket: ID
<input type="checkbox"/> Critical (1)	Pending (1)	TICKET-0004	Please check my ticket	2	pkl imma	Ajay Kumar	-	a03gl.00000CsHpm
	Subtotal			2				
	Subtotal			2				
<input type="checkbox"/> High (3)	New (3)	TICKET-0006	Can you please confirm my ticket.	465	Damodar chintada	Ajay Kumar	-	a03gl.00000C4HTW
		TICKET-0005	Please check my ticket.....	453,745	Damodar chintada	OrgFam EPIC	-	a03gl.00000CsJA1
		TICKET-0001	Can you please confirm my ticket.	123	Venkaatesh Naidu	Ajay Kumar	9/16/2025, 12:00 PM	a03gl.00000Ca80B
	Subtotal			454,333				
	Subtotal			454,333				
<input type="checkbox"/> Medium (2)	New (2)	TICKET-0007	Check my ticket	349	pkl imma	Anusha Tumma	-	a03gl.00000C4Zvm
		TICKET-0002	-	346	-	Anusha Tumma	-	a03gl.00000Crj52
	Subtotal			695				
	Subtotal			695				
<input type="checkbox"/> Low (1)	Pending (1)	TICKET-0003	-	87	-	Anusha	-	a03gl.00000CsFb4
	Subtotal			87				
	Subtotal			87				
	Subtotal			87				
	Total (7)			455,117				

2. Dashboards

⑩ **Purpose:** Visual representation of reports for easy analysis. Dashboards provide visual insights into sales, inventory, and orders.

⑩ **Project notes:**

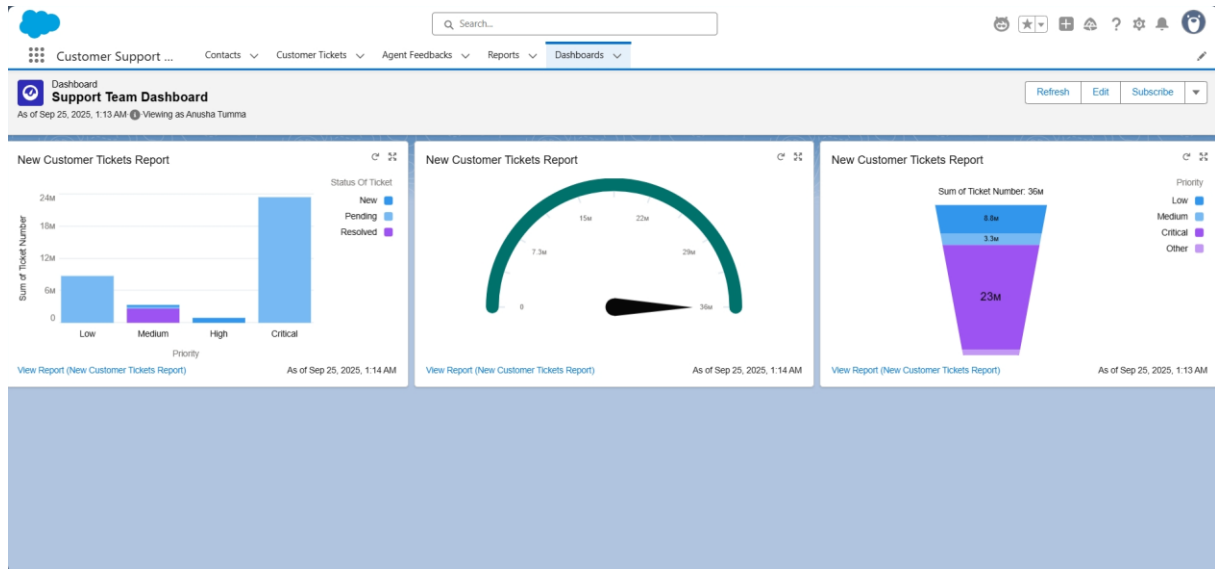
Components:

- Top Performers chart.
- Monthly Trends chart.

Dashboard Benefits:

- Visualizes key store performance metrics briefly.
- Helps identify trends and stock issues quickly.

- Supports faster decision-making.



3. Security Review:

- Ensures only authorized users can view/update sensitive tickets.
- Protects customer data (compliance with TCS policies and regulations).
- Prevents data leaks, accidental edits, or unauthorized access.