**Ticket Data Analysis Report (2018-2021)**

**1. Overview**

This report presents an analysis of tickets opened between 2018 and 2021. The analysis includes the number of tickets opened by year and month, ticket resolution times, and data cleaning processes.

**2. Number of Tickets by Year**

* In **2018**, a total of **4** tickets were opened.
* In **2019**, a total of **244** tickets were opened (**highest year**).
* In **2020**, a total of **189** tickets were opened.
* In **2021**, a total of **70** tickets were opened (**lowest year**).
* **Total tickets opened:** **507**

**3. Monthly Ticket Distribution**

* **Month with the highest number of tickets opened:** February (**32 tickets** in 2019)
* **Month with the lowest number of tickets opened:** July (**1 ticket** in 2018)

February consistently stands out as the busiest month for ticket openings. As seen in the graph, February has the highest number of tickets, although the figures vary across the years.

**4. Ticket Resolution Times**

* **Average resolution time:** **40.16 days**
* **Shortest resolution time:** **0 days** (Resolved on the same day).
* **Longest resolution time:** **784 days** (One ticket took an exceptionally long time to resolve).

The average resolution time exceeds **40 days**, indicating that processes need to be streamlined for faster resolution.

**5. Data Cleaning Process**

* **An invalid Ticket Number was detected.**
  + While all Ticket Numbers were supposed to be **6-digit**, one entry contained only the value **"2"**.
  + Since this single error did not significantly affect the dataset, the row was removed.
* **Duplicate records were identified.**
  + Only one instance of each duplicate entry was kept, and unnecessary copies were removed.

**6. Conclusions & Recommendations**

* **Review and accelerate** processes to reduce ticket resolution times.
* **Plan additional support measures** for February, the busiest month for ticket openings.

This analysis is supported by pivot tables and visualized through graphs.

This report provides a **detailed analysis of ticket data** and highlights areas for improvement.