



IT Support Analysis | Ticket Types & Tags

2024

2025



January

February

March

April

May

June

July

August

September

October

November

December

Total Ticket Count

688

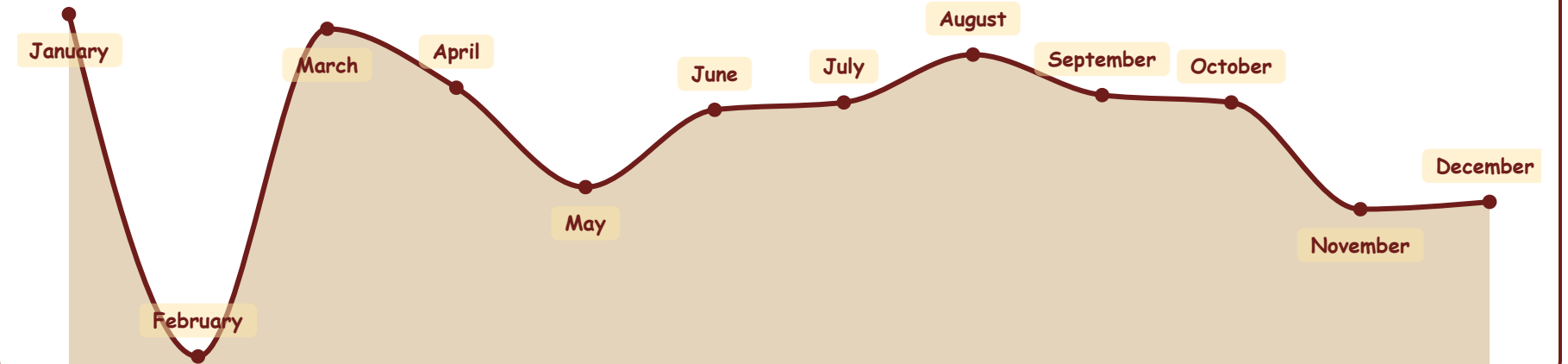
Current Month: 688 (May, 2024)
Previous Month: 715 (April, 2024)
▼ -3.8%

Avg. Resolution Days

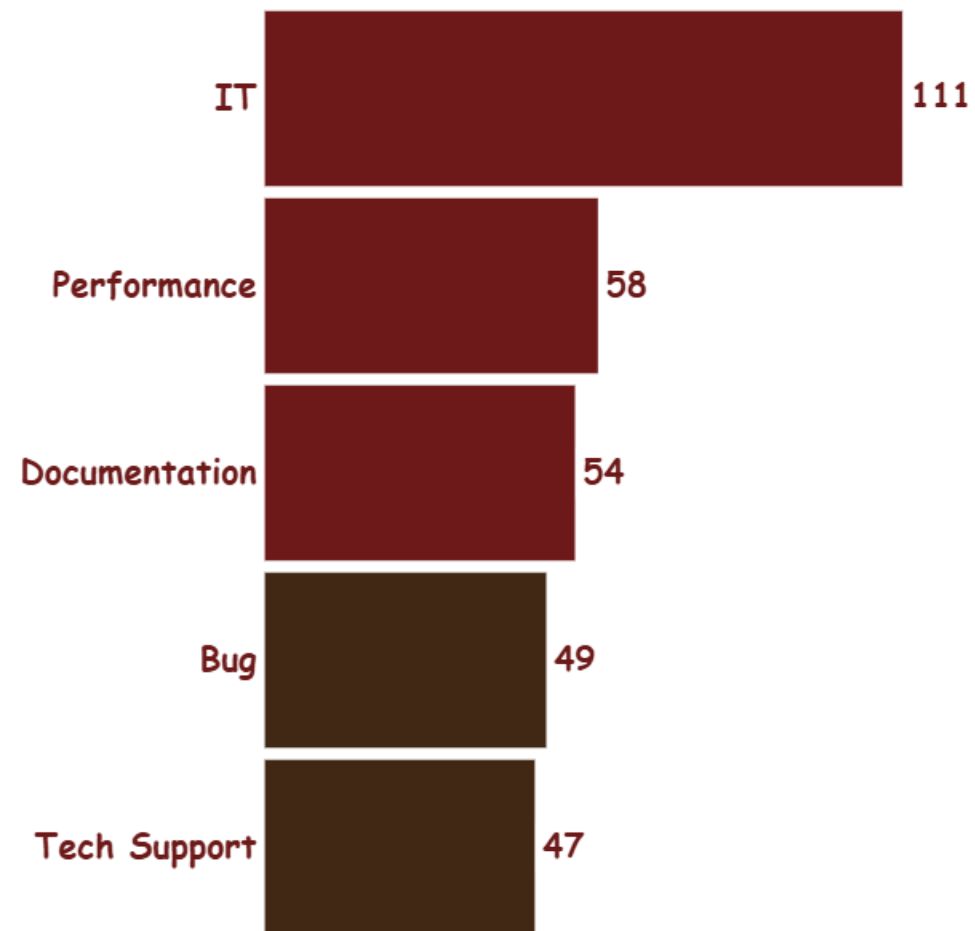
2.80

Current Month: 2.80 (May, 2024)
Previous Month: 2.81 (April, 2024)
▼ -0.5%

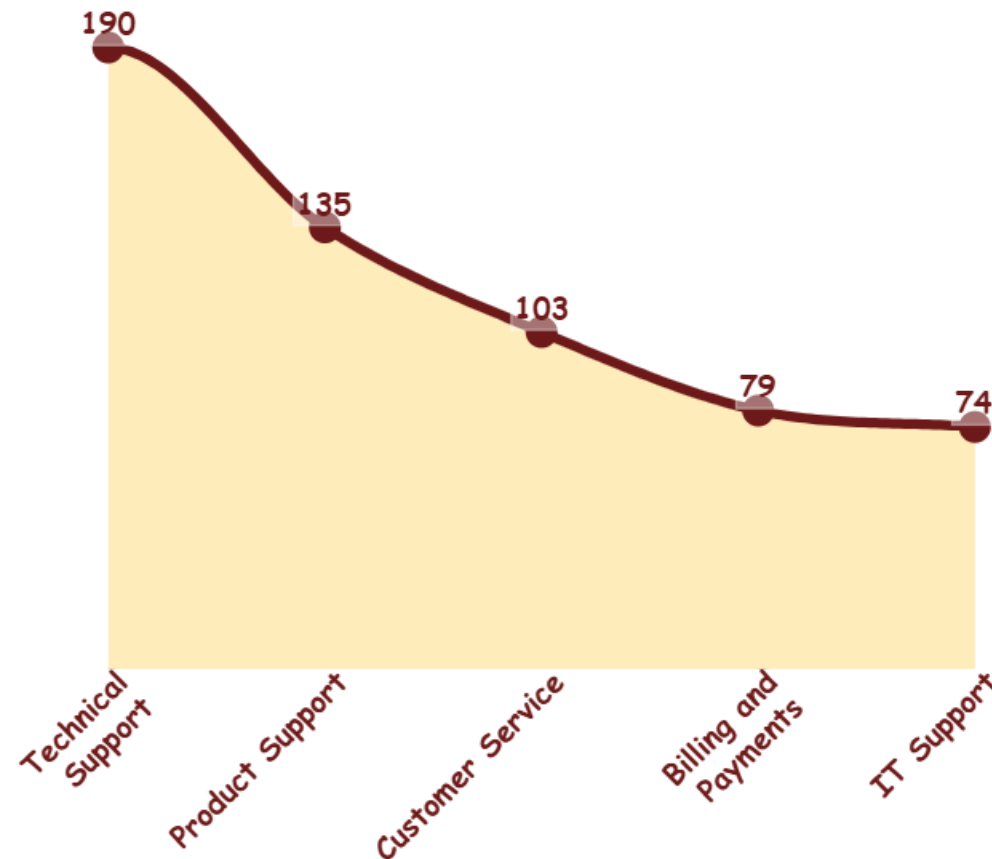
Ticket Count by Month



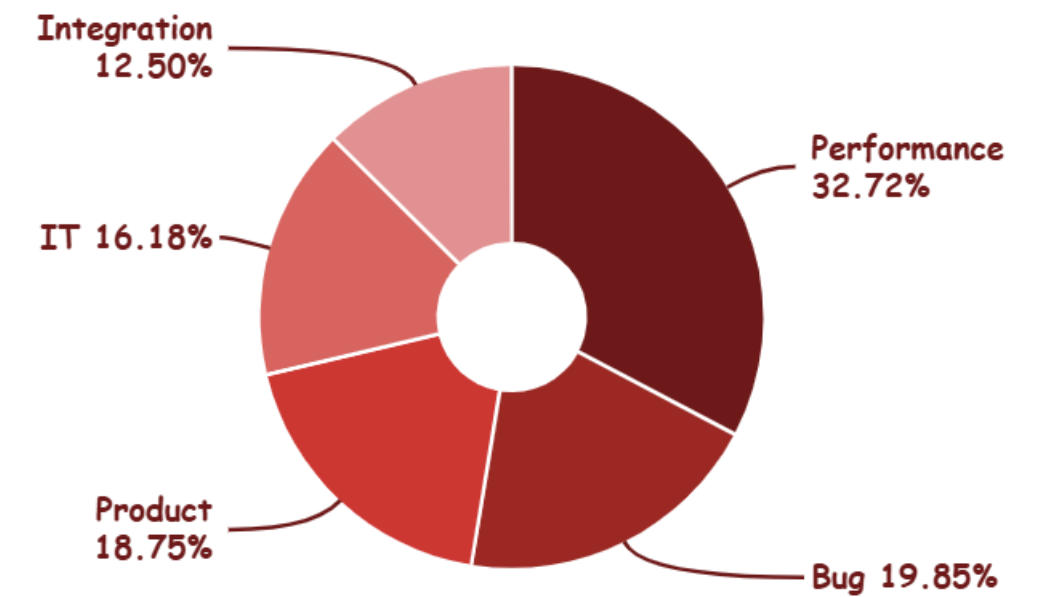
Top 5 Issues Come Up Most Often



Top 5 Support Teams Handle Most Tickets



Top 5 Most Used Different Tags





IT Support Analysis | Resolution Time & Priorities

2024

2025



January

February

March

April

May

June

July

August

September

October

November

December

Total Ticket Count

709

Current Month: 709 (June, 2024)

Previous Month: 688 (May, 2024)

▲ 3.1%

Avg. Resolution Days

2.86

Current Month: 2.86 (June, 2024)

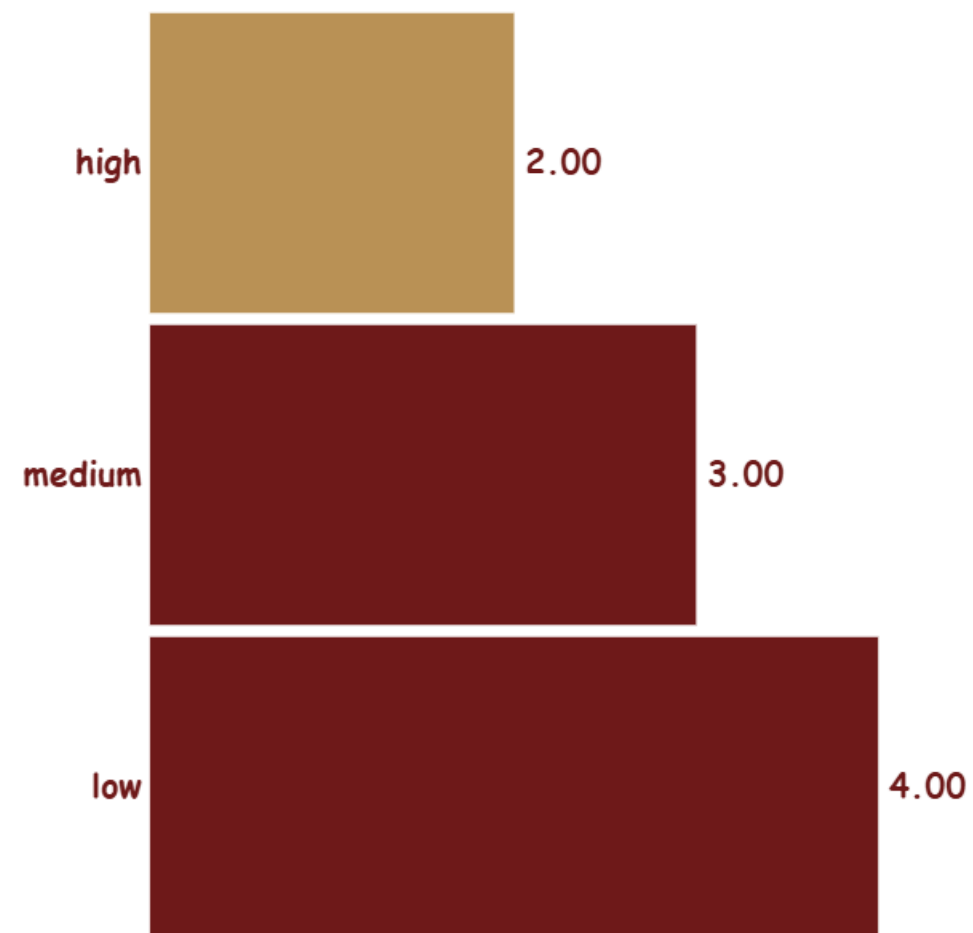
Previous Month: 2.80 (May, 2024)

▲ 2.1%

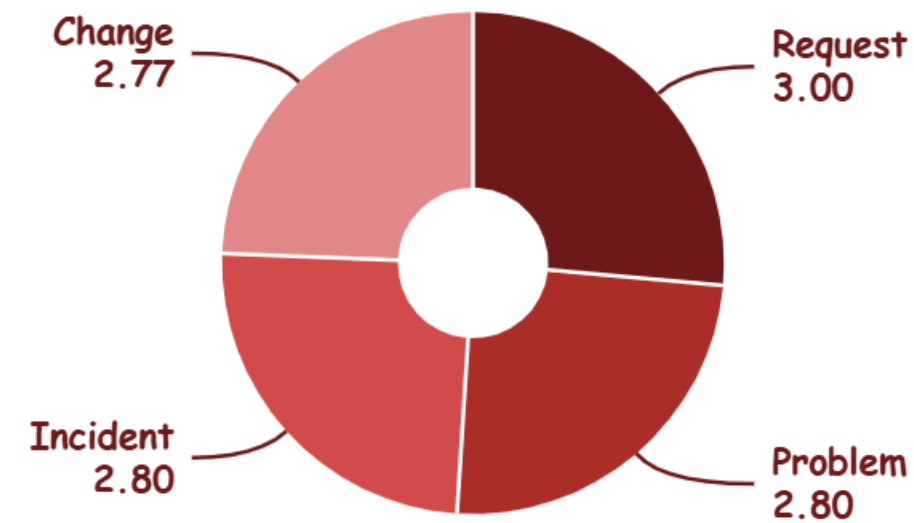
Avg Resolution Day by Month



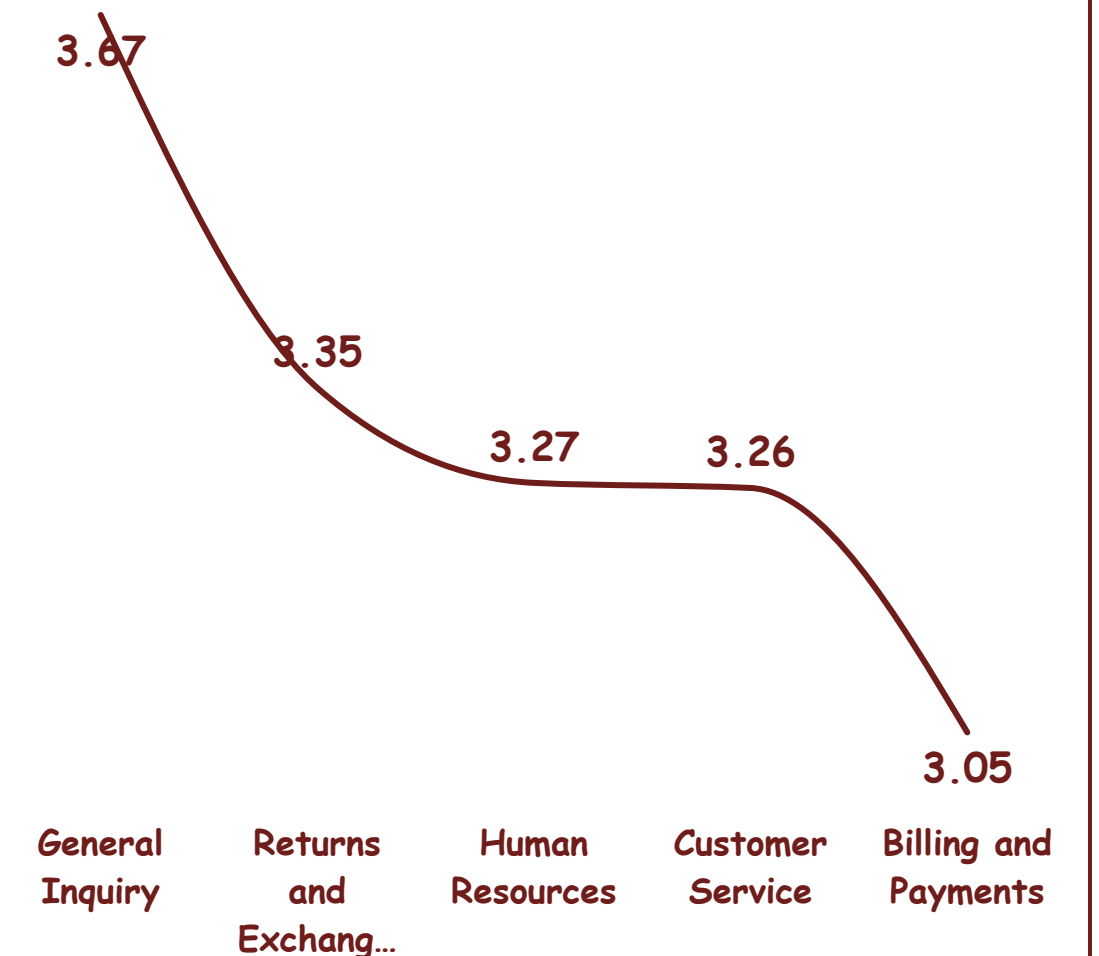
Top 5 Issues Come Up Most Often



Types of Tickets by Resolution Day



Top 5 Queues by Resolution Days





IT Support Analysis | Locations & Volume

2024

2025



January

February

March

April

May

June

July

August

September

October

November

December

Total Ticket Count

711

Current Month: 711 (July, 2024)
Previous Month: 709 (June, 2024)
▲ 0.3%

Avg. Resolution Days

2.83

Current Month: 2.83 (July, 2024)
Previous Month: 2.86 (June, 2024)
▼ -1.1%

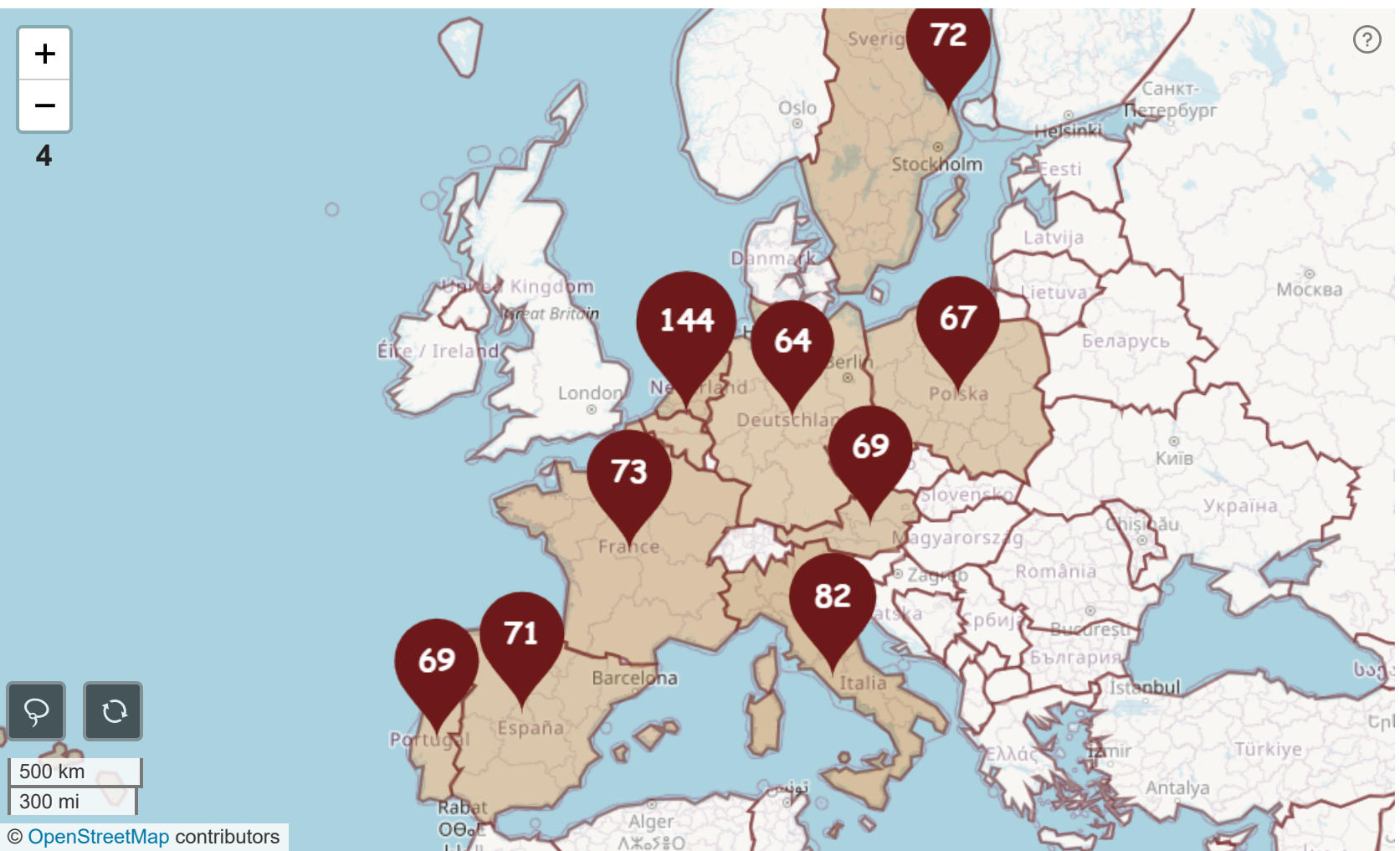
Top Count Country

Italy (82)

Count & Resolution Days of Countries with Tag Type

Country	TotalTicketCount	AvgResolutionDays
⊕ Austria	69	2.65
⊕ Belgium	67	2.79
⊕ France	73	2.90
⊕ Italy	82	2.80

Total Tickets Submitted by Regions



Avg. Resolution Days by Regions

