

KPI Dashboard – 4 Week Tracking Table

KPI Name	Unit	Week 1	Week 2	Week 3	Week 4	Target	Status
Avg. Ticket Resolution Time	Hours	5.2	4.6	4.3	3.9	≤ 4.0	⚠ Near Target
Customer Satisfaction	%	82	85	87	90	≥ 85	✅ On Track
First Contact Resolution	%	70	75	78	80	≥ 80	✅ On Track
System Uptime	%	99.1	99.3	99.8	100	≥ 99.5	✅ Exceeded
Tickets Closed	Count	125	140	135	150	≥ 130	✅ Exceeded

Trend Analysis

- All metrics show positive improvement over 4 weeks.
- Ticket Resolution Time decreased by 25% (from 5.2 to 3.9 hours).
- Customer Satisfaction increased by 9.8% (from 82% to 90%).
- First Contact Resolution improved by 14.3% (from 70% to 80%).
- System Uptime achieved perfect 100% in Week 4.
- Tickets Closed increased by 20% (from 125 to 150 tickets).