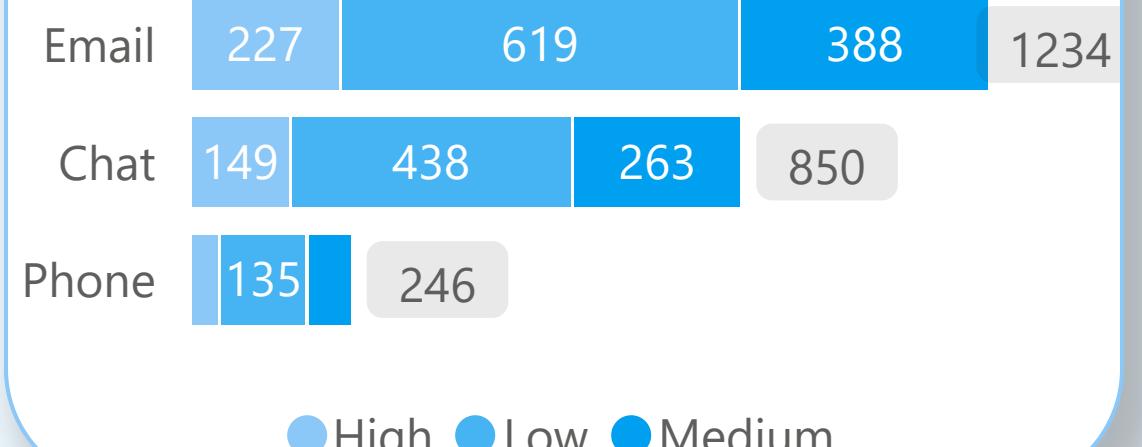


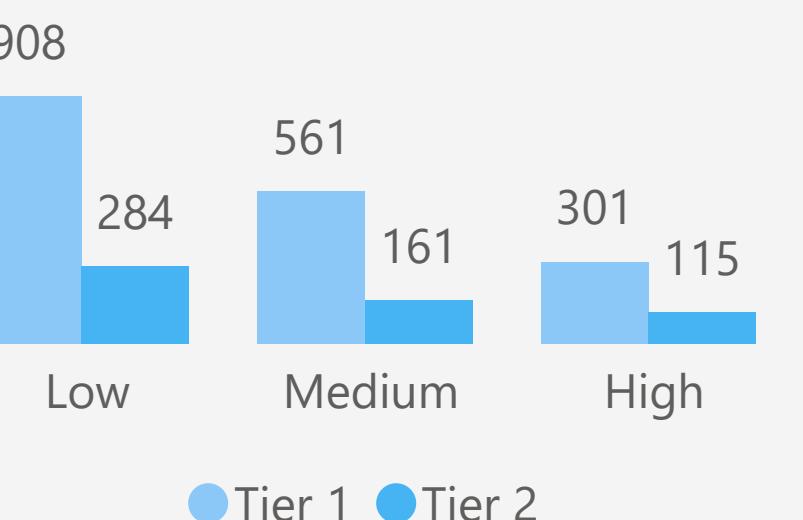
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Channels



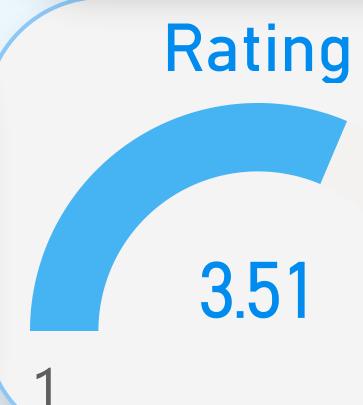
Priority & Difficulty



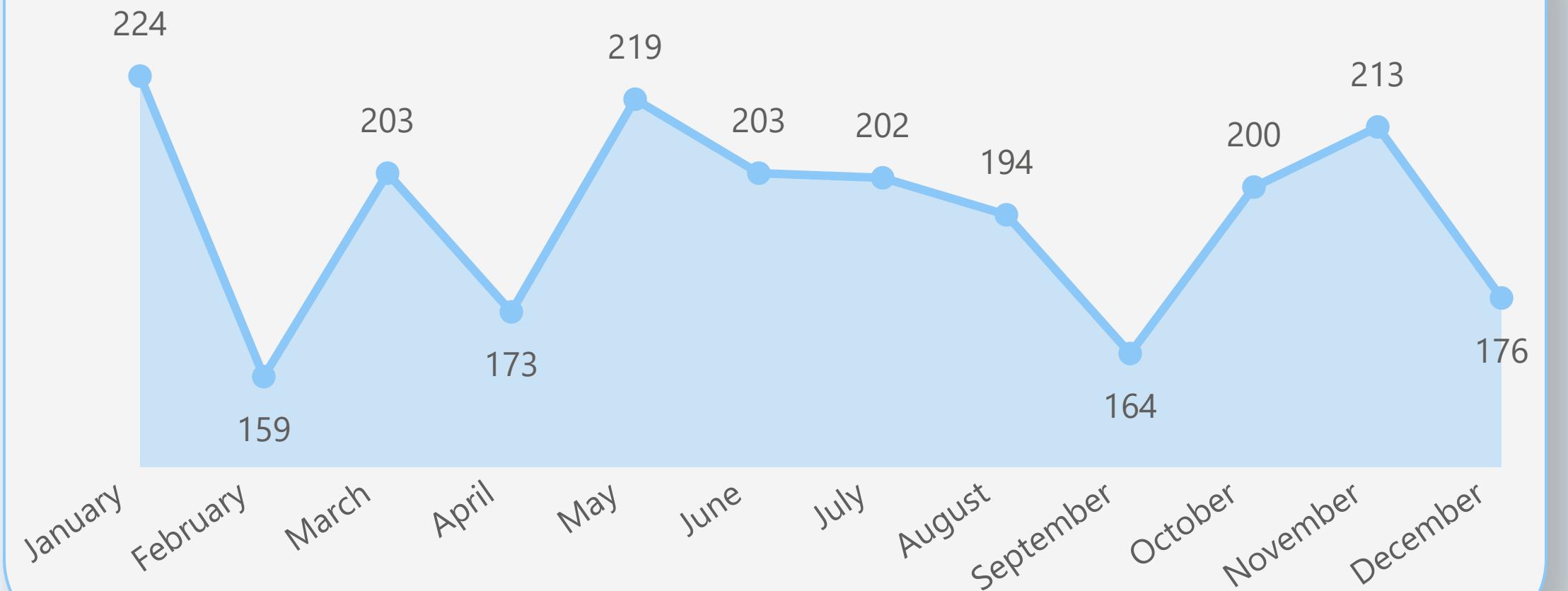
Total Tickets - 2,330



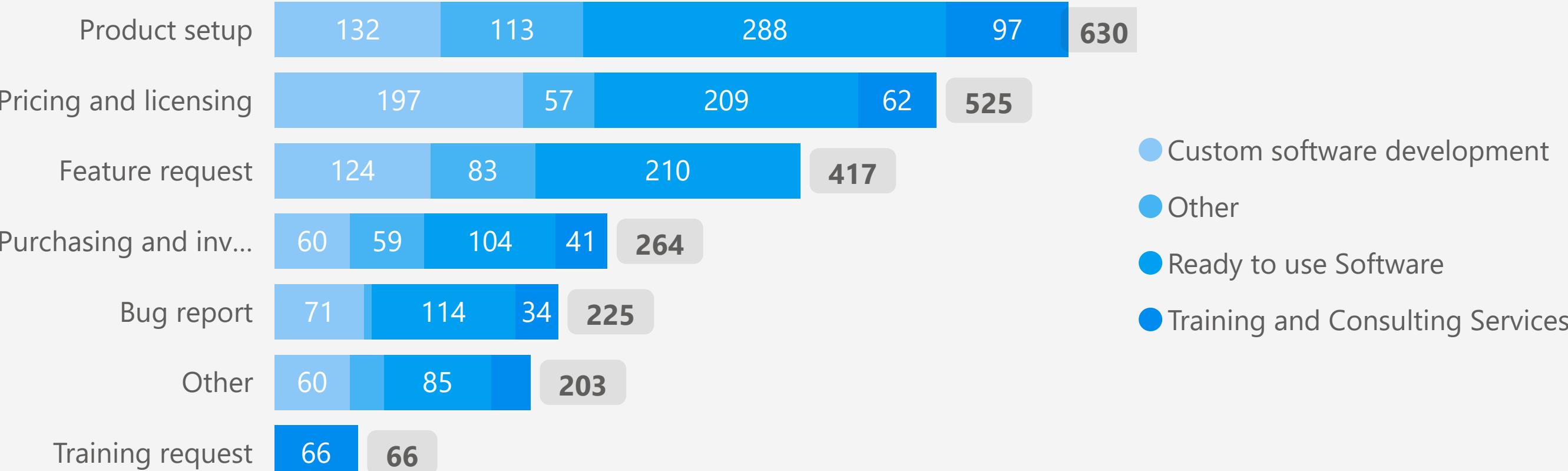
Filters



Ticket Trend By Month



Ticket Distribution - By Topic and Product Groups



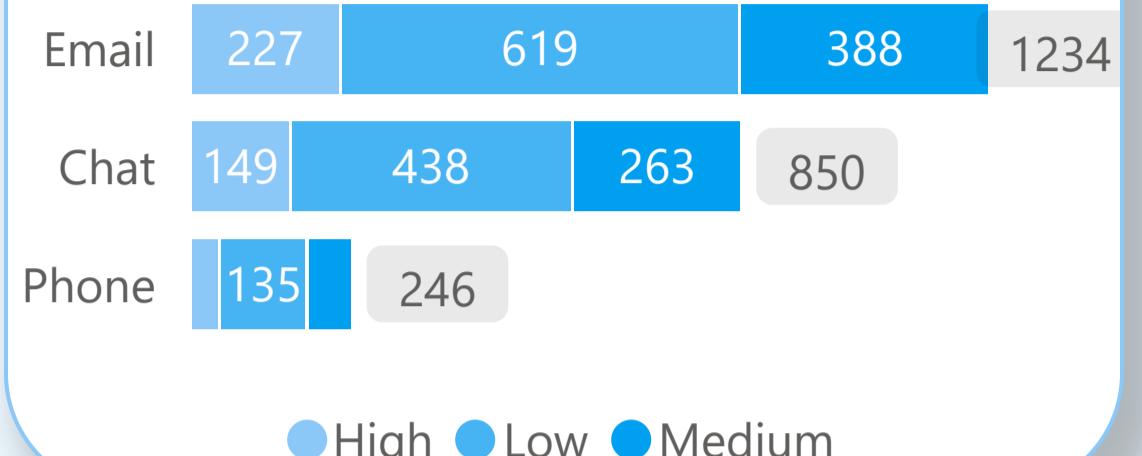
Ticket Trend - By Day and Time

Day	12 AM	1 AM	2 AM	3 AM	4 AM	5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	10 PM	11 PM	Total
Wed	21	21	20	18	17	24	13	22	19	19	22	20	16	14	9	24	16	21	22	19	15	18	15	14	439
Mon	12	13	15	15	22	19	17	26	16	16	17	15	18	12	17	27	24	14	17	23	15	15	14	11	410
Fri	13	14	14	16	17	8	16	16	13	13	18	24	13	16	16	26	16	12	17	11	16	19	19	21	384
Tue	24	17	15	11	16	23	14	18	18	13	14	21	15	14	7	19	17	18	10	14	11	17	17	14	377
Thu	16	19	20	19	15	16	14	17	15	10	13	8	21	9	12	24	15	17	19	13	16	10	19	12	369
Sun	11	10	6	10	7	5	4	9	15	3	7	9	9	7	6	6	10	9	6	6	9	7	11	4	186
Sat	11	12	10	7	8	6	6	7	7	9	4	3	4	7	5	9	6	7	6	12	6	4	4	5	165

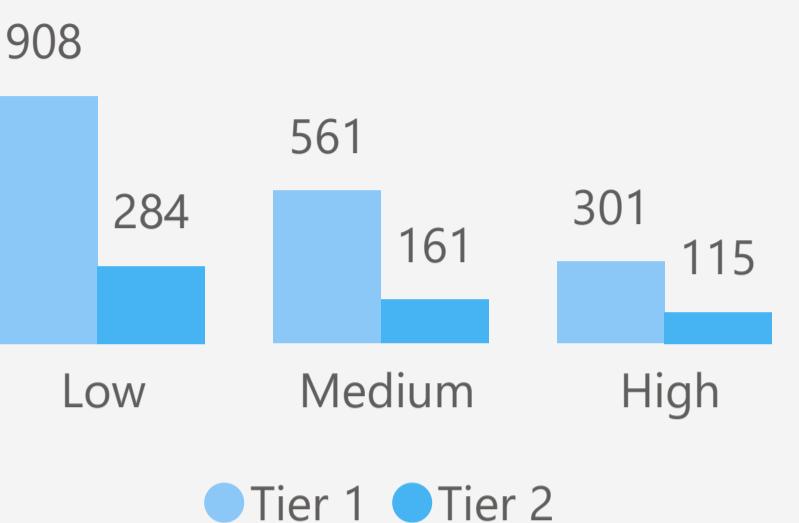
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Priority & Difficulty


Total Tickets - 2,330

Open
18

In Progress
400

Resolved
739

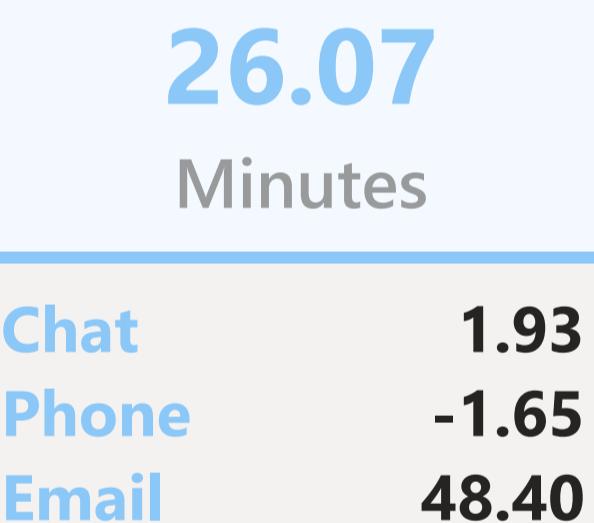
Closed
1173

Filters

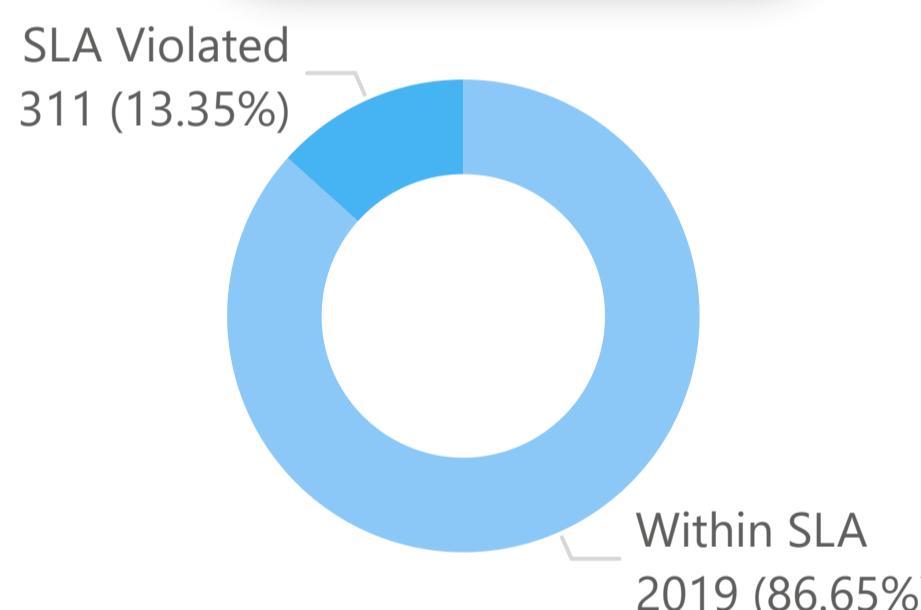
Rating



Average Time

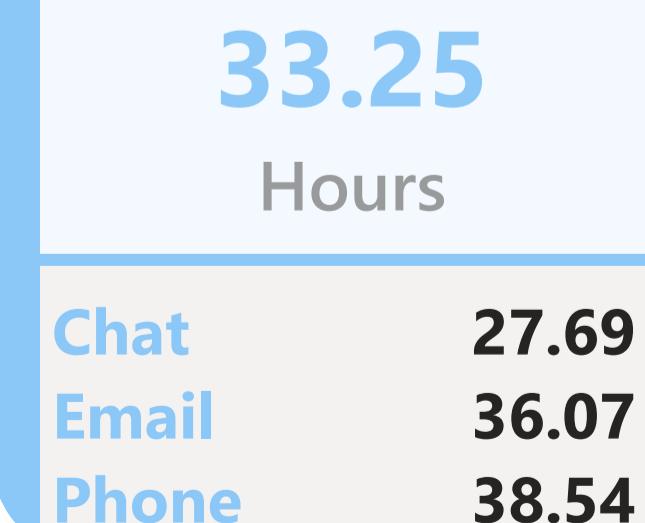


SLA Status



First Response

Resolution Time



By Ticket Source

Source	SLA Violated	Within SLA	Total
Chat	5.84%	30.64%	36.48%
Email	4.89%	48.07%	52.96%
Phone	2.62%	7.94%	10.56%

Priority	SLA Violated	Within SLA	Total
High	2.10%	15.75%	17.85%
Medium	3.99%	27.00%	30.99%
Low	7.25%	43.91%	51.16%

Priority	SLA Violated	Within SLA	Total
High	5.41%	12.45%	17.85%
Low	17.34%	33.82%	51.16%
Medium	10.86%	20.13%	30.99%

Priority	SLA Violated	Within SLA	Total
High	5.41%	12.45%	17.85%
Low	17.34%	33.82%	51.16%
Medium	10.86%	20.13%	30.99%

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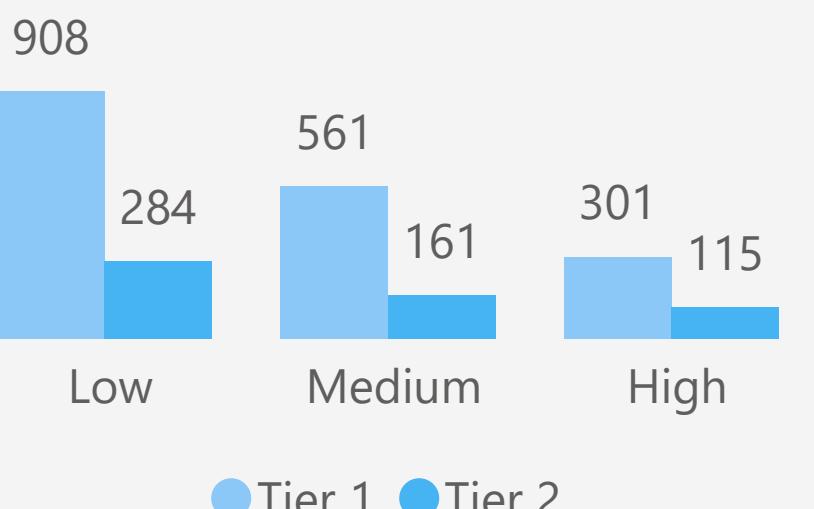
Email: 227 (High), 619 (Low), 388 (Medium), 1234 Total

Chat: 149 (High), 438 (Low), 263 (Medium), 850 Total

Phone: 135 (High), 246 (Low)

Legend: ● High ● Low ● Medium

Priority & Difficulty



Total Tickets - 2,330



Open
18



In Progress
400



Resolved
739



Closed
1173

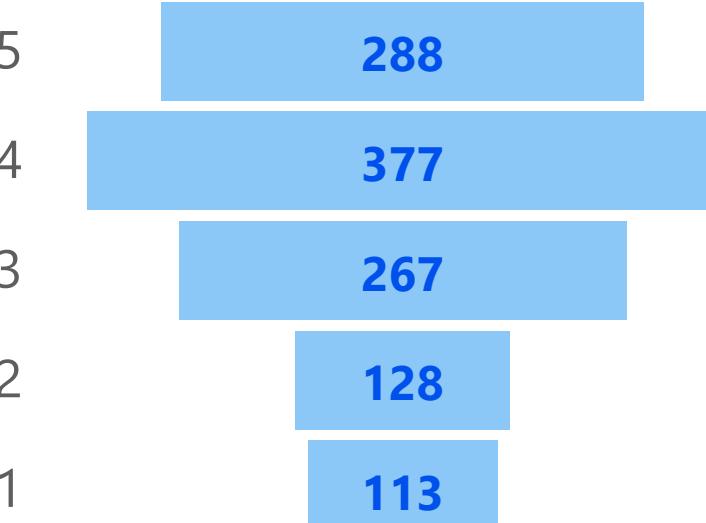
Filters

Rating

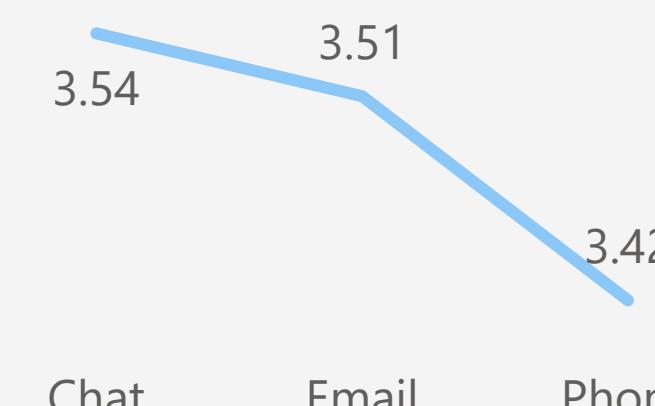
3.51

1 5

Ratings Count

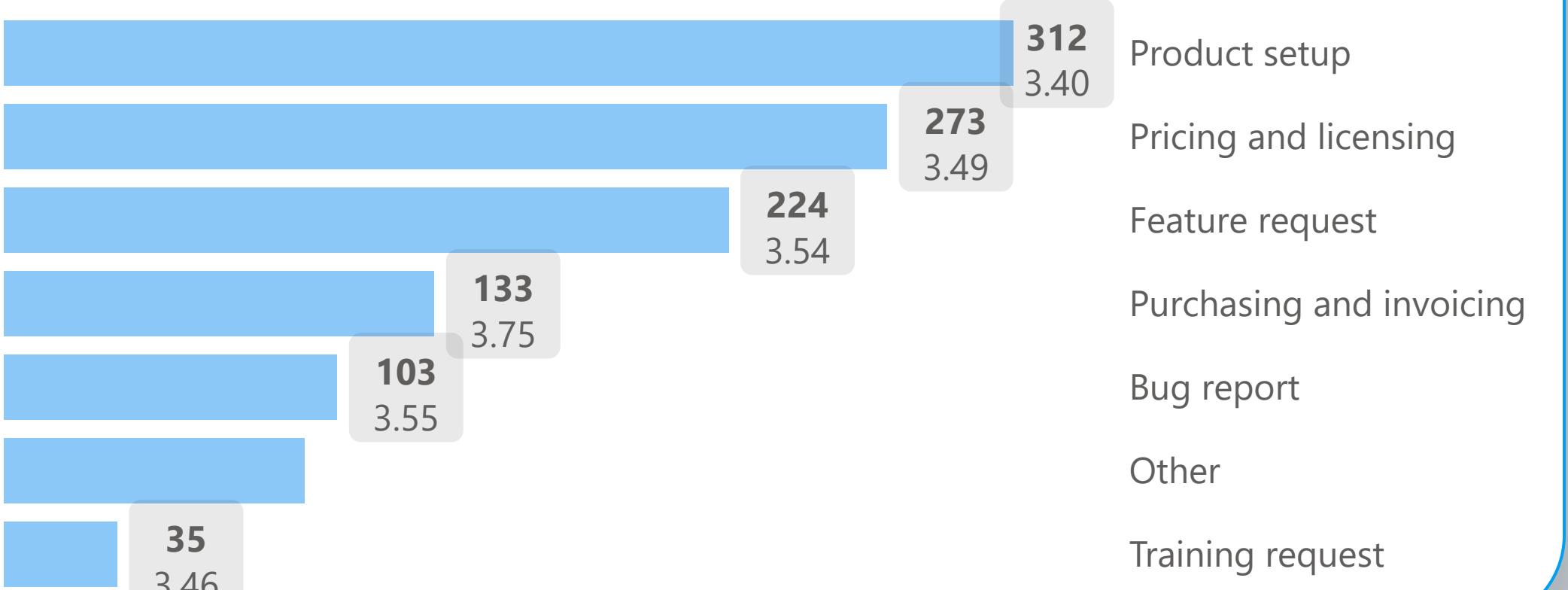


Customer Rating - Source

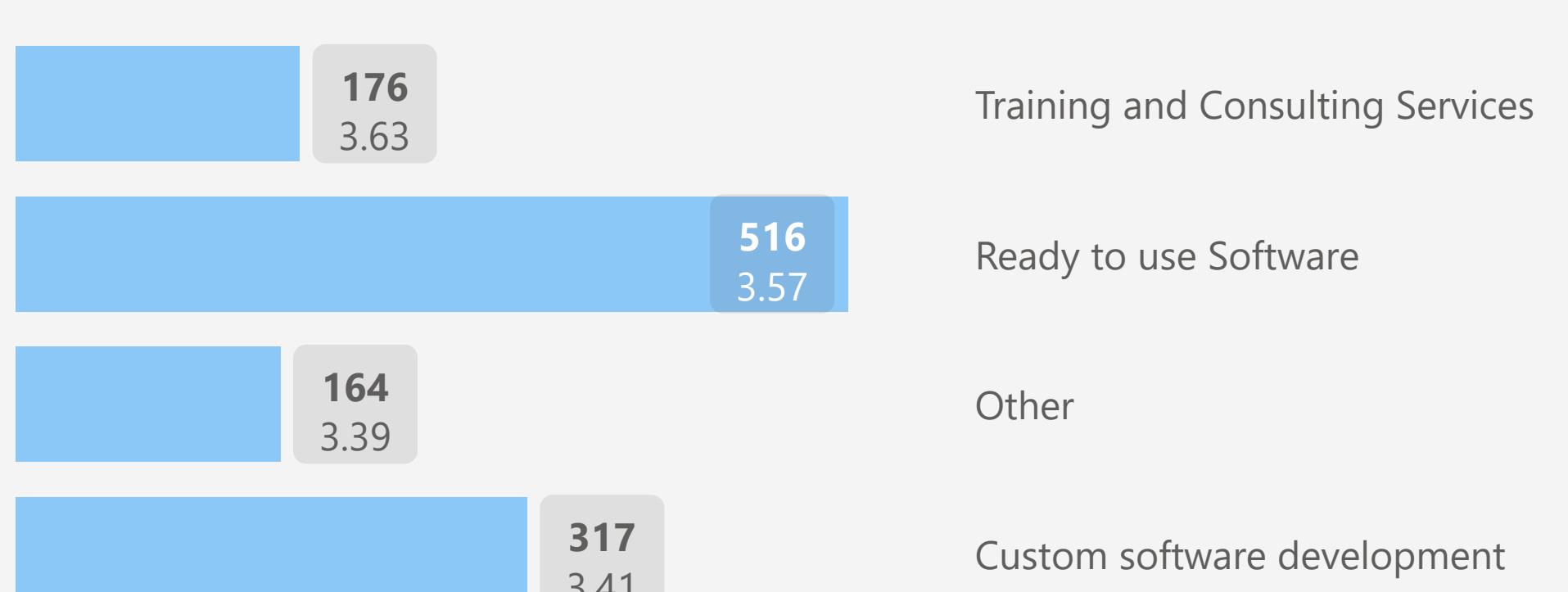


Agent Group	Tickets Handled	Average Interactions	Rating	Avg First Response Time (Mins.)	Avg Resolution Time (Hrs.)	FR - SLA Violated	FR - SLA Within	FR - Compliance Rate	Res - SLA Violated	Res - SLA Within	Res - Compliance Rate
1st line support											
Bernard Beckley	359	6.05	3.41	21.49	33.53	42	317	88.30	122	237	66.02
Connor Danielovitch	347	5.03	4.07	24.20	35.71	42	305	87.90	133	214	61.67
Nicola Wane	367	4.95	3.36	33.12	34.45	50	317	86.38	133	234	63.76
Sheela Cutten	364	5.57	3.65	25.65	31.36	51	313	85.99	110	254	69.78
Kristos Westoll	333	5.68	3.23	21.31	35.64	48	285	85.59	113	220	66.07
2nd line support											
Michele Whyatt	186	6.45	3.40	28.18	32.53	18	168	90.32	60	126	67.74
Heather Urry	177	5.32	3.37	45.46	26.21	26	151	85.31	42	135	76.27
Adolpho Messingham	197	4.80	3.46	13.78	33.19	34	163	82.74	70	127	64.47

Ticket Count & Customer Rating - By Topic



Ticket Count & Customer Rating - By Product Group



- Product Setup Topic: The highest number of tickets (312 out of 2330) with a rating of 3.40.
- Purchasing and Invoicing: Achieved a higher rating of 3.75 with 133 tickets, indicating better performance compared to the overall average rating of 3.51, which

Technical Support Analysis

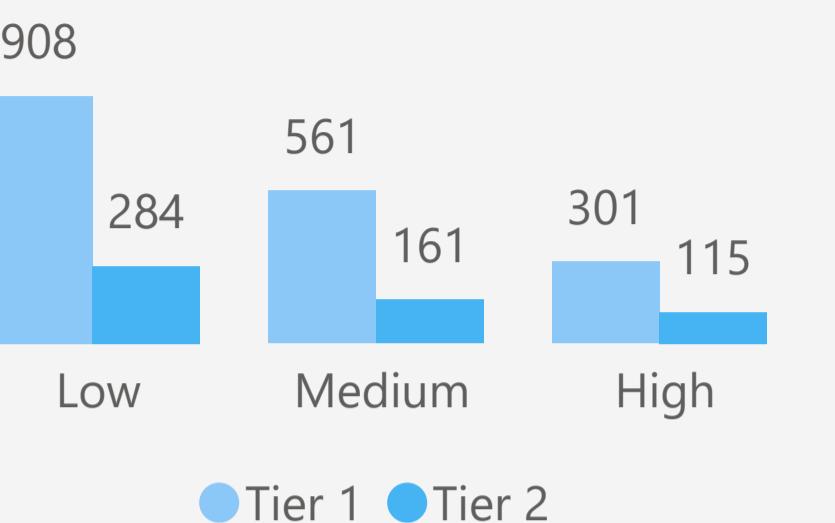
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Email	227	619	388	1234
Chat	149	438	263	850
Phone	135	246		

High ● Low ● Medium

Priority & Difficulty



Total Tickets - 2,330


Open
18

In Progress
400

Resolved
739

Closed
1173

Filters

Rating

3.51

1

5

Top Countries - Division By Product Group

Flag URL	Custom software development	Other	Ready to use Software	Training and Consulting Services	Total
DE	94	47	123	42	306
IT	85	56	127	35	303
PL	83	31	134	39	287
GB	85	45	105	48	283
SI	42	25	69	23	159
FR	46	24	62	26	158
IE	47	24	53	24	148
AT	47	15	66	16	144
GR	31	17	74	22	144
CZ	25	22	68	19	134
ES	32	16	66	19	133
HR	27	23	63	18	131

Top Countries - Division By Ticket Topics

Flag URL	Bug report	Feature request	Other	Pricing and licensing	Product setup	Purchasing and invoicing	Training request	Total
DE	34	63	24	66	76	32	11	306
IT	21	59	17	79	83	32	12	303
PL	35	54	21	63	73	30	11	287
GB	24	56	30	63	75	28	7	283
SI	17	29	12	33	43	22	3	159
FR	12	29	14	31	45	22	5	158
IE	18	19	17	36	38	16	4	148
AT	13	21	20	37	41	11	1	144
GR	13	30	9	30	36	24	2	144
CZ	13	18	12	32	38	18	3	134
ES	15	19	12	27	45	13	2	133
HR	10	20	15	28	37	16	5	131

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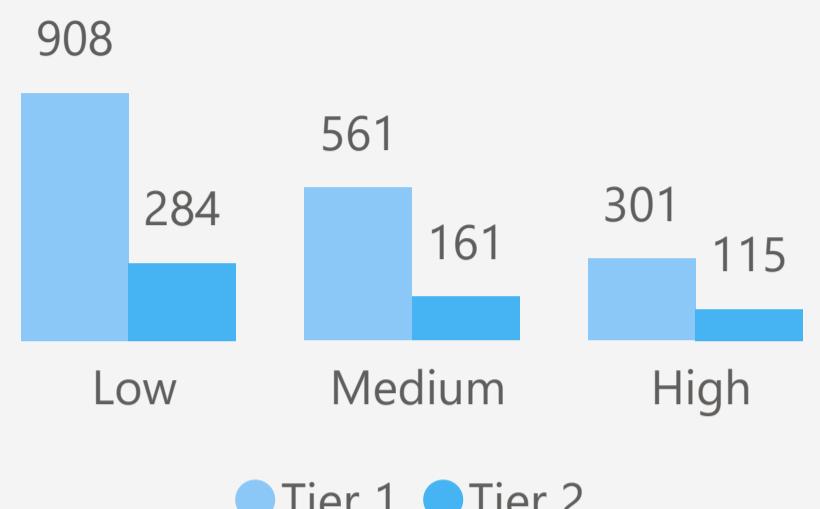
Email: 227 (High), 619 (Low), 388 (Medium), 1234 (Total)

Chat: 149 (High), 438 (Low), 263 (Medium), 850 (Total)

Phone: 135 (High), 246 (Low), 1234 (Total)

Legend: High (Dark Blue), Low (Light Blue), Medium (Medium Blue)

Priority & Difficulty



Total Tickets - 2,330



Open
18



In Progress
400



Resolved
739



Closed
1173

Filters

Rating

3.51

1

5

Ticket ID	Topic	Channel	Priority	Difficulty	Status	First Response SLA	Resolution SLA	Agent Name	Interactions	Feedback	Country
1012	Feature request	Email	Low	Tier 1	Closed	✓ Within SLA	✓ Within SLA	Kristos Westoll	1	★★★☆☆	
1013	Product setup	Phone	High	Tier 2	In progress	✓ Within SLA	✗ SLA Violated	Adolpho Messingham	3		
1014	Purchasing and invoicing	Chat	Low	Tier 1	Resolved	✓ Within SLA	✓ Within SLA	Bernard Beckley	2		
1015	Pricing and licensing	Email	Medium	Tier 1	Closed	✗ SLA Violated	✓ Within SLA	Connor Danielovitch	10	★★★★☆	
1016	Product setup	Email	Low	Tier 1	Closed	✓ Within SLA	✓ Within SLA	Kristos Westoll	1	★★☆☆☆	
1017	Purchasing and invoicing	Email	Low	Tier 1	Closed	✓ Within SLA	✓ Within SLA	Sheela Cutten	2	★★☆☆☆	
1018	Product setup	Phone	Low	Tier 1	Closed	✓ Within SLA	✓ Within SLA	Kristos Westoll	2	★★★☆☆	
1019	Pricing and licensing	Chat	Medium	Tier 2	Resolved	✓ Within SLA	✗ SLA Violated	Michele Whyatt	2		
1020	Product setup	Chat	Medium	Tier 1	Resolved	✗ SLA Violated	✓ Within SLA	Kristos Westoll	6		
1021	Product setup	Email	Low	Tier 1	Closed	✓ Within SLA	✓ Within SLA	Bernard Beckley	1	★★★★☆	