Ticket Performance Dashboard

Filter by Severity [All ▼]   Filter by Satisfaction Label [Neutral ▼]

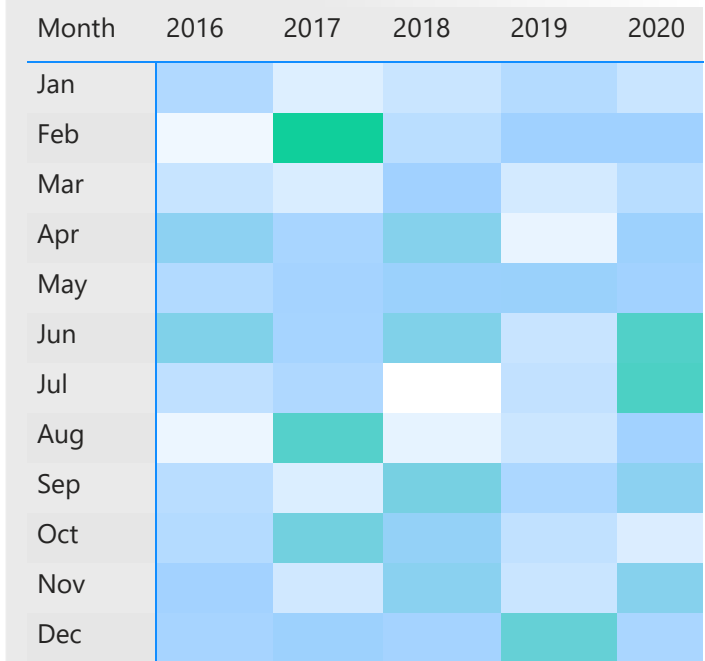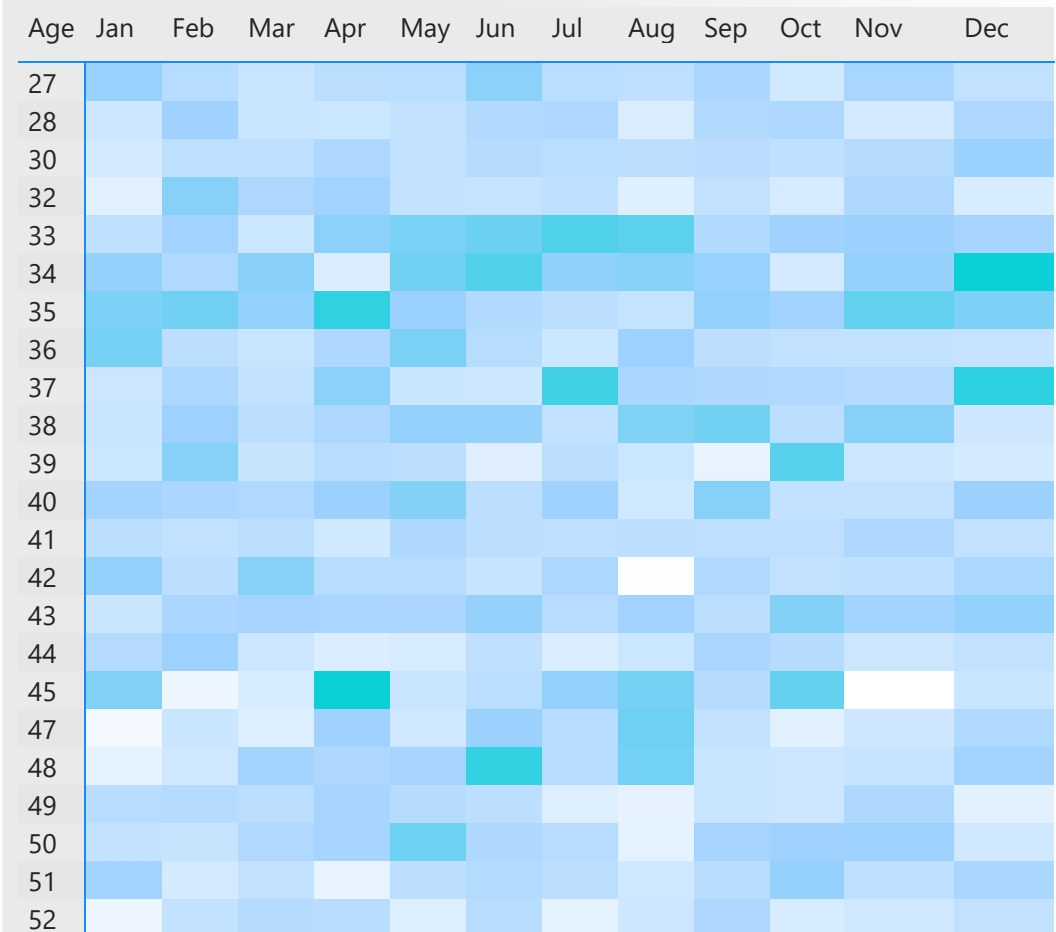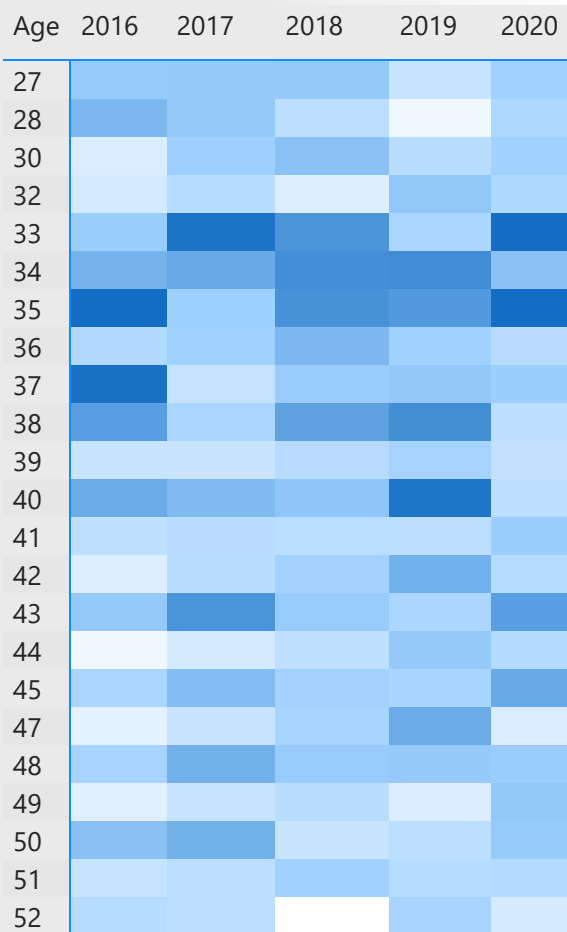| 7,282	4.56	48.06%	51.94%
Total Ticket	Average Resolution Time	SLA Compliance (%)	SLA None-Compliance (%)

Avg. Res. Time by Age & Year   Avg. Resolution Time by Age & Month   Avg. Res. Time by Month & Year

Age	2016	2017	2018	2019	2020
27					
28					
30					
32					
33					
34					
35					
36					
37					
38					
39					
40					
41					
42					
43					
44					
45					
47					
48					
49					
50					
51					
52					

Age	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
27												
28												
30												
32												
33												
34												
35												
36												
37												
38												
39												
40												
41												
42												
43												
44												
45												
47												
48												
49												
50												
51												
52												

Month	2016	2017	2018	2019	2020
Jan					
Feb					
Mar					
Apr					
May					
Jun					
Jul					
Aug					
Sep					
Oct					
Nov					
Dec					

Filter by Age-Segment

Old Agents	Older Agents	Youthful Agents

Ticket Performance Dashboard

51.42%

SLA Compliance (%)	**SLA None-Compliance (%)**

Monthly SLA None-Compliance Trend

56%
54%
52%
50%

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
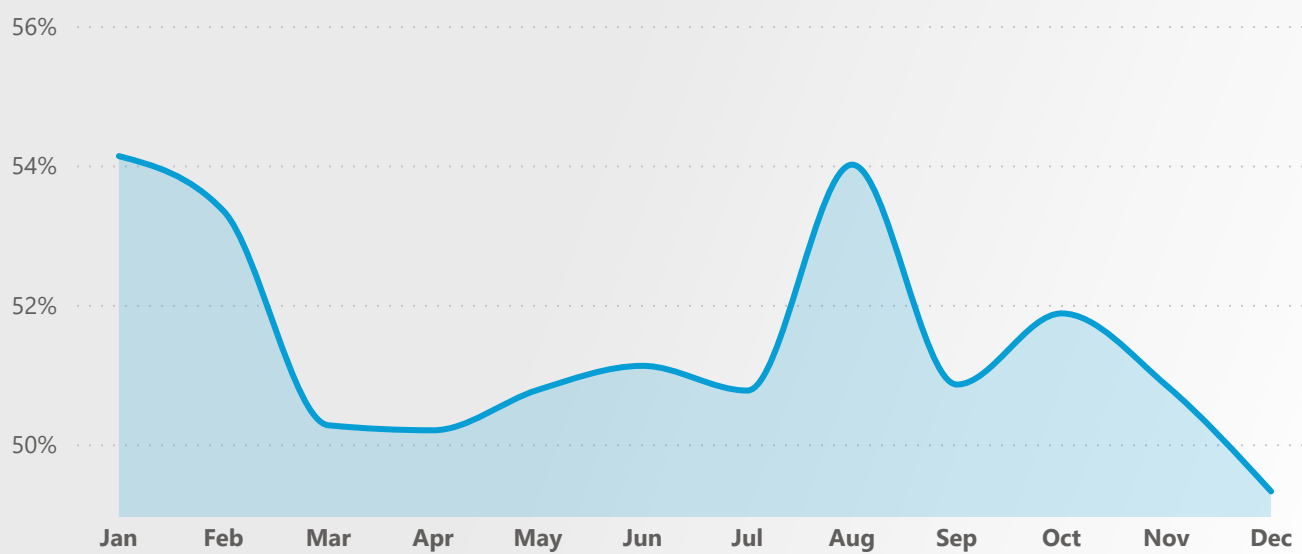
None-Compliance SLA Tickets

904 is the total compliance SLA changes between 2017 and 2016 which is 13.36% YoY change

7,670

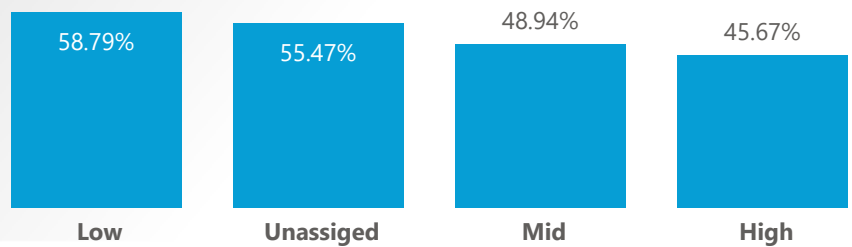(%) YoY **13.36%**

Compliance SLA Tickets

960 is the total compliance SLA changes between 2017 and 2016 which is 15.27% YoY change

7,245

(%) YoY **15.27%**

15K	4.53	50	38
Total Ticket	**Avg. Resolution Time**	**Total Agent**	**Avg. Agent Age**

SLA None-Compliance Trend by priority

Low	Unassiged	Mid	High
58.79%	55.47%	48.94%	45.67%

Total Ticket by Request Category

- System: 39K
- Login Access: 29K
- Software: 20K
- Hardware: 10K

Total Ticket by Priority

- High: 36K
- Unassiged: 29K
- Low: 17K
- Mid: 16K

Satisfaction Average
4.10

Total Agent
50

Average Res. Time
4.55

Average Agent Age
38
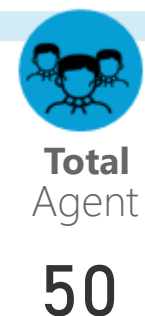
Issue Type by
IT Error
24K
Total Ticket
25%
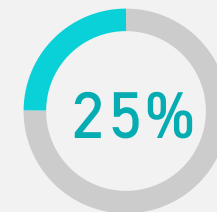
Issue Type by
IT Request
73K
Total Ticket
75%

97K
Total Ticket
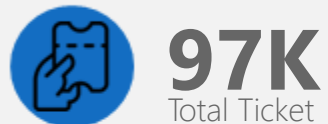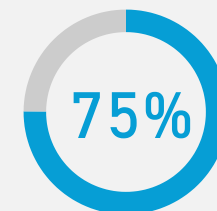
Month and yearly Ticket Trend

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec — 2016
Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec — 2017
Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec — 2018
Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec — 2019
Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec — 2020
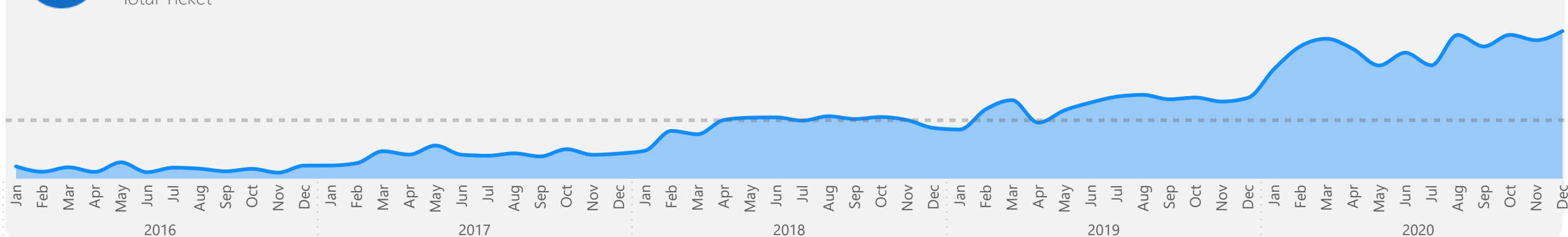
Total Ticket By Month and Year

Jan
2016

97K
Total Ticket

Average Resolution Time **4.55**

Total Ticket By Satisfaction Label

Label	Value
Very Satisfied	51K
Satisfied	28K
Very Dissatisfied	10K
Neutral	7K
Dissatisfied	2K

Hardware   97,498

47K
Within SLA

50K
Outside SLA

Level of Setting Compliances