Dashboard Overview

Ticketing System Dashboard

Page Overview

Priority Consistency Analysis

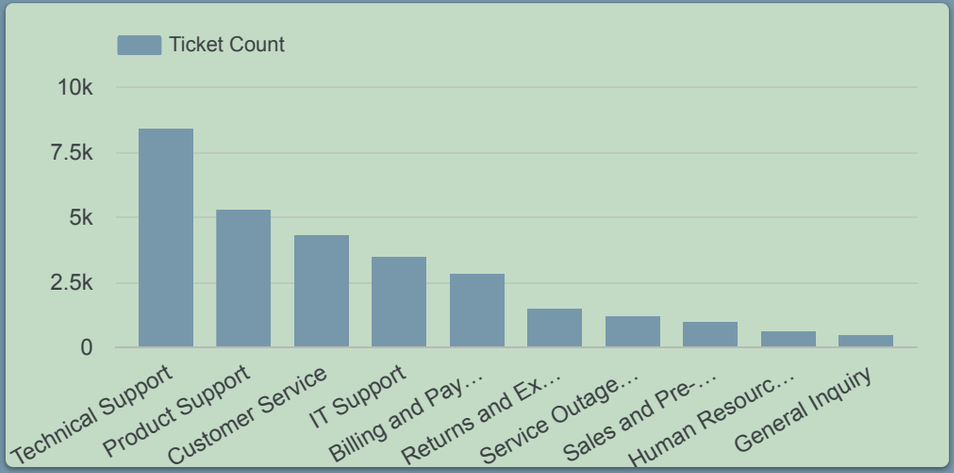
Tag Based Context & Priority Pattern Analysis

Queue & Governance Overview

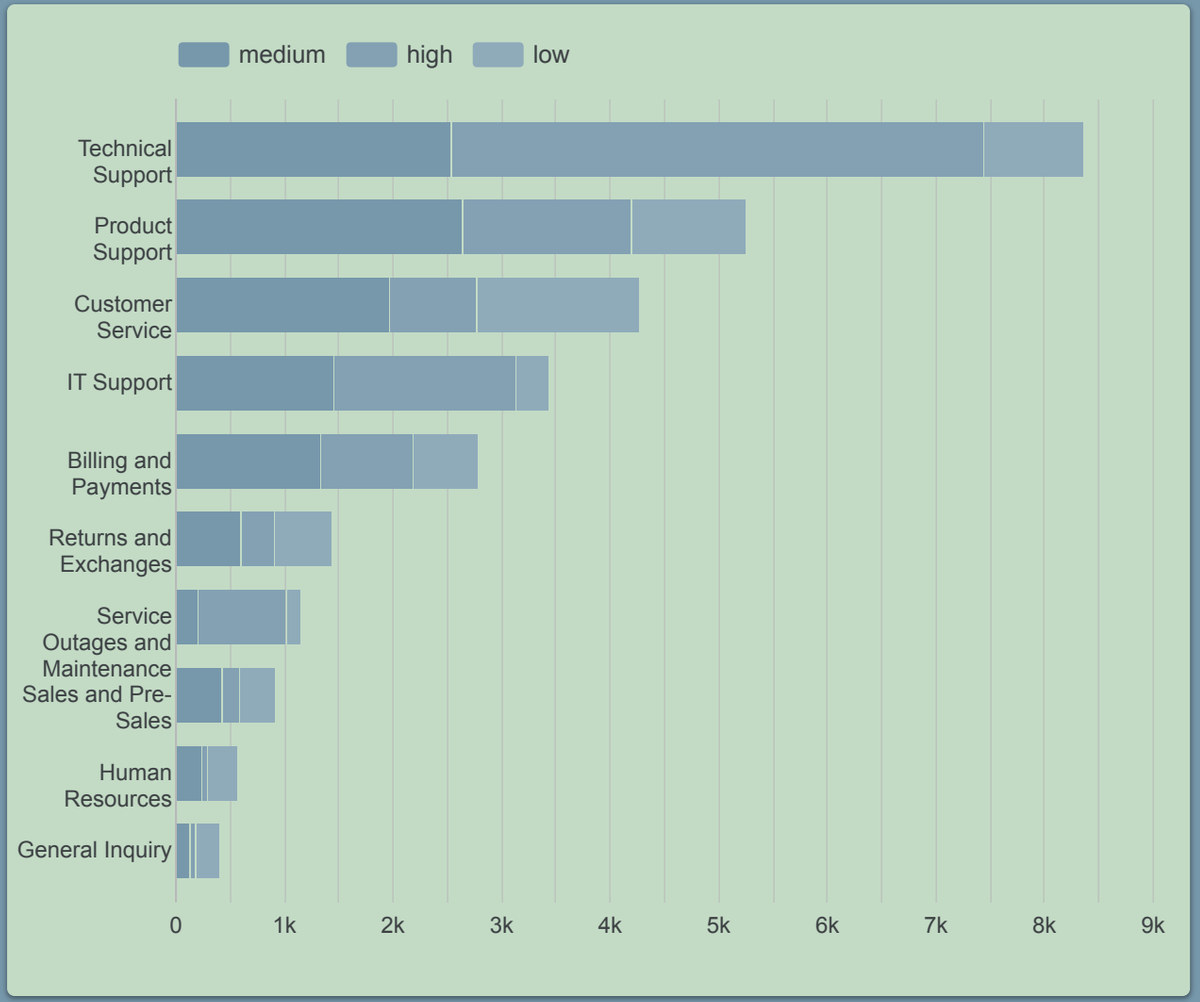
Total Tickets	High Priority Tickets	Total Active Queue	Total Ticket Types
28,587	39.1%	10	4

Ticket Distribution by Priority

Ticket Distribution by Queue



subject by queue and priority



Priority Consistency Analysis

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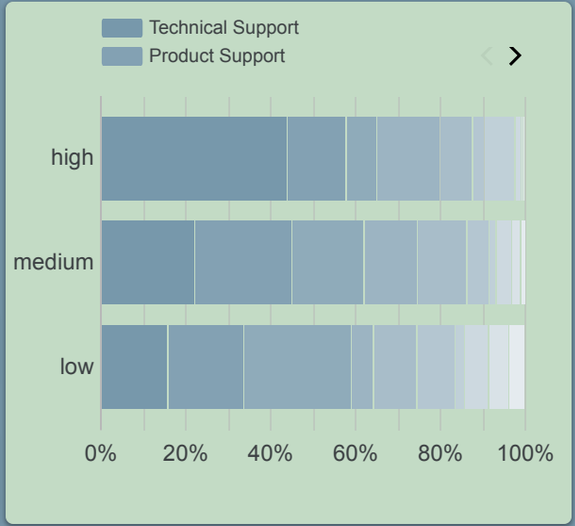
subject by priority and queue

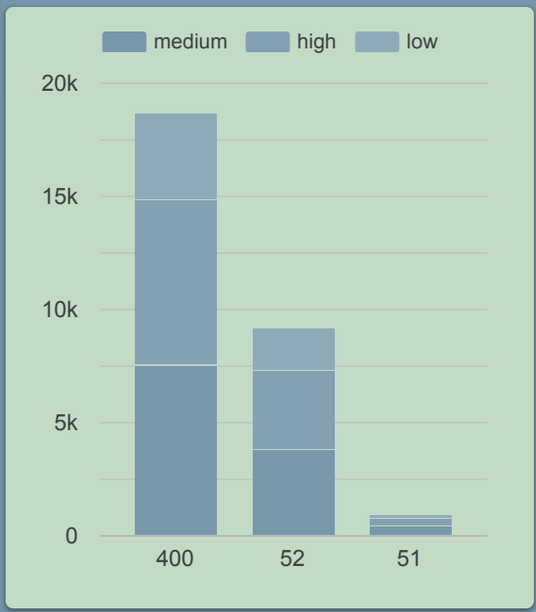


Priority Distribution by Type

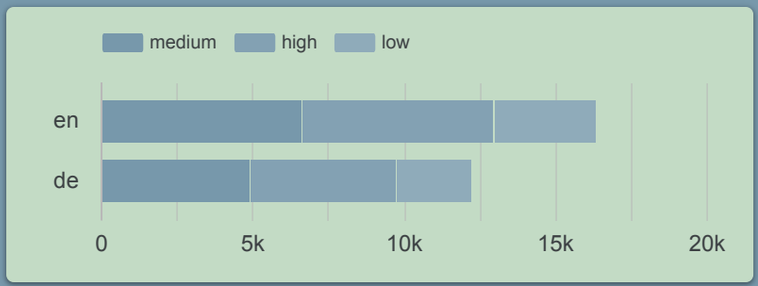
High Priority Ticket Ratio

	type / High Priority Tickets			
queue	Incident	Change	Problem	Request
Service Outa…	0.69	0.75	0.7	0.72
Technical Su…	0.59	0.62	0.59	0.57
IT Support	0.5	0.49	0.47	0.49
Billing and P…	0.32	0.36	0.31	0.29
Product Sup…	0.3	0.31	0.32	0.26
Returns and …	0.21	0.19	0.24	0.22
Customer Se…	0.21	0.2	0.15	0.19
Sales and Pr…	0.08	0.14	0.19	0.23

Priority by Version



subject by language and priority



Priority Variance Indicator

queue	subject	High Priority Tickets
Service Outages and …	1,148	0.71
Technical Support	8,362	0.59
IT Support	3,433	0.49

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Type Sensitivity Table

type	subject	High Priority Tickets
Incident	11,466	0.43
Change	2,922	0.4
Problem	6,012	0.39

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Outlier Identification Table

queue	type	subject	High Priority Tickets
Service Outages and …	Change	273	0.75
Service Outages and …	Request	166	0.72
Service Outages and …	Problem	79	0.7

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Tag Based Context & Priority Pattern Analysis

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High Priority Tickets
39.1%

priority
type
version
language

Tag Priority Sensitivity Table

	tag_1	subject	High Priority Tic…
1.	Security	5,880	0.39
2.	Bug	5,337	0.42
3.	Feedback	3,557	0.33
4.	Feature	3,081	0.32
5.	Performance	3,065	0.39
6.	Billing	1,382	0.29
7.	Outage	1,199	0.7
8.	Network	1,063	0.34

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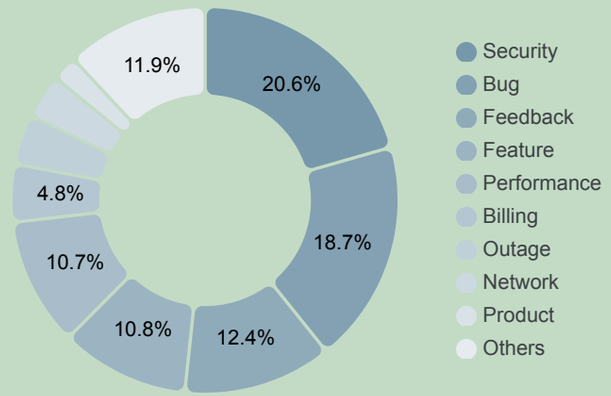
High Priority Ratio by Tag and Queue

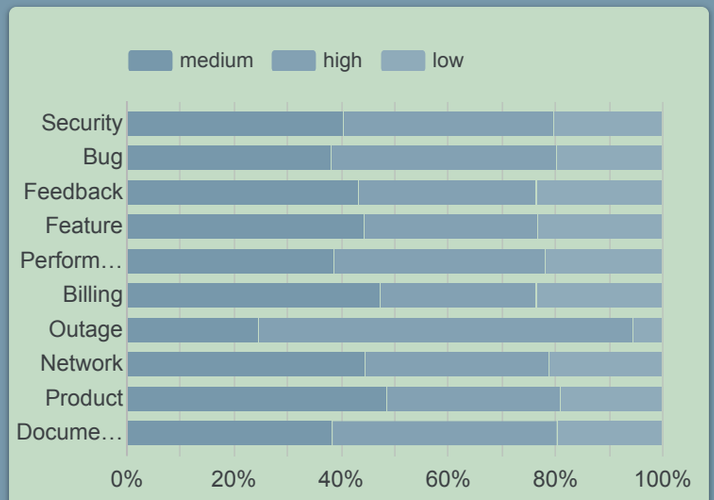
queue / Tag × Queue Priority Heatmap

tag_1	Technical S…	Product Su…	Customer …	IT Support	Billing and …
Security	0.62	0.29	0.19	0.49	0.33
Bug	0.58	0.31	0.22	0.48	0.27
Feedback	0.56	0.28	0.2	0.57	0.31
Feature	0.52	0.27	0.16	0.45	0.33
Performance	0.54	0.31	0.13	0.45	0.35
Billing	-	-	-	-	0.29
Outage	0.75	0.49	0.53	0.68	1
Network	0.43	0.14	0.11	0.38	0.29

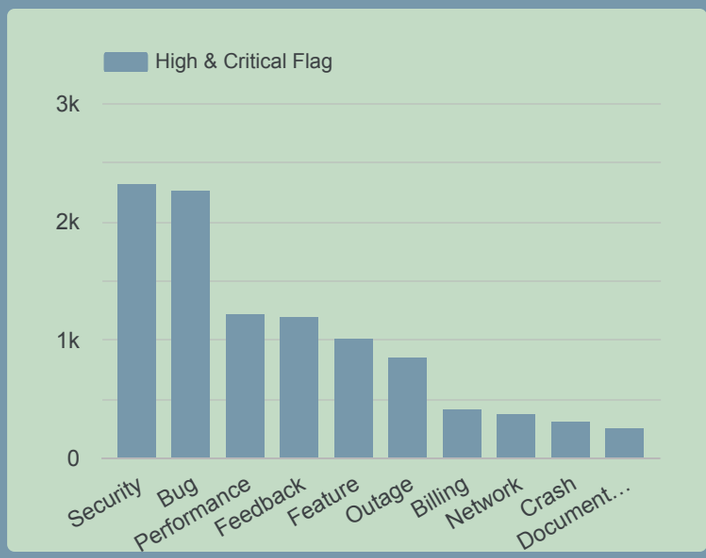
Top 10 Tags by Ticket Volume



Priority Distribution by Tag



High Priority Tickets by Tag



Queue & Governance Overview

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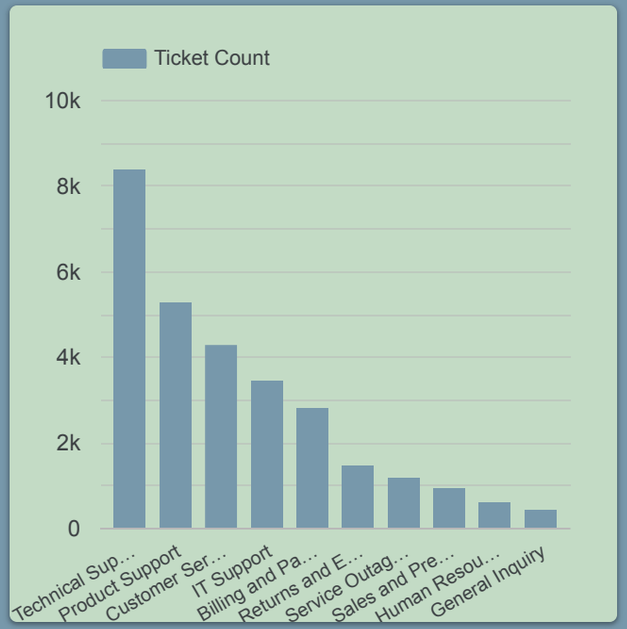
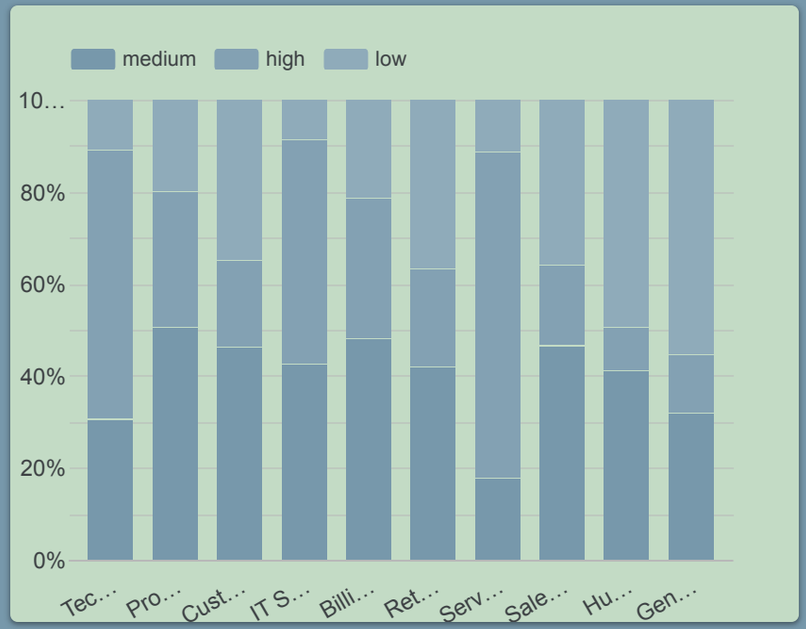
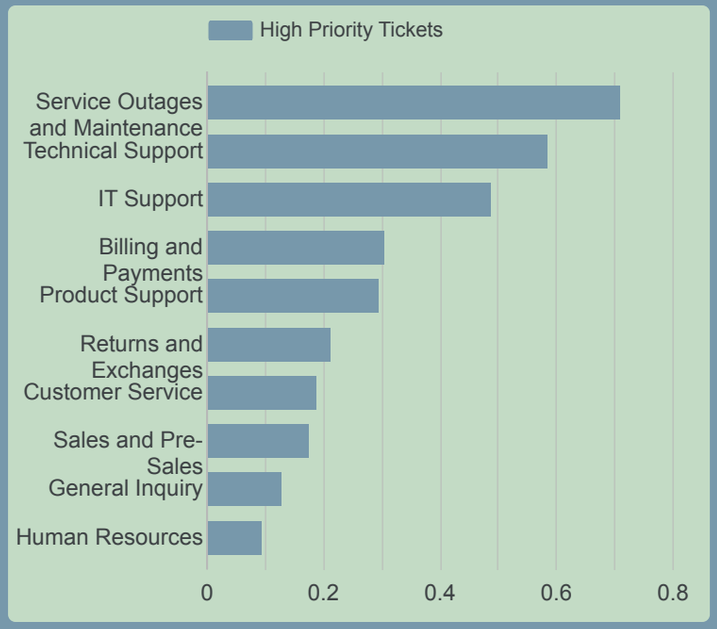
Ticket Volume by Queue



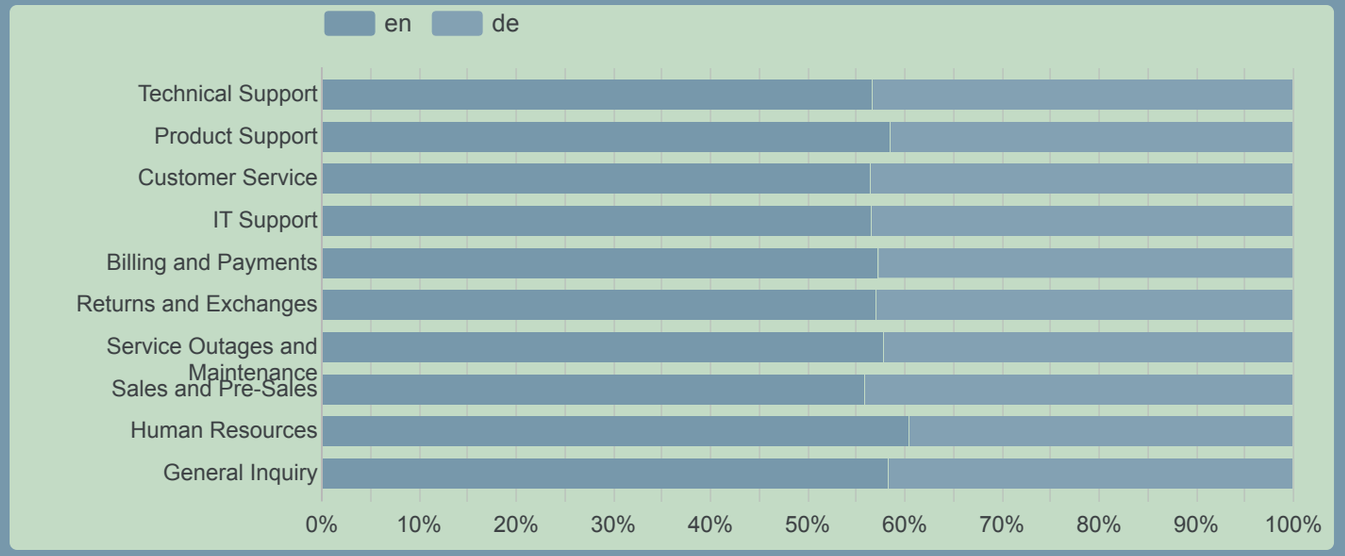
Priority Mix per Queue



High Priority Ratio by Queue



Language Distribution by Queue



Queue Priority Governance Table

	queue	subject	High Prior…
1.	Service Outages and …	1,148	0.71
2.	Technical Support	8,362	0.59
3.	IT Support	3,433	0.49
4.	Billing and Payments	2,788	0.31
5.	Product Support	5,252	0.3
6.	Returns and Exchanges	1,437	0.21
7.	Customer Service	4,268	0.19
8.	Sales and Pre-Sales	918	0.18

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