

ConnectPlus Support Services – Operational Ticket Report

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Project: Customer Engagement & Ticket Management System

Database: ConnectPlusDatabase

1. Report Objective

This operational report provides real-time insights into ticket volume, service efficiency, SLA compliance, and resolution performance within the ConnectPlus Support System. The report enables support supervisors to monitor daily operations and identify service bottlenecks.

2. Data Source

Database: ConnectPlusDatabase

Primary Reporting View: vw_TicketSummary

SQL Query Used:

```
SELECT *
FROM vw_TicketSummary
WHERE (@Status IS NULL OR Status = @Status)
```

This query enables parameterized filtering by ticket status, allowing supervisors to view specific categories such as Open, Closed, or In Progress tickets.

3. Ticket Volume by Status

Add this SQL:

```
SELECT Status, COUNT(*) AS TicketCount
FROM Tickets
GROUP BY Status
```

Status	Ticket Count
Open	5
In Progress	2
Closed	8

This section provides an overview of active and resolved tickets, helping management assess workload distribution.

4. SLA Breach Monitoring

Add SQL:

```
SELECT *
FROM vw_TicketSummary
WHERE ResolutionHours > SLAHours
```

Ticket Id	Title	Resolution Hours	SLA Hours	Breach
101	Login issue	12	8	yes

Tickets exceeding SLA hours are highlighted for managerial review to ensure accountability and service improvement .

5. Average Resolution Time

SQL:

```
SELECT AVG(DATEDIFF(HOUR, CreatedDate, ResolvedDate)) AS
AvgResolutionHours
FROM Tickets
WHERE Status = 'Closed'
```

Average Resolution Time KPI measures overall service efficiency. Lower values indicate improved service responsiveness.

Average Resolution Time: 6.4 Hours

6. Report Parameters

The report supports filtering by:

- Ticket Status
- Date Range (optional)
- Agent (optional)

This ensures flexible operational monitoring.

7. Report Design Features

- Tickets grouped by Status and Agent
- SLA breaches highlighted in red
- Totals calculated at bottom
- Clean tabular layout
- Designed for supervisor readability

8. Operational Insights

Based on the analysis, the system effectively tracks ticket workload and SLA compliance. Continuous monitoring of breached tickets and resolution time trends will help improve service quality and reduce backlog.