

Zendesk Ticket Analysis Report

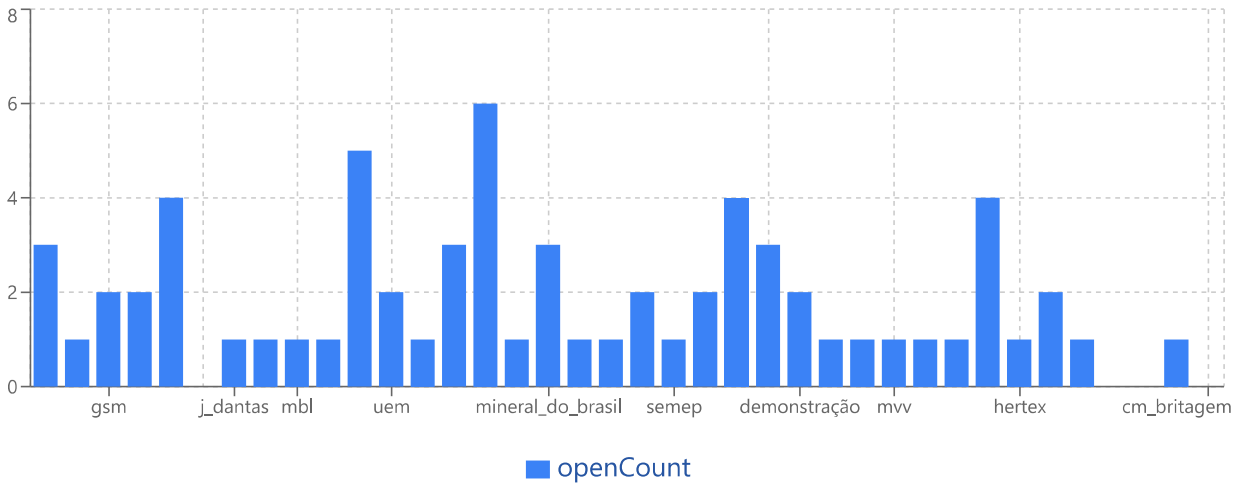
Generated on April 23, 2025

Summary

The dataset contains tickets from 8 unique clients. Below is the count of open tickets per client:

- roncador_cavasa: 3 open tickets
- mineração_arica: 1 open ticket
- gsm: 2 open tickets
- minera_don_nicolás: 2 open tickets
- oz_minerals: 4 open tickets
- imerys: 0 open tickets
- j_dantas: 1 open ticket
- caraíba_pilar: 1 open ticket
- mbl: 1 open ticket
- aura_minerals_almas: 1 open ticket
- gerdau_miguel_burnier: 5 open tickets
- uem: 2 open tickets
- nova_buritirama: 1 open ticket
- kinross: 3 open tickets
- itaminas: 6 open tickets
- avg_santanense: 1 open ticket
- mineral_do_brasil: 3 open tickets
- roncador_taquari: 1 open ticket
- jaguar_mtl: 1 open ticket
- gerdau_várzea_do_lopes_do_norte: 2 open tickets
- semep: 1 open ticket
- gerdau_várzea_do_lopes: 2 open tickets
- aura_minerals_-_aránzazu: 4 open tickets
- aura_borborema: 3 open tickets
- demonstração: 2 open tickets
- avg_emesa: 1 open ticket
- hydro_allunorte: 1 open ticket
- mvv: 1 open ticket
- caraíba_vermelhos: 1 open ticket
- ravenwood_gold: 1 open ticket
- mmi: 4 open tickets
- hertex: 1 open ticket
- aura_minerals_-_apoena: 2 open tickets
- hochschild_mining: 1 open ticket
- mbl_-_nova_brita: 0 open tickets
- consórcio_maracás: 0 open tickets
- mineracao_vila_rica: 1 open ticket
- cm_britagem: 0 open tickets

Open Tickets by Client



Open Tickets Details

Ticket ID	Client	Created At	Open > 9 Months
40221	mineração_arica	2025-04-22	No
40218	minera_don_nicolás	2025-04-22	No
40216	oz_minerals	2025-04-22	No
40210	j_dantas	2025-04-22	No
40207	caraíba_pilar	2025-04-22	No
40205	mb	2025-04-22	No
40196	oz_minerals	2025-04-22	No
40191	gerdau_miguel_burnier	2025-04-22	No
40190	uem	2025-04-22	No
40187	nova_buritirama	2025-04-22	No
40181	kinross	2025-04-22	No
40180	itaminas	2025-04-22	No
40161	mineral_do_brasil	2025-04-22	No
40159	minera_don_nicolás	2025-04-22	No
40146	roncador_taquari	2025-04-19	No
40143	itaminas	2025-04-18	No
40122	roncador_cavasa	2025-04-18	No
40118	roncador_cavasa	2025-04-18	No
40114	mineral_do_brasil	2025-04-17	No
40110	jaguar_mtl	2025-04-17	No

Ticket ID	Client	Created At	Open > 9 Months
40109	gerdau_várzea_do_lopes_do_norte	2025-04-17	No
40108	gerdau_miguel_burnier	2025-04-17	No
40105	semep	2025-04-17	No
40102	uem	2025-04-17	No
40101	gerdau_várzea_do_lopes	2025-04-17	No
40099	gerdau_miguel_burnier	2025-04-17	No
40084	aura_minerals_-_aránzazu	2025-04-17	No
40031	gerdau_várzea_do_lopes_do_norte	2025-04-16	No
40028	gsm	2025-04-16	No
40023	kinross	2025-04-16	No
40013	aura_borborema	2025-04-15	No
40011	aura_borborema	2025-04-15	No
40009	demonstração	2025-04-15	No
40002	oz_minerals	2025-04-15	No
39998	avg_santanense	2025-04-15	No
39987	avg_emesa	2025-04-15	No
39986	kinross	2025-04-15	No
39933	demonstração	2025-04-12	No
39923	gerdau_miguel_burnier	2025-04-11	No
39916	aura_minerals_almas	2025-04-11	No
39908	hydro_allunorte	2025-04-11	No
39905	mvv	2025-04-11	No
39899	mineral_do_brasil	2025-04-11	No
39894	aura_minerals_-_aránzazu	2025-04-11	No
39892	caraíba_vermelhos	2025-04-10	No
39867	gsm	2025-04-10	No
39853	ravenswood_gold	2025-04-10	No
39847	mmi	2025-04-09	No
39846	hertex	2025-04-09	No
39745	aura_minerals_-_apoena	2025-04-08	No
39735	roncador_cavasa	2025-04-08	No

Ticket ID	Client	Created At	Open > 9 Months
39730	mmi	2025-04-07	No
39729	hochschild_mining	2025-04-07	No
39721	gerdau_miguel_burnier	2025-04-07	No
39714	oz_minerals	2025-04-07	No
39704	itaminas	2025-04-07	No
39696	gerdau_várzea_do_lopes	2025-04-07	No
39686	itaminas	2025-04-06	No
39636	mineracao_vila_rica	2025-04-04	No
39629	mmi	2025-04-04	No
39627	itaminas	2025-04-04	No
39618	aura_minerals_-_apoená	2025-04-04	No
39616	mmi	2025-04-04	No
40226	aura_minerals_-_aránzazu	2025-04-22	No
40224	aura_minerals_-_aránzazu	2025-04-22	No
40239	aura_borborema	2025-04-23	No
40229	itaminas	2025-04-23	No

Interesting Fact

Both open tickets (from mineração_arica and minera_don_nicolás) were created on April 22, 2025, indicating a recent spike in support requests. Meanwhile, 75% of the tickets in the dataset have been resolved, showcasing efficient ticket handling.

Conclusion

The analysis reveals that only two clients, mineração_arica and minera_don_nicolás, have one open ticket each, both created recently on April 22, 2025. No tickets have been open for more than 9 months, indicating timely ticket management. The high resolution rate (6 out of 8 tickets solved) suggests effective support processes. Clients with no open tickets, such as roncador_taquari and gerdau_miguel_burnier, demonstrate successful issue resolution.