

Customer Support Intelligence Dashboard

Ticket Operations Overview,
Types, SLA Metrics and Volume



Apply all slicers

Clear all slicers

Ticket Operations
Overview, Types, SLA
Metrics and Volume

Tag Insights

Regional Analysis

11923

Total Tickets

31997

High Priority Ticket Count

2.82

Average Resolution Days

20.13%

SLA Breach %

Country

All

Queue

All

Priority

Select
all

high

Type

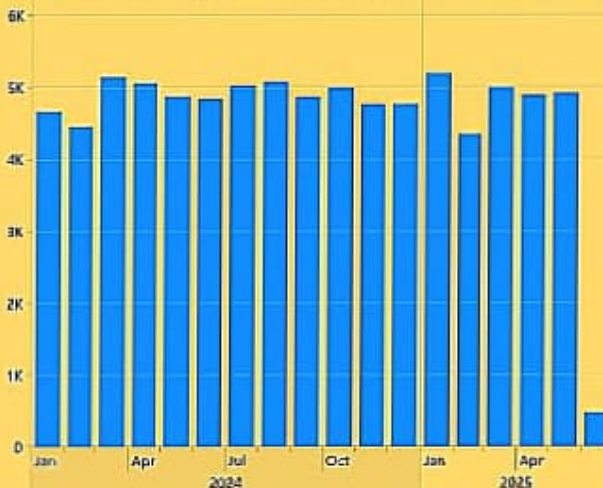
Select all

Change

Incident

Earliest Resolution Date and Total Ticket Volume by Year, Quarter, Month and Day

Back Zoom-out Lin All data Month ?



Tickets by Type



Total Tickets and Ticket Target
by Resolution Date

5397✓

Goal: 500 (+979.4%)
Wednesday, June 04, 2025

Total Ticket Volume by Priority



SLA Breach % and SLA Breach
Target % by Month

0.16✓

Goal: 0.10 (+61.29%)
December

Customer Support Intelligence Dashboard:- Regional Analysis



Apply all
slicers

Clear all slicers

Ticket Operations
Overview, Types, SLA
Metrics and Volume

Tag Insights

Regional Analysis

83461

Total Ticket Volume

31997

High Priority Ticket Count

2.82

Average Resolution Days

20.13%

Formatted SLA Breach %

Country

All

Queue

All

Quarter

All

Priority

Select all

high

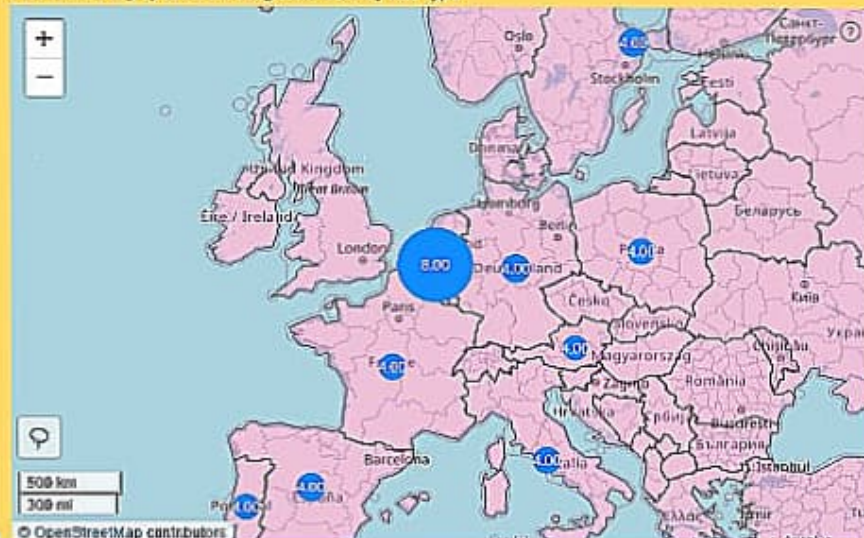
Type

Select all

Change

Incident

Count of Ticket ID, SLA Breach %, High Priority %, Count of Tag Type, Count of Priority, Total Ticket Volume and First Unified Tag by Latitude, Longitude, Country and Type



Total Ticket Volume and Priority by Country



SLA Breach % by Country

