Overview Of Ticket

4
IssueCategory

5.5K
Total Tickets

6K
Tickets Count

-100.0
Percentage Chang…

13.7K
Sum of Issue Cate…

-18
Absolute Change

5500
TicketID

Issue Category

All ▾

Detailed Percentage Change in Tickets by Issue
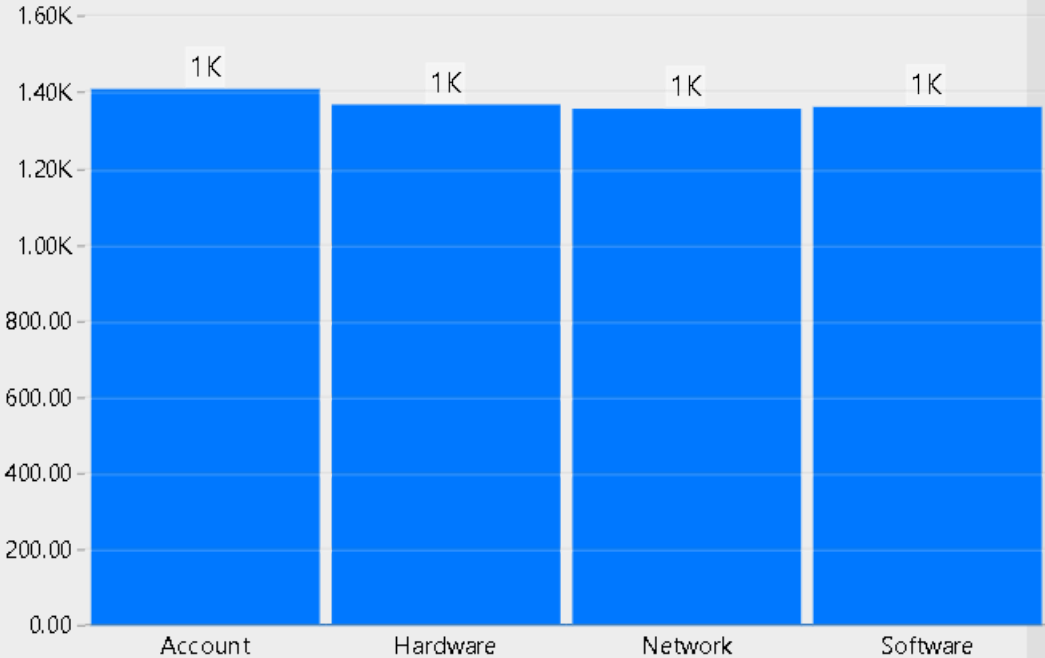
↶ Back   🔍 Zoom-out   ☰ Lin   ?

Percentage Change in Tickets by Category and Period

Month	April		August		Decembe
IssueCategory	Total Tickets	Percentage Change (%)	Total Tickets	Percentage Change (%)	Total Tick
Account	95	300.00	104	133.33	
Hardware	110	-66.67	105	0.00	
Network	119	-80.00	118	0.00	
Software	129	133.33	121	0.00	
Total	**453**	**-16.67**	**448**	**30.77**	

Chart: Detailed Percentage Change in Tickets by Issue
- Account: 1K
- Hardware: 1K
- Network: 1K
- Software: 1K

Agent Performance

Dashboard

5500
Tickets Handled

1.9K
Tickets Resolved

6K
Total Tickets

MonthYear

All

5500
Count of Escalated

1862
Tickets Resolved

33.9
Resolution Rate

Ticket Volume Share by Agent: Selected Year

● Agent11 ● Agent3 ● Agent1 ● Agent12 ● Agent15 ● Others

Others (4.04K)
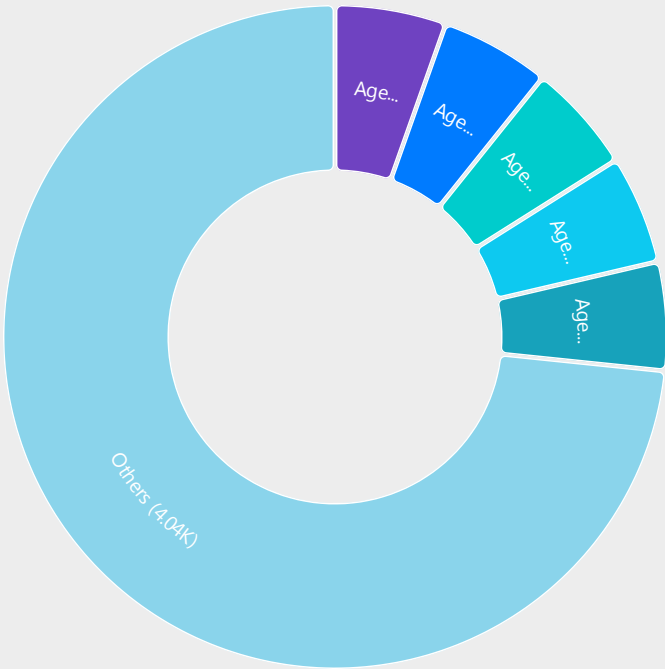
Tickets Handled by Assigned Agent and MonthYear

MonthYear	Agent1	Agent10	Agent11	Agent12	Agent13	Agent14	Agent15	Agent16	A
Apr 2024	292	270	298	291	274	283	291	277	
Aug 2024	292	270	298	291	274	283	291	277	
Dec 2024	292	270	298	291	274	283	291	277	
Feb 2024	292	270	298	291	274	283	291	277	
Jan 2024	292	270	298	291	274	283	291	277	
Jul 2024	292	270	298	291	274	283	291	277	
Jun 2024	292	270	298	291	274	283	291	277	
Total	**292**	**270**	**298**	**291**	**274**	**283**	**291**	**277**	

User Feedback

IssueCategory

All ▾

1M	3.6K	4K
Ticket Age	**Unresolved or Pending...**	**Overdue Tickets**

Overdue Tickets by Department

Department ● Accounting Departmen ● Hardware Suppor ● Software Suppor ● Network Suppor

Network Support (866.00)
Accounting Department (930.00)
Software Support (919.00)
Hardware Support (923.00)

Ranking of Overdue Tickets by Category Over Time

IssueCategory ● Account ● Hardware ● Network ● Software

Overdue Tickets by G...

400

200

0

Mar 2024, Oct 2024, Sep 2024, Jan 2024, May 2024, Apr 2024, Aug 2024, Jul 2024, Nov 2024, Jun 2024, Feb 2024, Dec 2024

MonthYear

Dynamic Summary Dashboard

4
IssueCategory

5.5K
Tickets Count

20
AssignedAgent

Tickets Resolved Within SLA by Month: 2024 | Total Closed Tickets: 1862

● Sum of SLATimeframe ● Total Resolved SLA

Sum of ...: 10K, 0K

Jan... Ma... Oc... De... Se... Ma... Ap... Au... Jul ... Jun... Fe... No...

Percentage Change by Category: 2024

IssueCat... ● Account ● Hardware

Percentage Change (%): 300, 200, 100, 0, -100

Oct 2024, Jun 2024, Jan 2024, Aug 2024, Nov 2024, May 2024, Feb 2024, Sep 2024, Apr 2024, Jul 2024

MonthYear

Ticket Status by Month/Year (2024)

Status ● Closed ● Open ● Pending

MonthYear	Closed	Open	Pending
Apr 2024	32.67%	34.22%	33.11%
Aug 2024	32.14%	32.37%	35.49%
Dec 2024	32.83%	31.33%	35.84%
Feb 2024	37.83%	28.84%	33.33%
Jan 2024	38.22%	31.09%	30.69%
Jul 2024	35.71%	33.71%	30.58%
Jun 2024	35.29%	33.65%	31.06%
Mar 2024	30.97%	35.63%	33.40%
May 2024	32.83%	35.43%	31.74%
Nov 2024	33.57%	29.55%	36.88%
Oct 2024	33.40%	31.77%	34.83%
Sep 2024	31.03%	34.91%	34.05%

Percentage by Status: 0%, 50%, 100%

Average Response Time by Department: 2024

Department	
Hardware Su...	
Accounting ...	
Software Sup...	
Network Sup...	

Average Response Time: 0, 2, 4

Dynamic Summary Dashboard

1M	3.6K	4K
Ticket Age	Unresolved or...	Overdue Tickets

Escalation Rate Trends Over Time: 2024

Department ● Accountin... ● Hardwar... ● Network ... ▷

Agent Performance: 2024 | Total Tickets: 5500 | Avg. Resolution Rate: 33.85 hours

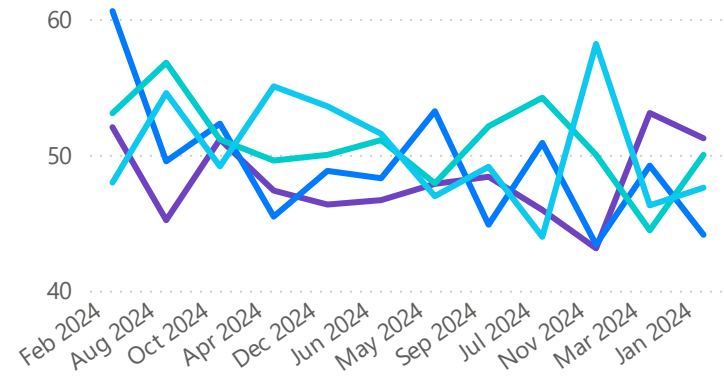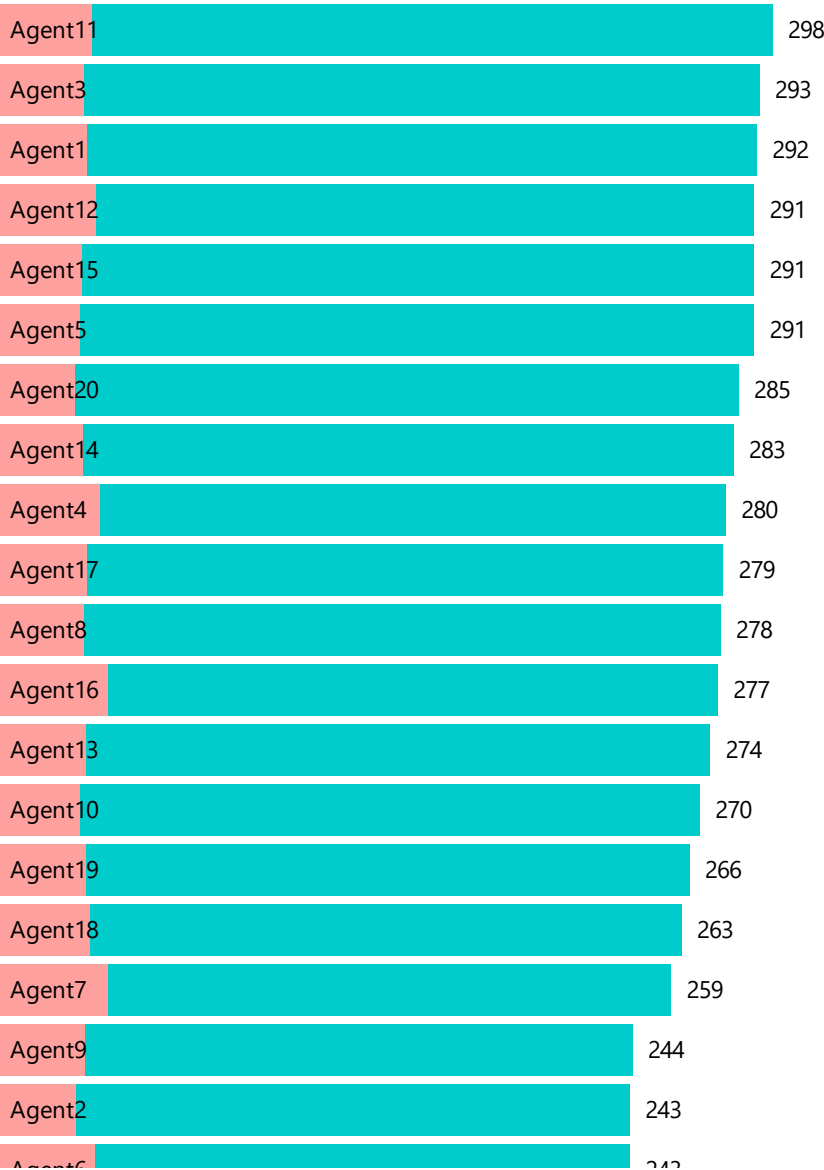| Agent	Value
Agent11	298
Agent3	293
Agent1	292
Agent12	291
Agent15	291
Agent5	291
Agent20	285
Agent14	283
Agent4	280
Agent17	279
Agent8	278
Agent16	277
Agent13	274
Agent10	270
Agent19	266
Agent18	263
Agent7	259
Agent9	244
Agent2	243
Agent6	243

User Satisfaction Feedback Distribution: 2024

Satisfaction Bin	Total				
	3	4	1	2	5
Total	1130	1125	1103	1096	1046
	305	259	268	264	267
	261	301	283	259	254
	281	281	266	292	249
	283	284	286	281	276
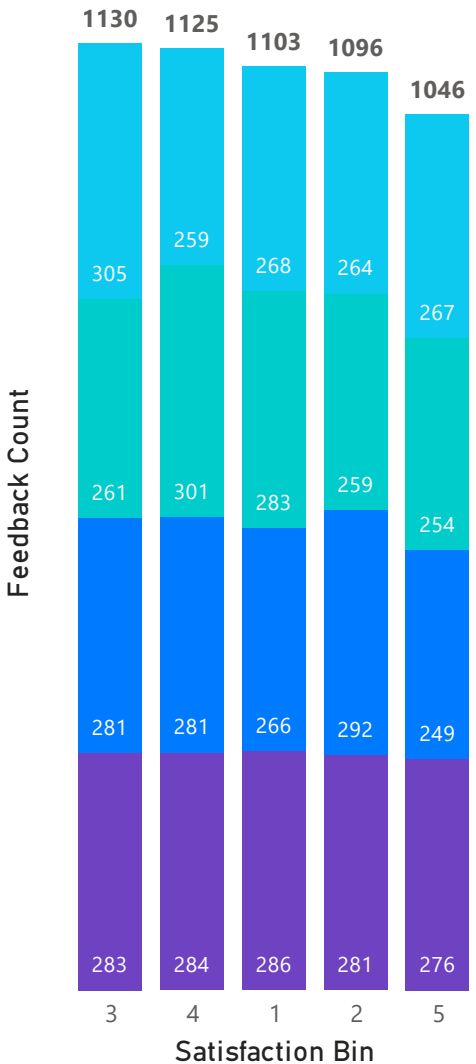
Dynamic Summary Dashboard

IssueCategory

All ▾

1M Ticket Age	**3.6K** Unresolved or Pending...	**4K** Overdue Tickets

Overdue Tickets by Month and Issue Category: 2024

IssueCategory ● Account ● Hardware ● Network ● Software
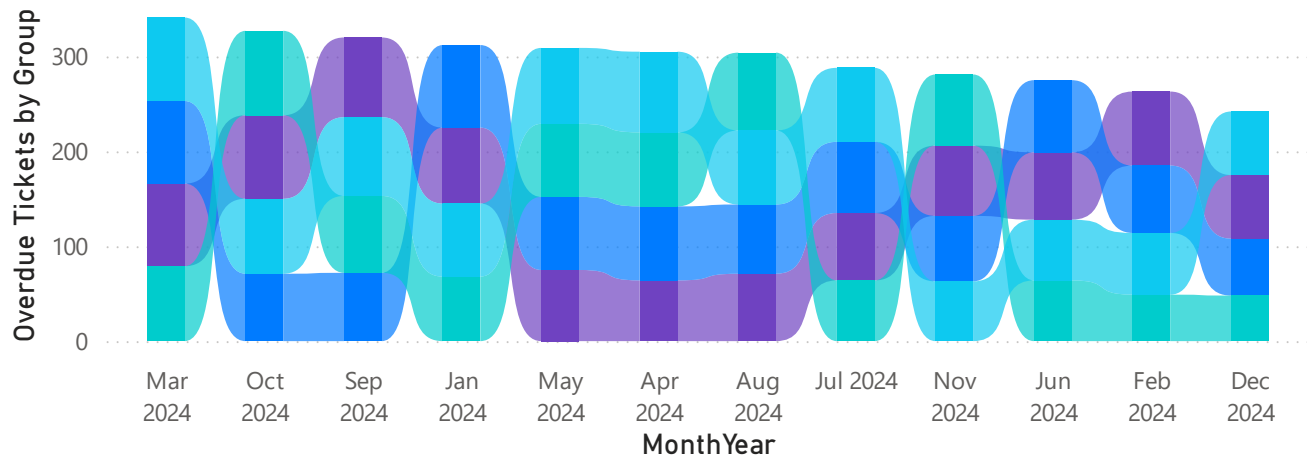
Ticket Metrics Summary: 2024 | Total Tickets: 5500

TicketID	Status	Priority	Department	Issue Category	Su
446	Closed	High	Hardware Support	Hardware	
492	Closed	High	Network Support	Network	
444	Closed	Low	Software Support	Software	
480	Closed	Medium	Accounting Department	Account	
457	Open	High	Hardware Support	Hardware	
435	Open	High	Network Support	Network	
458	Open	Low	Software Support	Software	
451	Open	Medium	Accounting Department	Account	
466	Pending	High	Hardware Support	Hardware	
431	Pending	High	Network Support	Network	
461	Pending	Low	Software Support	Software	
479	Pending	Medium	Accounting Department	Account	
5500					