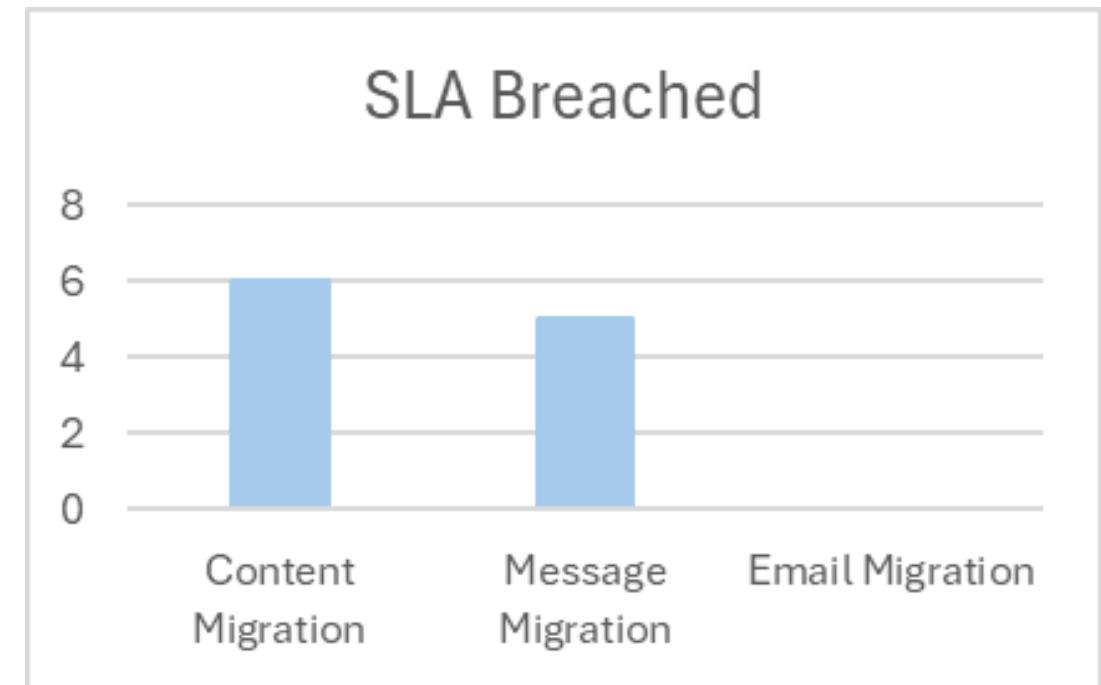


Weekly SLA, Ticket Progress & Activity Report (Jan 05 - Jan 12)

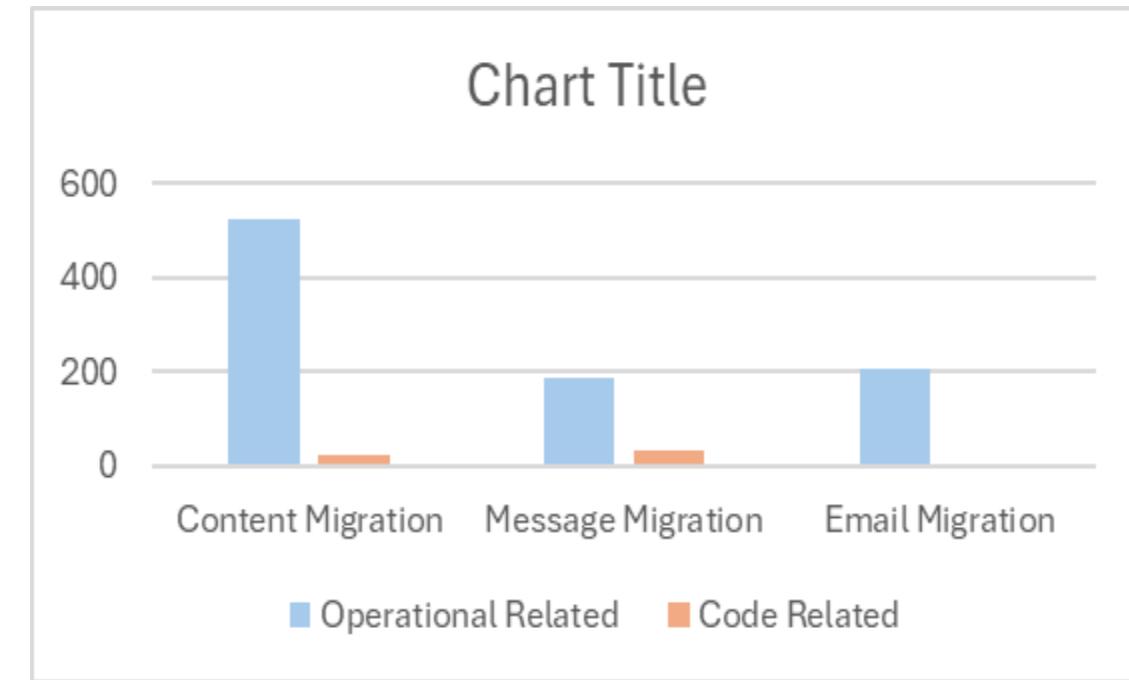
Tracking SLA Breached

Production Type	SLA Breached
Content Migration	6
Message Migration	5
Email Migration	0



Operational Vs Code Related

Product Type	Operational Related	Code Related
Content Migration	524	20
Message Migration	185	34
Email Migration	205	2



Tickets Status Breakdown

Product Type	Open	In Progress	Waiting for Pre-sales	Pending with QA	Waiting for Migration	Pending with Infra	Closed/Resolved	Total
Content Migration	4	15	2	1	19	2	500	543
Message Migration	5	14	0	0	2	0	198	219
Email Migration	0	1	0	0	2	0	204	207

