Support Ticket Analysis Report

Project Summary | Created in Microsoft Excel

- Pivot Tables, Charts, Slicer, Formulas

1. Project Overview

This project analyzes tech support tickets using Excel. It includes data cleaning, conditional formatting, KPI creation, and dashboard development. The goal is to monitor agent performance, identify frequent issues, and improve response and resolution times.

2. Tools & Skills Used

- Excel (Pivot Tables, Charts, Conditional Formatting, Slicers)

- Data Cleaning & Transformation

- Logical Formulas (IF, IFERROR, AND, TODAY)

- Dashboard Creation with KPIs & Charts

- Conditional Formatting Rules

3. Data Cleaning & Logic

- Date Difference Formula Used:

=IFERROR([@[Date Closed]] - [@[Date Opened]], "not applicable")

This formula calculates the number of days it took to resolve a ticket. If the ticket is still open, it displays 'not applicable' instead of an error.

4. Conditional Formatting

- 🔘 Red fill for tickets open more than 5 days.

- 🔘 Orange color scale for high 'Resolution Time (hrs)'.

- ✔ / ⚠ / ✖ Icon sets for Customer Ratings (high/average/low).

5. Dashboard Highlights

• Avg. Resolution Time: 60.74 hrs

• Avg. Customer Rating: 2.83

• Ticket trends shown using line chart (Ticket Volume Over Time)

• Top 5 frequent issues using horizontal bar chart

• Response time by priority and customer rating by agent

• Pie chart for Ticket Distribution by Agent

• Slicers for dynamic filtering by Month, Agent, and Priority

6. Visual Design

Dashboard uses a dark-themed background with clear KPIs and charts. Interactive slicers help filter and explore the data. Metrics are visually highlighted to easily identify performance gaps and frequent issue areas.