ONYX DATA

Received Cases

2330

Within SLA 1547

SLA Violated 783

Closed	Resolved	Open	In Progress
1173	739	18	400

Clear all slicers

Q1 Q2 Q3 Q4

Avg Customer Satisfaction

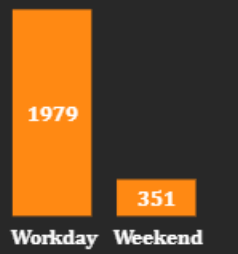
★★★★½

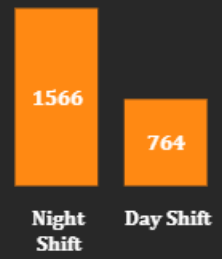
3.51 /5

Connor leads with the highest average customer satisfaction score of **4.07**. **Nicola Wane** stands out with the highest number of attended calls, totaling **367**.

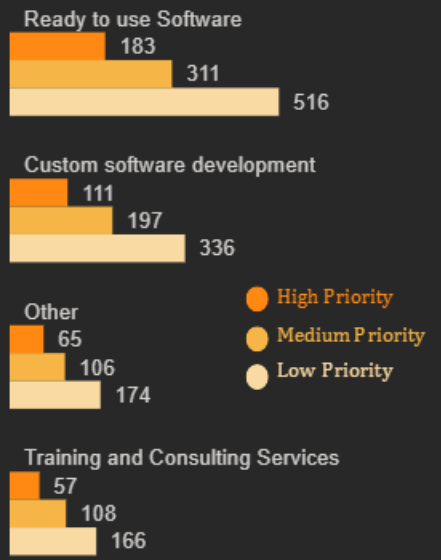
Adolpho Messingham	197
Bernard Beckley	359
Connor Danielovitch	347
Heather Urry	177
Kristos Westoll	333
Michele Whyatt	186
Nicola Wane	367
Sheela Cutten	364

Ticket Volume Trends (Assuming Workday: Mon - Fri, Day Shift 9-5):





Maximum tickets get raised during **night shift** during **workdays**.



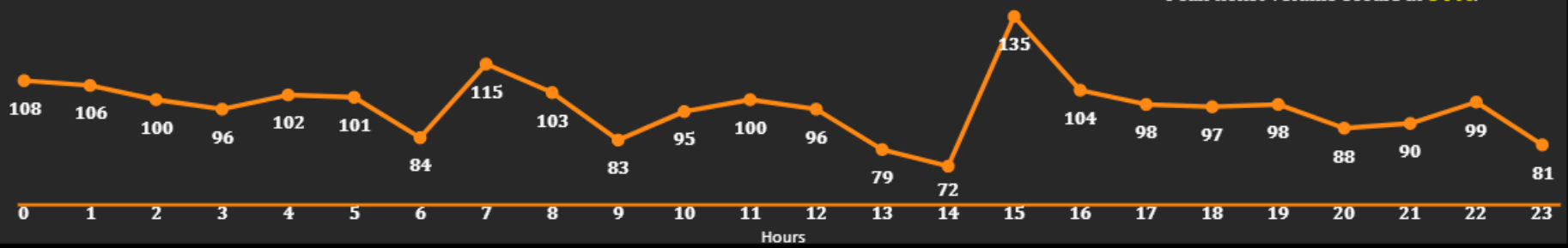
Maximum tickets are raised for **ready to use software**, with **183** being **high priority**.

S.No.	MonthName	Open	In Progress	Resolved	Closed	% Within SLA	Total
1	Jan	0	37	79	108	76.34%	224
2	Feb	2	34	55	68	69.81%	159
3	Mar	1	34	66	102	73.40%	203
4	Apr	2	36	54	81	66.47%	173
5	May	0	45	77	97	69.86%	219
6	Jun	0	40	59	104	66.50%	203
7	Jul	0	38	67	97	63.37%	202
8	Aug	1	34	63	96	62.37%	194
9	Sep	0	21	46	97	64.63%	164
10	Oct	0	29	75	96	61.50%	200
11	Nov	0	33	50	130	60.56%	213
12	Dec	12	19	48	97	60.23%	176
Total		18	400	739	1173	66.39%	2330

In **Yr 2023 Nov** month has received max calls **(130)** while **Jan month** has managed to achieve max SLA of **99.44%**.

Peak Ticket Creation Times

Peak ticket volume occurs at **3 PM**.



ONYX DATA

Received Cases
2330

SLA Violated	783
Within SLA	1547

2023 | 2024 | Clear all slicers

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

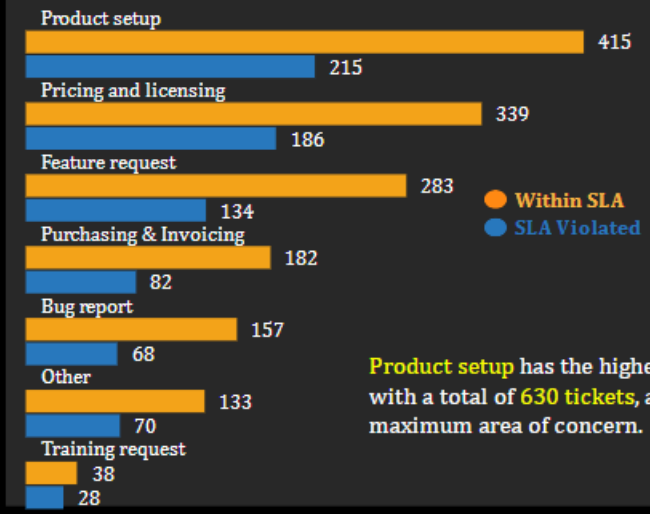
Ticket Content and Resolution:

Avg Customer Satisfaction

★★★★★

3.51/5

- Adolpho Messingham 197
- Bernard Beckley 359
- Connor Danielovitch 347
- Heather Urry 177
- Kristos Westoll 333
- Michele Whyatt 186
- Nicola Wane 367
- Sheela Cutten 364

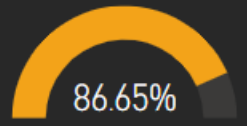


Product setup has the highest ticket count with a total of 630 tickets, and has the maximum area of concern.

Rate Of Resolution by Topic

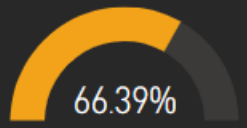
Bug report resolution rate is 39.56%, the highest among all topics.

First Response SLA Compliance (%)

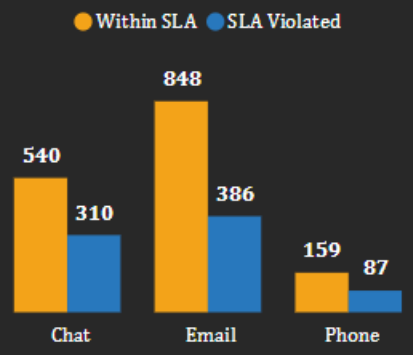


86.65% of initial responses rate within SLA compliance often leads to improved customer retention.

Resolution SLA Compliance (%)



While a 66% issue resolution rate is decent, it also implies that 34% of issues are not resolved promptly.



Email over phones for raising tickets can lead to operational efficiencies, better documentation and tracking, improved customer satisfaction, and cost savings for the organization.

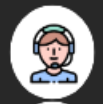
Country	No. Of Tickets
Germany	306
Italy	303
Poland	287
United Kingdom	283
Slovenia	159
France	158
Republic of Ireland	148
Austria	144
Greece	144
Czech Republic	134
Spain	133
Bulgaria	131
Total	2330

Based in the market dynamics of the above tickets, efforts can be optimized.

Performance Metrics:

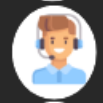
Avg Customer Satisfaction

★★★½★ 3.51 /5

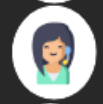


Adolpho Messingham
197
3.46

Bernard Beckley
359
3.41



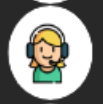
Connor Danielovitch
347
4.07



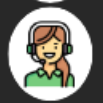
Heather Urry
177
3.37

Kristos Westoll
333
3.23

Michele Whyatt
186
3.40

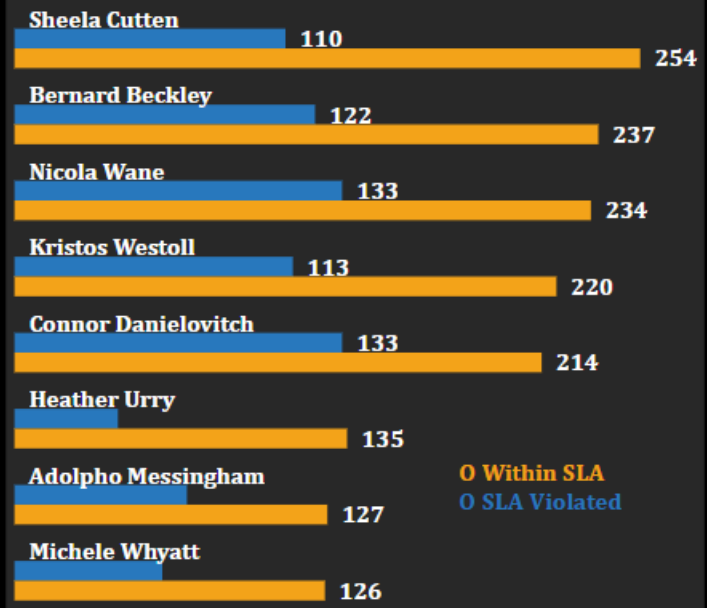


Nicola Wane
367
3.36



Sheela Cutten
364
3.65

Total Volume



Nicola Wane has attended the most calls of 367 count, while Connor, with the highest rating, has also exceeded the maximum SLA count of 133.

Topics

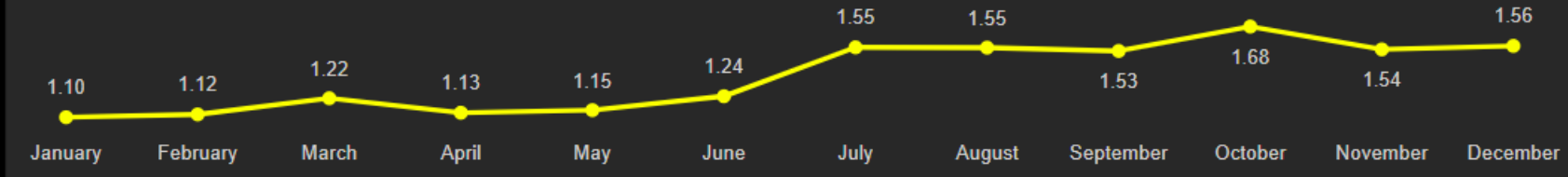
All

First Response Duration by SLA (Min)

Impact of Resolution Duration (Min)

Both quickly tickets move through the resolution process the first response and first resolution durations meeting the SLA for more than 80% of calls indicate efficient handling of customer inquiries, likely leading to high satisfaction levels and smooth resolution processes

Average Ticket Resolution Time by Month



The faster movement of tickets through the resolution process, with an improvement in resolution time from June to October, particularly during peak periods, suggests enhanced efficiency and possibly better resource allocation, leading to quicker issue resolution and potentially higher customer satisfaction.