

# CarePlus Ticket Insights

agent

All

date

Tuesday, July  
01, 2025

Wednesday,  
July 02, 2025

Thursday, July  
03, 2025

Friday, July 04,  
2025

Saturday, July  
05, 2025



**587**  
total tickets

**474**  
Tickets Resol...

**91**  
Tickets Open

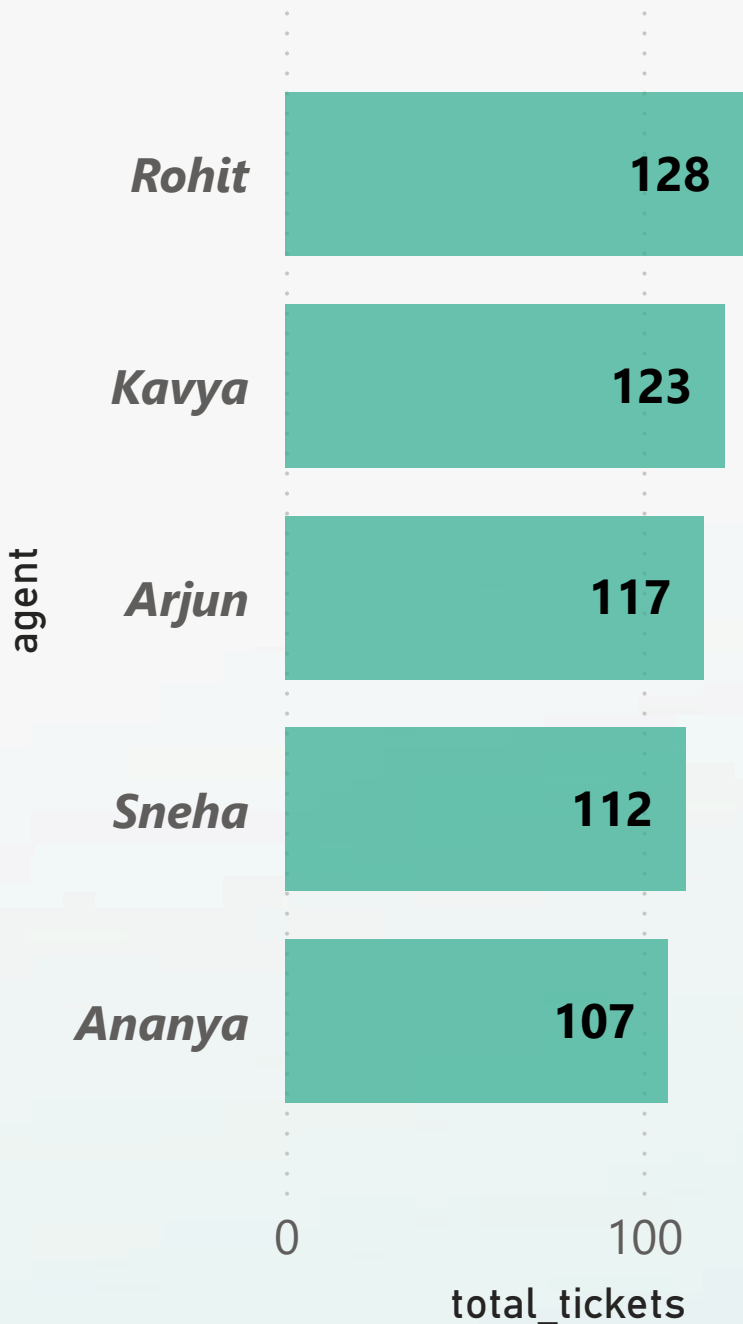
**22**  
Tickets Escal...

**5**  
Total Agents

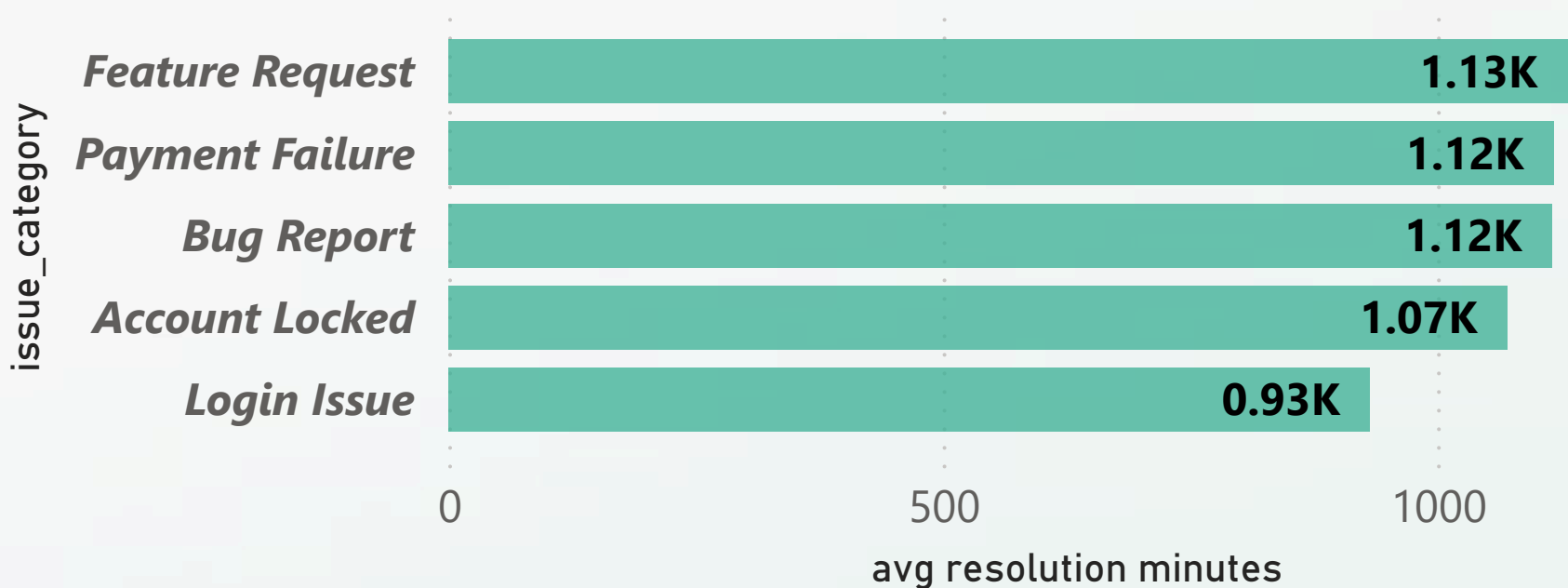
**1077**  
avg resoluti...

**4.58**  
Avg Interactions

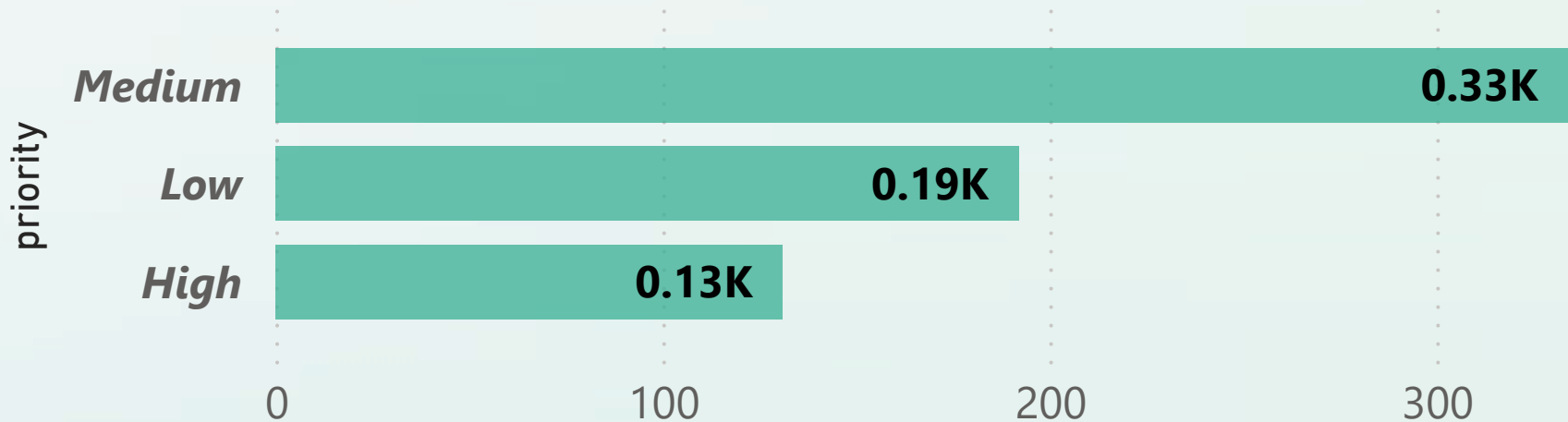
total\_tickets by agent



avg resolution minutes by issue\_category

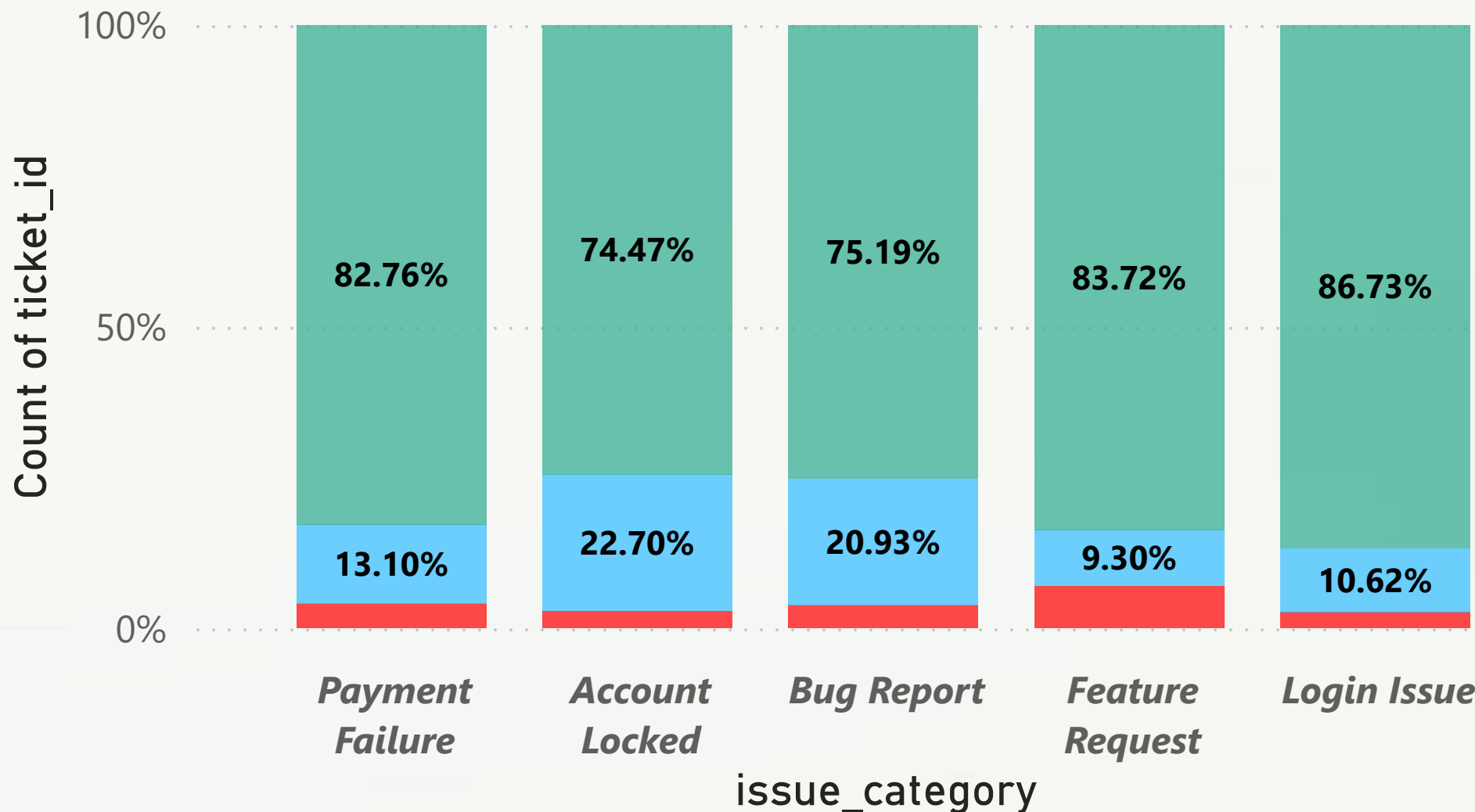


Count of issue\_category by priority



Count of ticket\_id by issue\_category and status

status Escalated Open Resolved



ticket_id	agent	total_tickets	avg resolution minutes	issue_category
TCK0731021	Kavya	1	227	Feature Request
TCK0731020	Rohit	1		Account Locked
TCK0731019	Arjun	1	543	Bug Report
TCK0731018	Kavya	1	1519	Payment Failure
TCK0731017	Rohit	1	2091	Feature Request
TCK0731016	Kavya	1	1385	Account Locked
TCK0731013	Sneha	1		Login Issue
TCK0731012	Arjun	1	1417	Bug Report
TCK0731011	Ananya	1	893	Payment Failure
TCK0731010	Arjun	1	1179	Account Locked
TCK0731008	Ananya	1	1476	Bug Report
TCK0731007	Ananya	1	561	Login Issue
TCK0731006	Ananya	1	257	Login Issue
TCK0731005	Arjun	1	869	Account Locked
TCK0731004	Ananya	1	1398	Payment Failure
TCK0731003	Sneha	1	1756	Account Locked
TCK0731001	Rohit	1	227	Feature Request
Total		587	1077	



# CarePlus Support Logs

date

Tuesday, July 01, 2025	Wednesday, July 02, 2025	Thursday, July 03, 2025	Friday, July 04, 2025	Saturday, July 05, 2025	Sunday, July 06, 2025	Monday, July 07, 2025
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2245

Total Logs

746

Logged Tickets

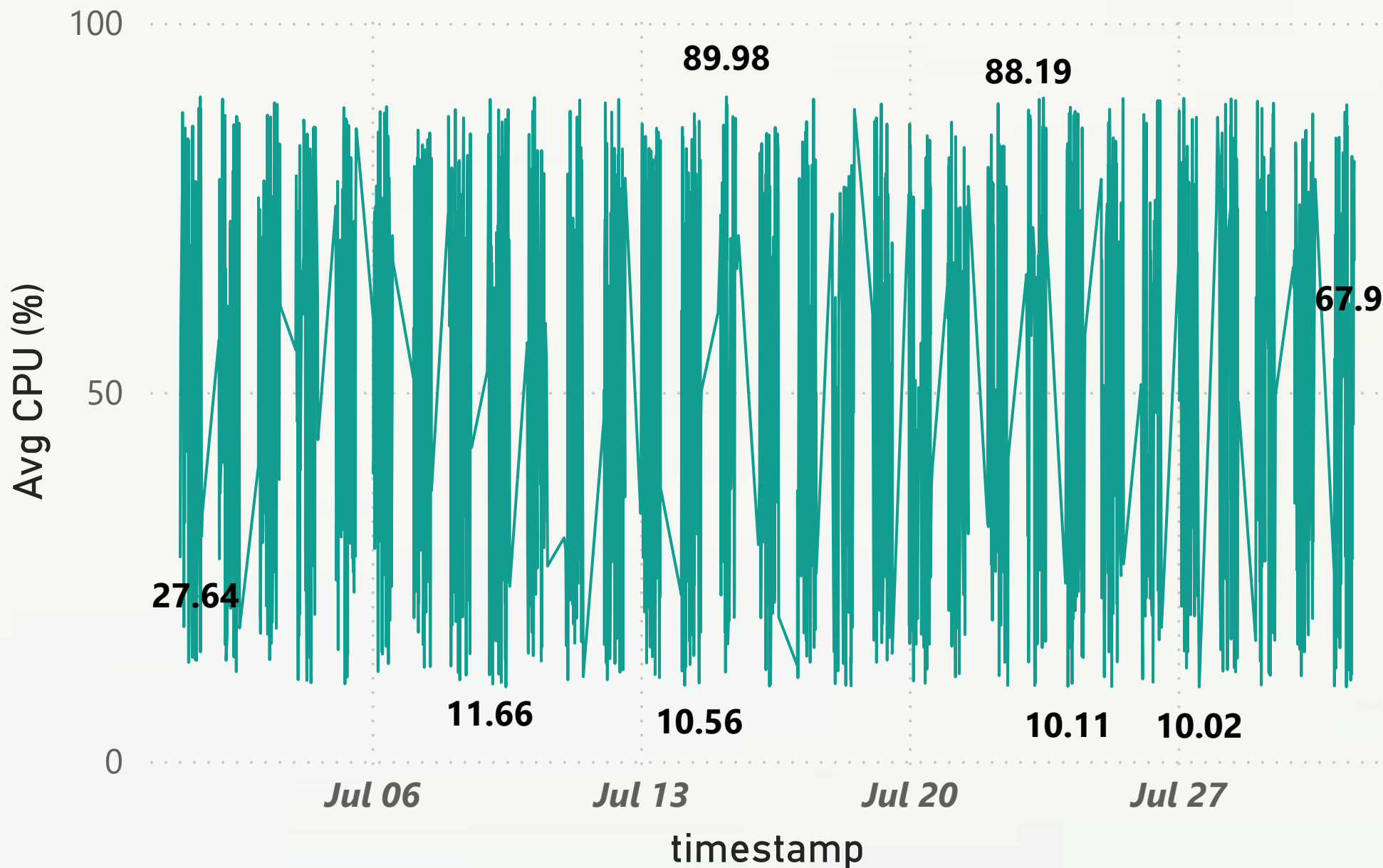
49.67

Avg CPU (%)

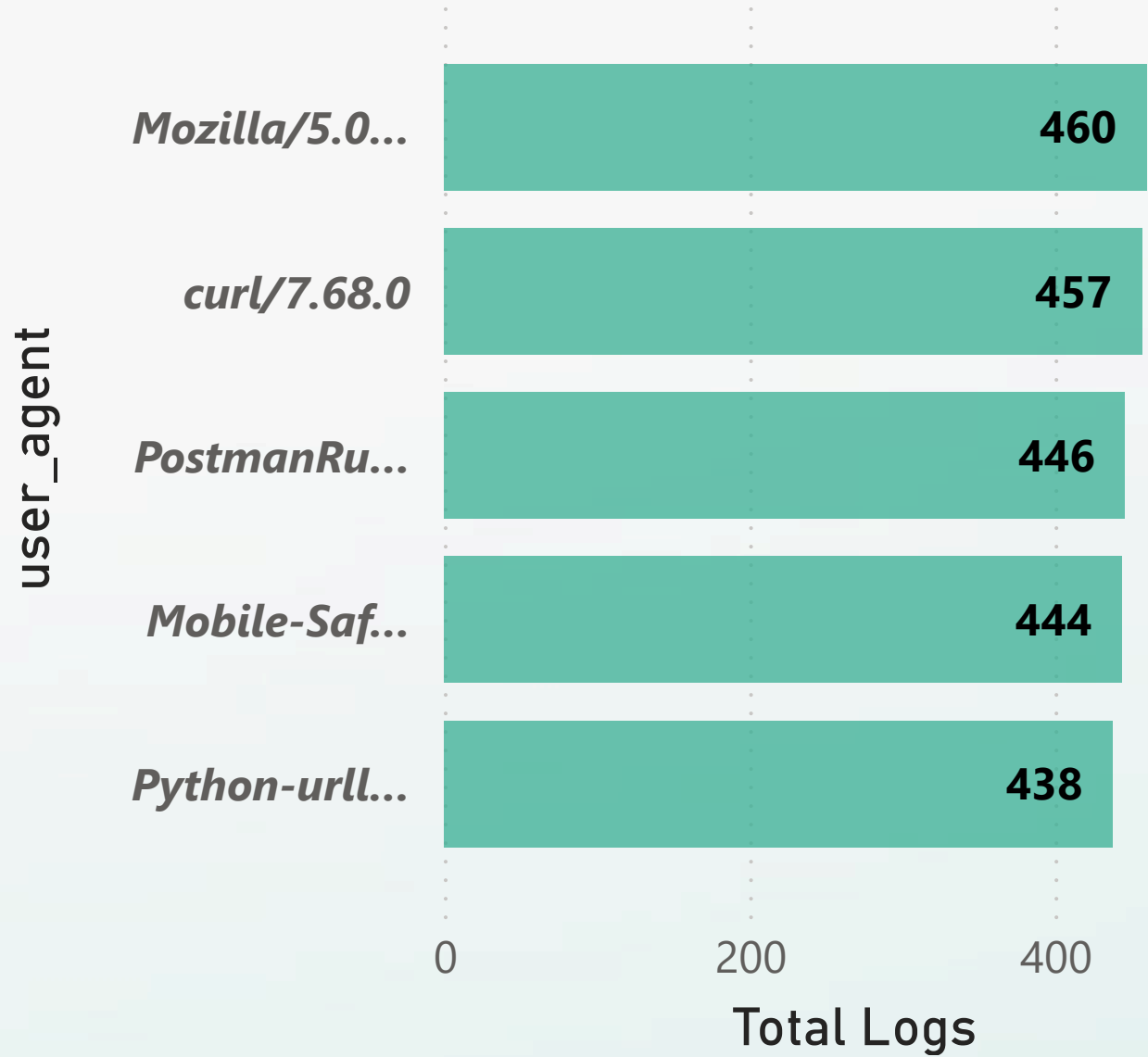
977.53

Avg Response (ms)

Avg CPU (%) by timestamp

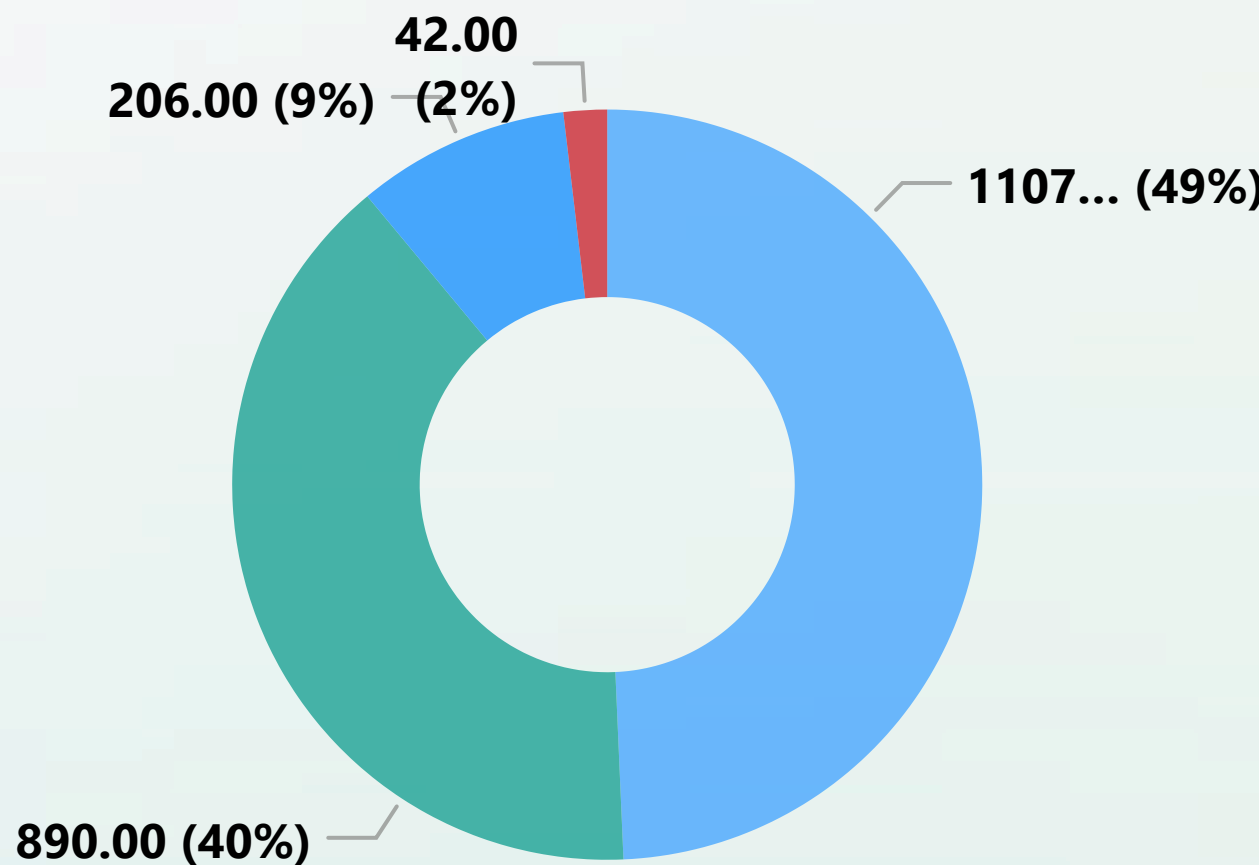


Total Logs by user\_agent



Total Logs by log\_level

log\_level INFO DEBUG WARNING ERROR



Total Logs and Logged Tickets by response\_time\_range

Total Logs Logged Tickets

