1815 Tickets	**1103** Breached Tier Events	**36h 27m 40s** Avg Time in Tier
3247 Tier Events	**2144** Unbreached Tier Even...	**69h 25m 37s** Avg Resolution Time

product
All

priority_level
All

Date
10/1/2025   12/31/2025

Issue Type
All

issue_category
All

Tier
All

Tier SLA Breach Per Issue Type

● Breached ● Not Breached

Issue Type	Breached	Not Breached
FEATURE_REQUEST	352	660
NON_TECHNICAL	91	205
QUESTION	3	3
SUPPORT	3	3
TECHNICAL	650	1265
(FEATURE_REQUEST 2nd)	4	8

Tier SLA Breach Per Product

● Breached ● Not Breached

product	Breached	Not Breached
Data Insights Platform	302	703
E-Learning Portal	40	89
Financial Management Suite	318	715
Mass Notification System	4	9
Operational Workflow	434	623
Resource Scheduling App	5	5
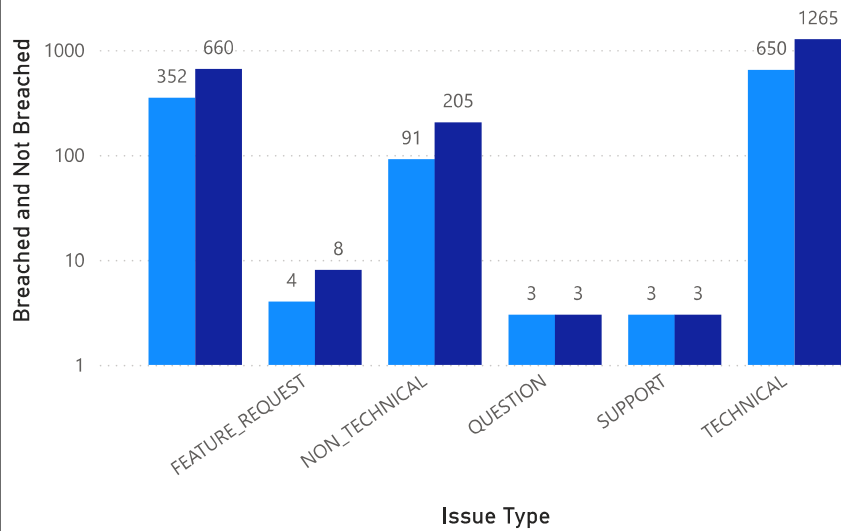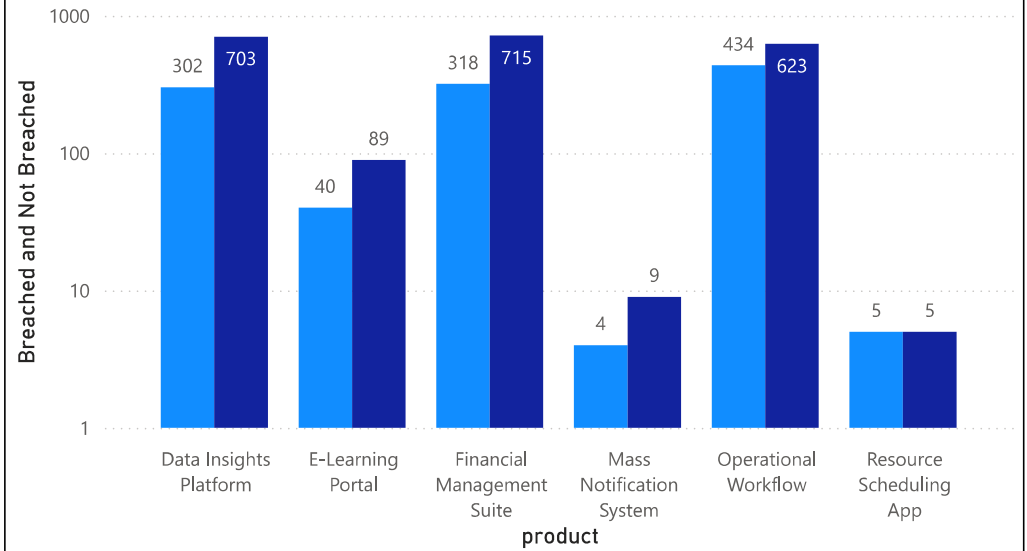
1815
Tickets

990
Breached FRT

34h 27m 16s
Avg FRT

product	
All	∨

priority_level	
All	∨

Date	
10/1/2025 📅	12/31/2025 📅

3247
Tier Events

2268
Unbreached FRT

69h 25m 37s
Avg Resolution Time

Issue Type	
All	∨

issue_category	
All	∨

Tier	
All	∨

FRT SLA Breach Per IssueType
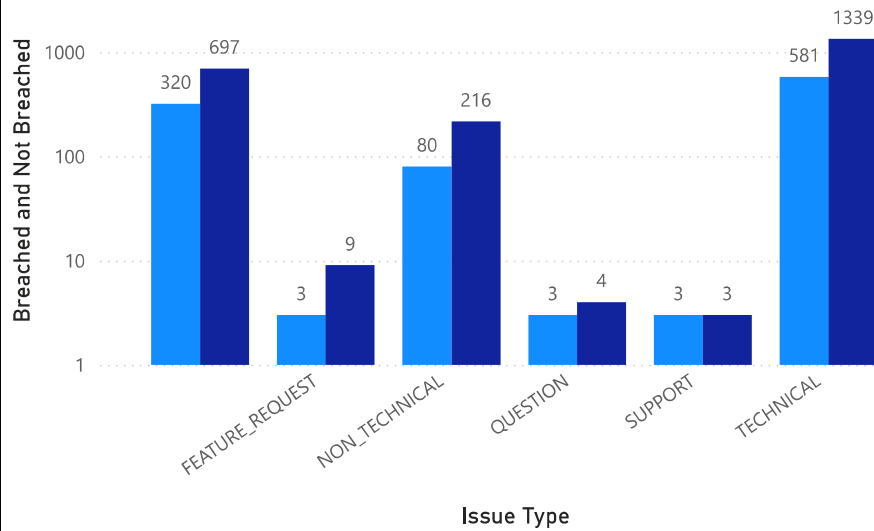
● Breached ● Not Breached

Issue Type	Breached	Not Breached
FEATURE_REQUEST	320	697
NON_TECHNICAL	3	9
QUESTION	80	216
SUPPORT	3	4
TECHNICAL	3	3
	581	1339

FRT SLA Breach Per Product

● Breached ● Not Breached

product	Breached	Not Breached
Data Insights Platform	266	741
E-Learning Portal	38	91
Financial Management Suite	276	763
Mass Notification System	2	11
Operational Workflow	403	657
Resource Scheduling App	5	5
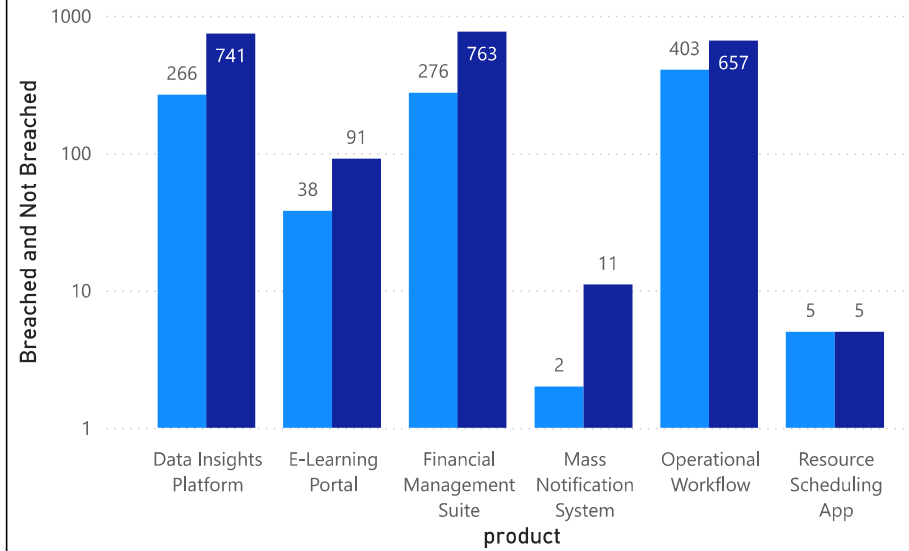
1815	1103	36h 27m 40s	82h 24m 55s
Total Issues	Breached Tiers	Avg Time in Tier	Avg Closing Time

Tier
All

Date
10/1/2025   12/31/2025

3247	2144	34h 27m 16s	69h 25m 37s
Tiers Events	Unbreached Tiers	Avg FRT	Avg Resolution Time

Issue Category
All

Issue Type
All

SLA Breach Per Tier

● Breached Tier SLA ● Unbreached Tier SLA

FRT Breach Per Tier

● Breached FRT ● Unbreached FRT
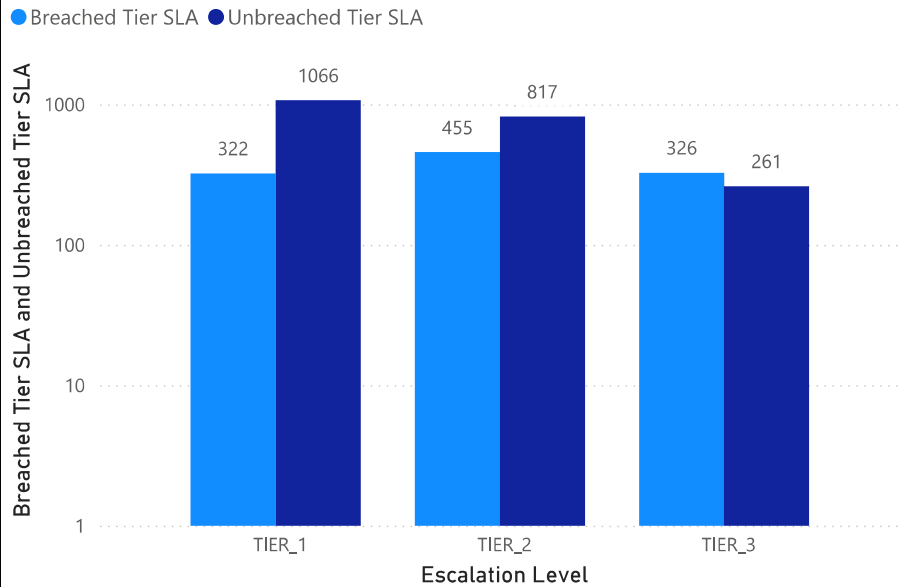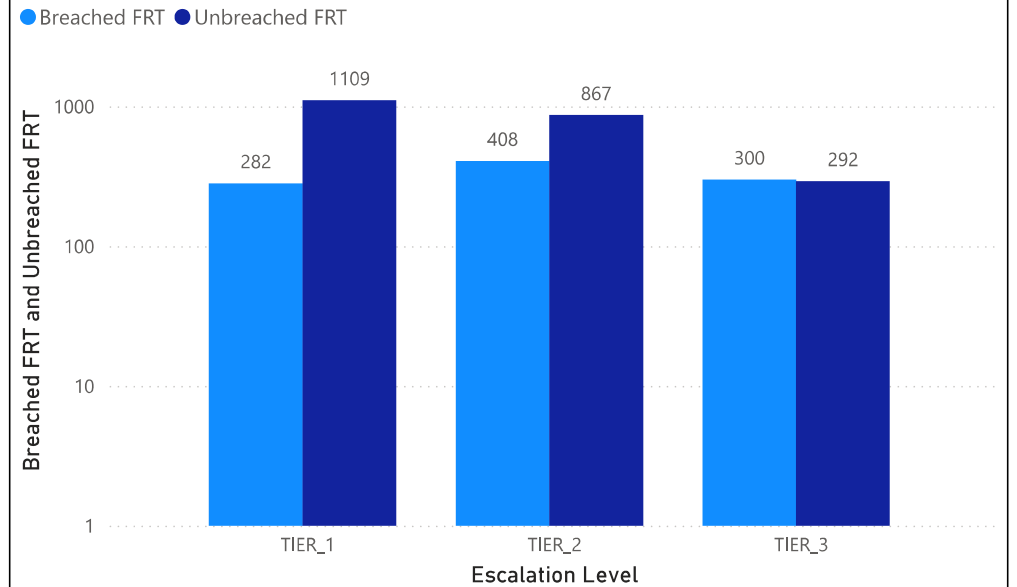
1815
Tickets

36h 27m 40s
Avg Time in Tier

34h 27m 16s
Avg FRT

1103
Breached Tier Events

2144
Unbreached Tier Events

issue_category: All

product: All

Date: 1/1/2025 — 12/31/2025

Issue Type: All

priority_level: All

Agent: All

issue ID	Year	Month	Day	Resolved By	priority_level	Issue Type	issue_status	product	timeline_status	Tier Duration	FRT Duration	Region	Country	tier_sla_brea
644	2025	August	6	Agent 19	HIGH	TECHNICAL	CLOSED	Data Insights Platform	CLOSED			Region 16	Country 7	
644	2025	August	6	Agent 62	HIGH	TECHNICAL	CLOSED	Data Insights Platform	ESCALATED			Region 16	Country 7	
644	2025	August	6	Agent 7	HIGH	TECHNICAL	CLOSED	Data Insights Platform	OPEN			Region 16	Country 7	
644	2025	August	6	Agent 7	HIGH	TECHNICAL	CLOSED	Data Insights Platform	RESOLVED			Region 16	Country 7	
644	2025	August	6	Agent 90	HIGH	TECHNICAL	CLOSED	Data Insights Platform	ESCALATED			Region 16	Country 7	
644	2025	August	6	Agent 90	HIGH	TECHNICAL	CLOSED	Data Insights Platform	RESOLVED			Region 16	Country 7	
606	2025	August	2	Agent 11	MEDIUM	IMPROVEMENT	CLOSED	Data Insights Platform	ESCALATED			Region 15	Country 6	
606	2025	August	2	Agent 33	MEDIUM	IMPROVEMENT	CLOSED	Data Insights Platform	OPEN			Region 15	Country 6	
606	2025	August	2	Agent 7	MEDIUM	IMPROVEMENT	CLOSED	Data Insights Platform	CLOSED			Region 15	Country 6	
606	2025	August	2	Agent 7	MEDIUM	IMPROVEMENT	CLOSED	Data Insights Platform	ESCALATED			Region 15	Country 6	
560	2025	July	31	Agent 14	MEDIUM	SUPPORT	CLOSED	Mass Notification System	CLOSED			Region 15	Country 6	
560	2025	July	31	Agent 19	MEDIUM	SUPPORT	CLOSED	Mass Notification System	ESCALATED			Region 15	Country 6	
560	2025	July	31	Agent 3	MEDIUM	SUPPORT	CLOSED	Mass Notification System	ESCALATED			Region 15	Country 6	
560	2025	July	31	Agent 3	MEDIUM	SUPPORT	CLOSED	Mass Notification System	RESOLVED			Region 15	Country 6	
560	2025	July	31	Agent 38	MEDIUM	SUPPORT	CLOSED	Mass Notification System	OPEN			Region 15	Country 6	
560	2025	July	31	Agent 38	MEDIUM	SUPPORT	CLOSED	Mass Notification System	RESOLVED			Region 15	Country 6	
560	2025	July	31	Agent 9	MEDIUM	SUPPORT	CLOSED	Mass Notification System	RESOLVED			Region 15	Country 6	
813	2025	August	17	Agent 10	HIGH	TECHNICAL	CLOSED	Operational Workflow	CLOSED			Region 15	Country 6	