CUSTOMER SERVICE DASHBOARD

ZENTEL
Network Service Center

Days

All ▾

Week

| 1 | 5 |

→

5,998
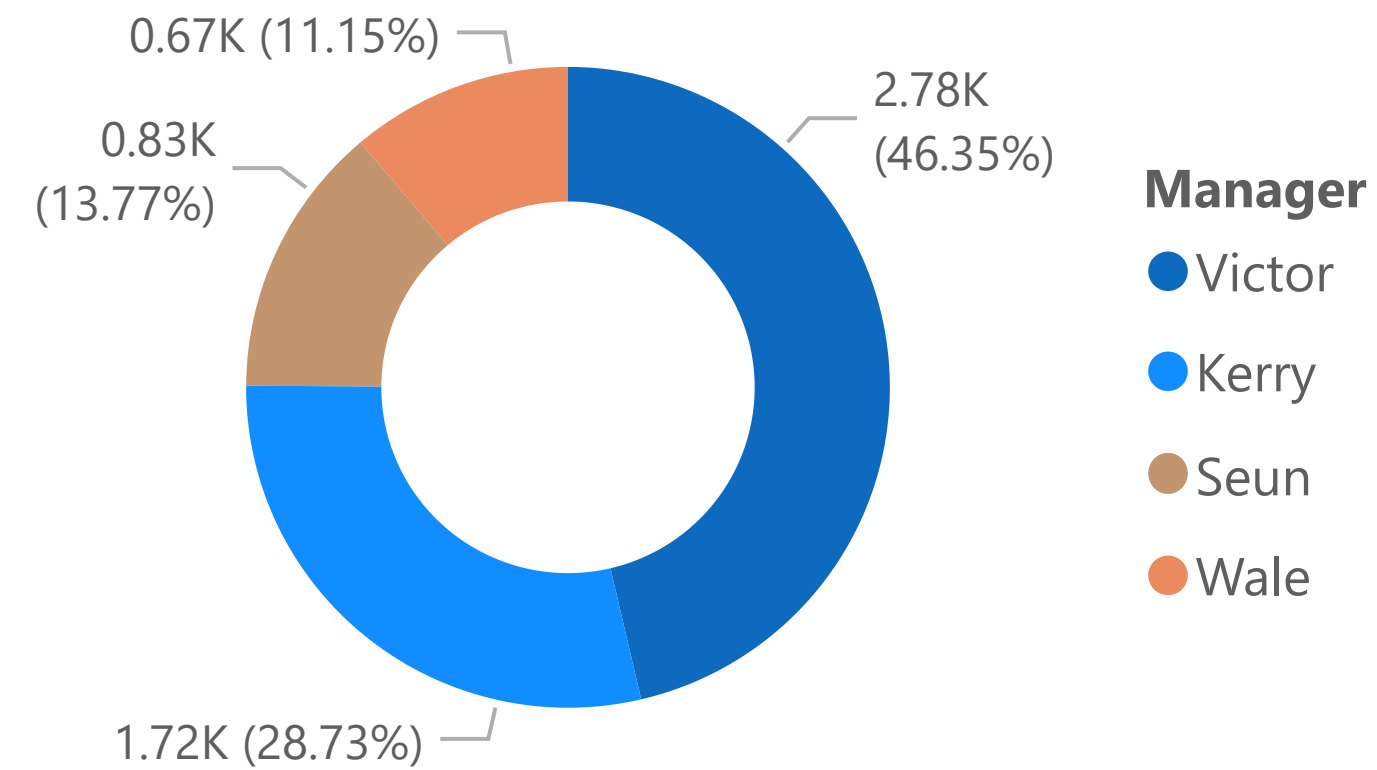Total tickets

1,053 **18%**
Tickets Responded to in 10 Seconds

274 **Secs**
Average Response Time

145 **Mins**
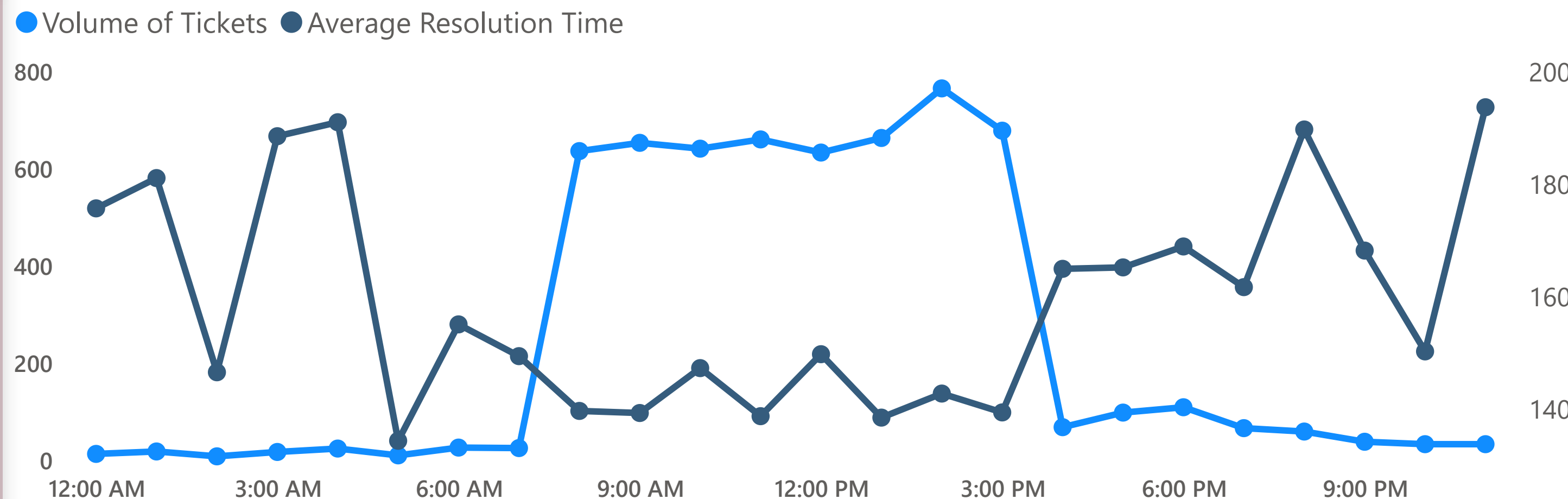Average Resolution Time

Ticket Volume by Manager

0.67K (11.15%)
0.83K (13.77%)
2.78K (46.35%)
1.72K (28.73%)

Manager
- Victor
- Kerry
- Seun
- Wale

Response Time of Managers

● Volume of Tickets ● Average Response Time(Seconds)

3K / 276
2K / 274
1K / 272
0K

Victor Kerry Seun Wale
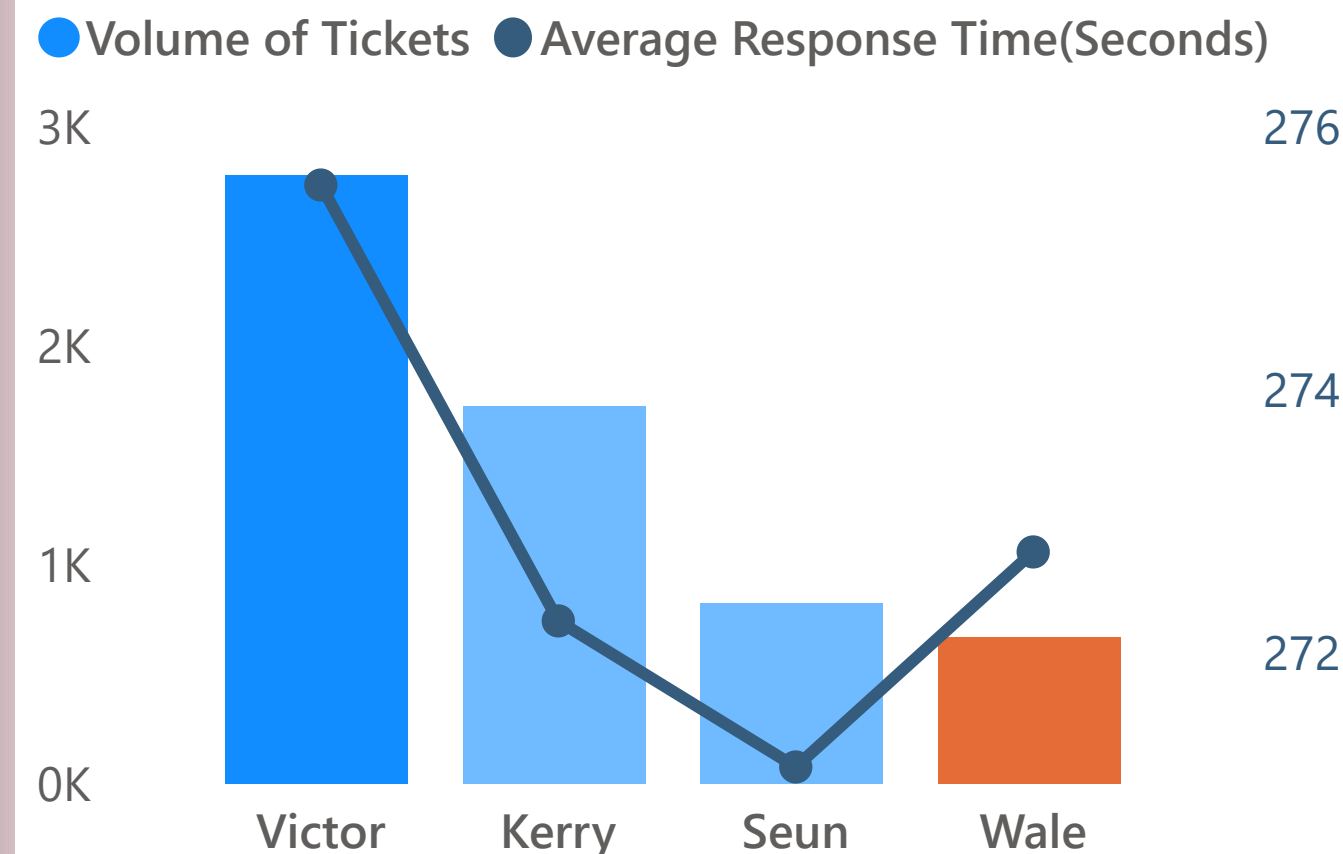
Resolution Time of Each Managers

● Volume of Tickets ● Average Resolution Time

3K / 148
2K / 146
1K / 144
0K / 142

Victor Kerry Seun Wale
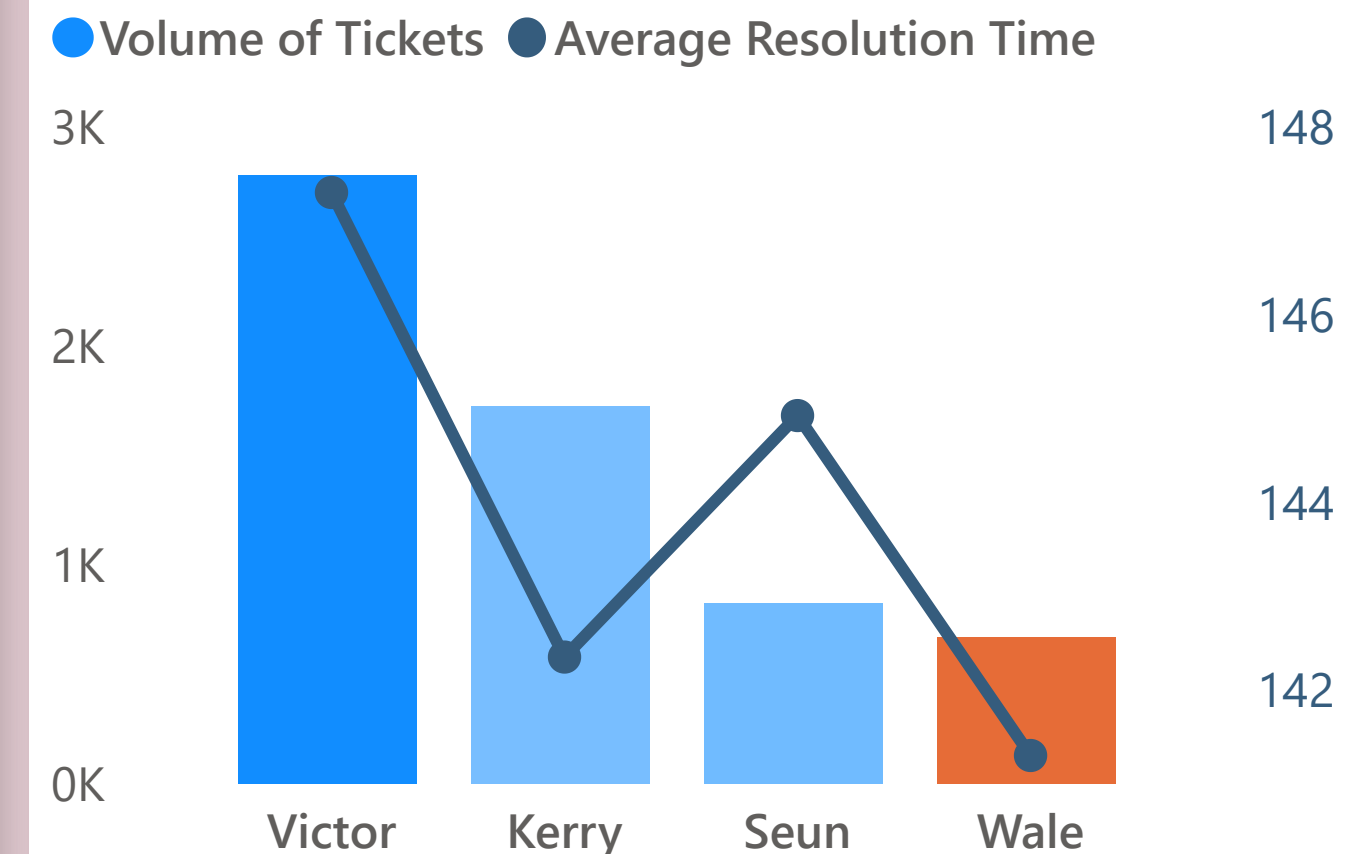
Resolution Time Vs Volume of Tickets
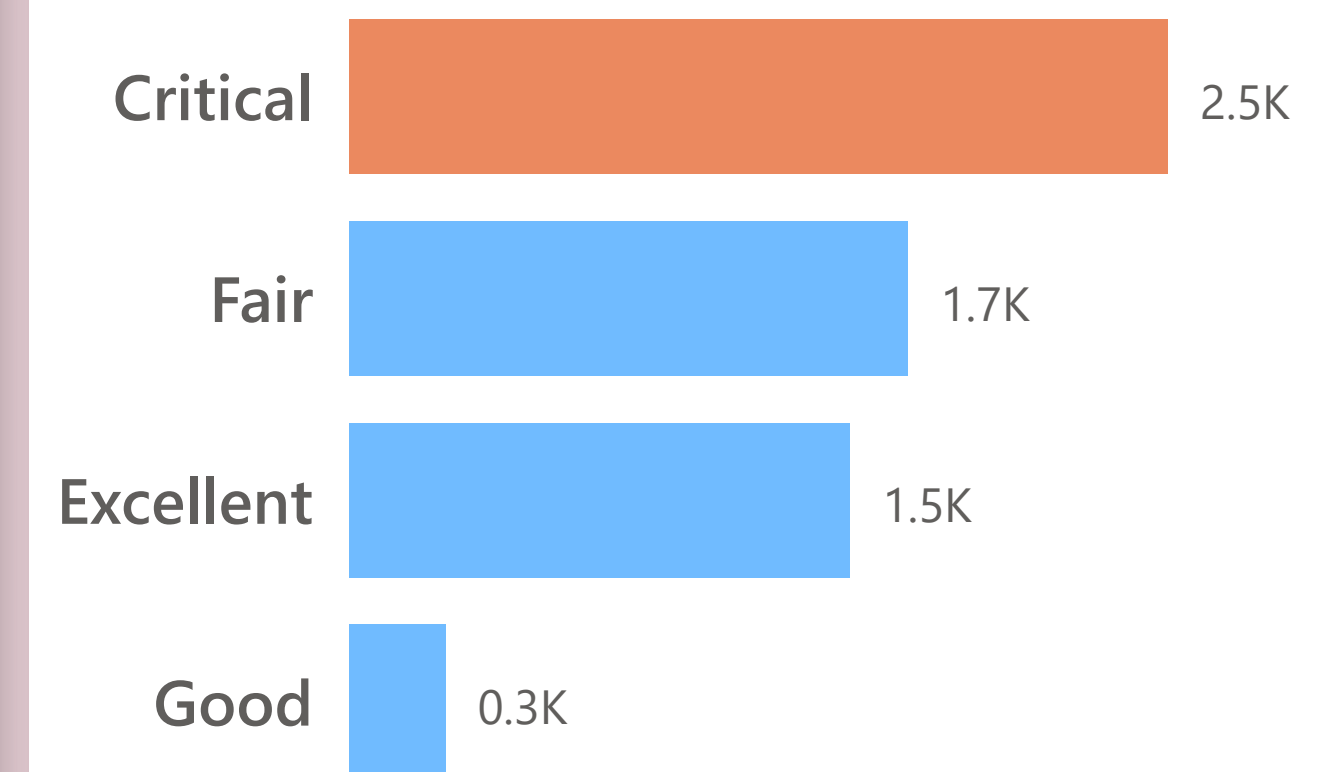
● Volume of Tickets ● Average Resolution Time

800 / 200
600 / 180
400 / 160
200 / 140
0

12:00 AM 3:00 AM 6:00 AM 9:00 AM 12:00 PM 3:00 PM 6:00 PM 9:00 PM

Resolution Matrix

Critical ▬ 2.5K
Fair ▬ 1.7K
Excellent ▬ 1.5K
Good ▬ 0.3K

CUSTOMER SERVICE DASHBOARD

ZENTEL
Network Service Center

Manager
Wale ▼

Days
All ▼

Week
| 1 | 5 |

669
Total tickets

600
Tickets Closed

273 Secs
Average Ticket Response Time
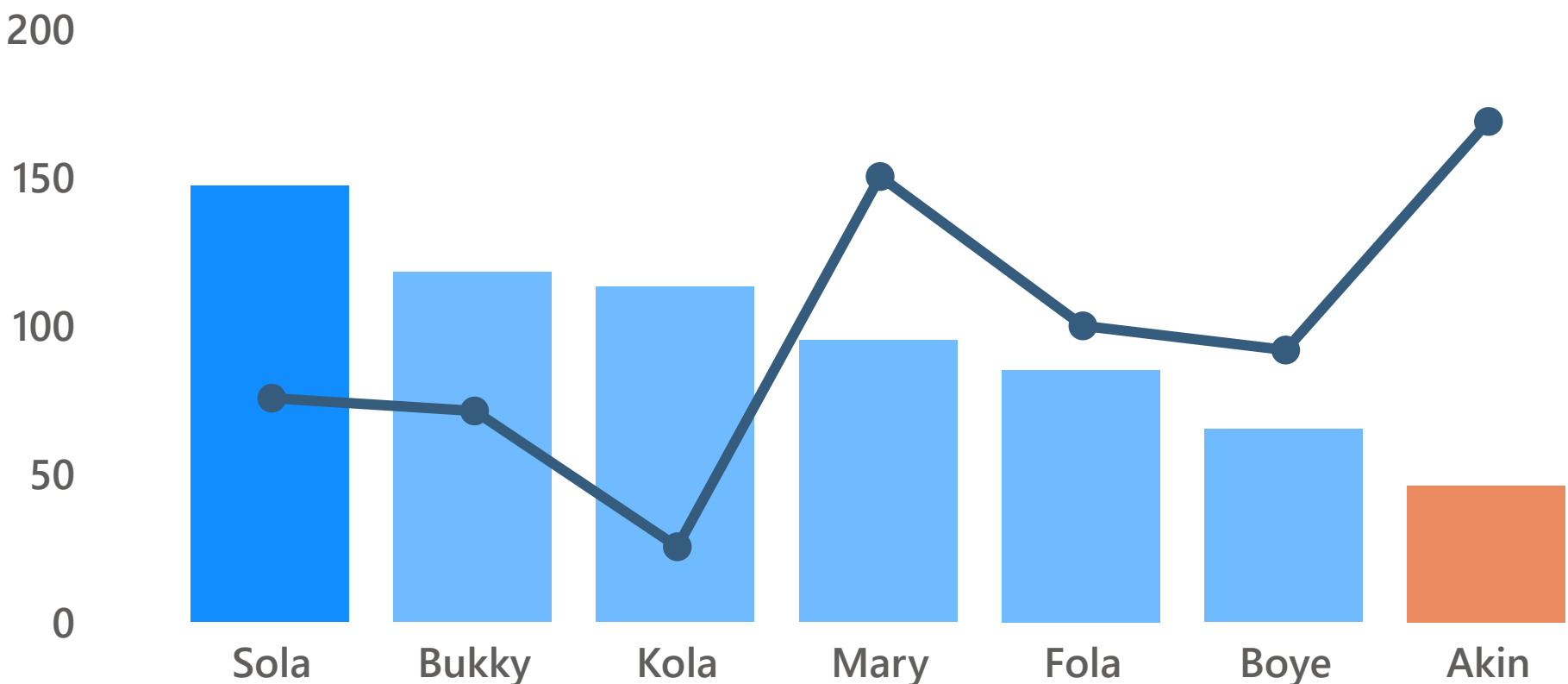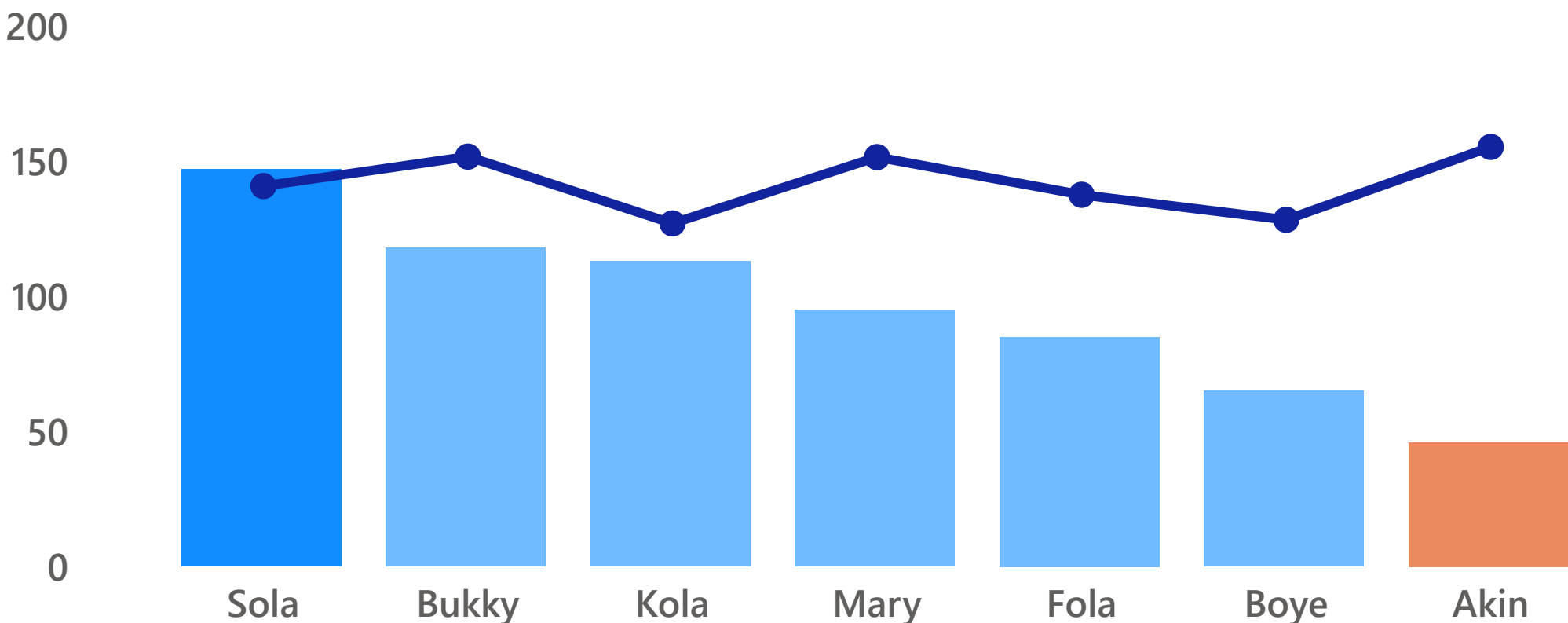
141 Mins
Average Resolution Time

Response Time by Operator
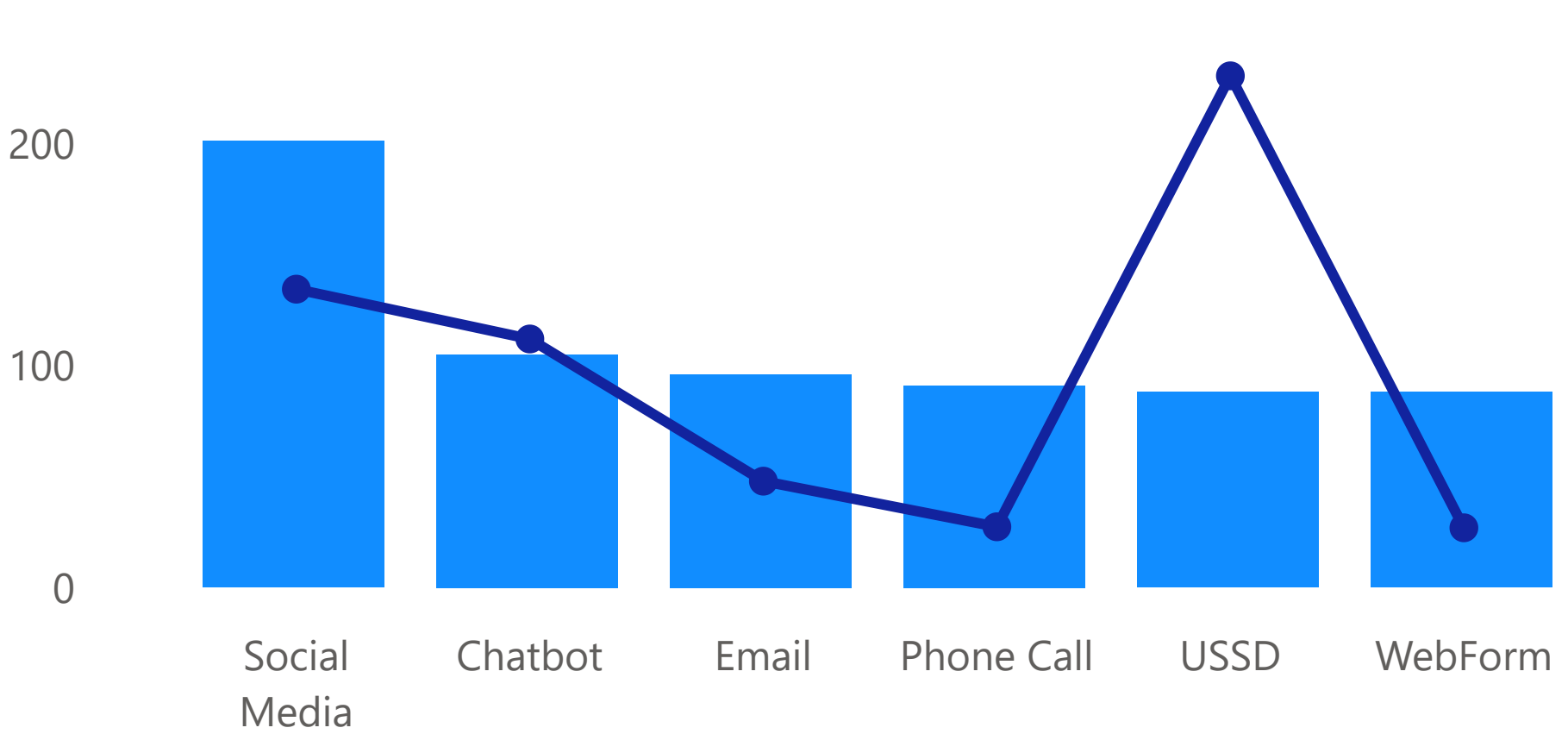● Volume of Tickets ● Average Response Time(Seconds)

Resolution Time by Operator
● Volume of Tickets ● Average Resolution time (Minutes)

Average Response Time by Channel
● Volume of Tickets ● Average Response Time (Seconds)

Tickets To Be Escalated To The Manager

Report ID	Operator	Status	Resolution Time ▼
AXA-20201210-3246-WiFi3	Mary	Active	332
AXA-20201209-2533-HSE	Kola	Active	331
AXA-20201203-4932-WLESS	Mary	Active	316
AXA-20201225-4281-CBS	Mary	Active	311
AXA-20201220-4573-CBS	Sola	Active	306
AXA-20201214-3485-WiFi9	Fola	Active	305
AXA-20201204-3123-CBS	Boye	Active	277
AXA-20201204-4987-WiFi3	Boye	Active	273
AXA-20201211-3035-WLESS	Kola	Active	270