IT TICKET ANALYSIS

8469
Total Tickets

11.78
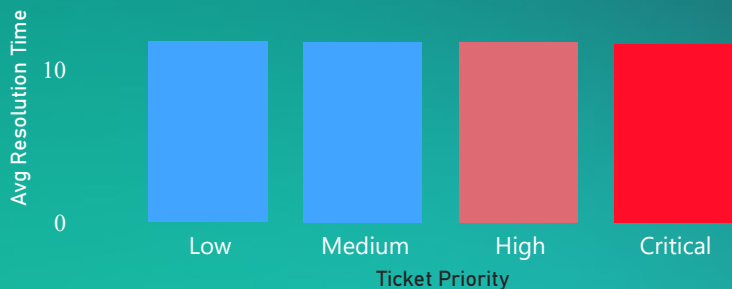Avg Resolution Time

12.03
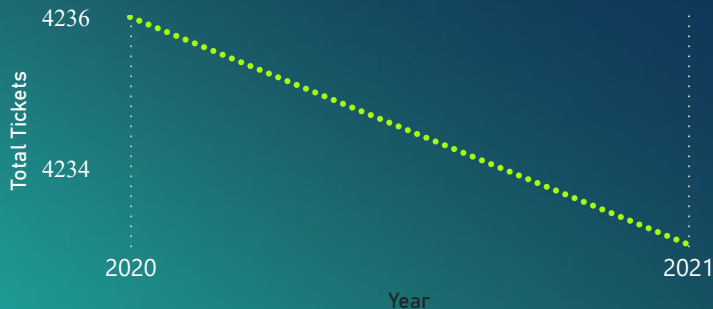Avg First Response

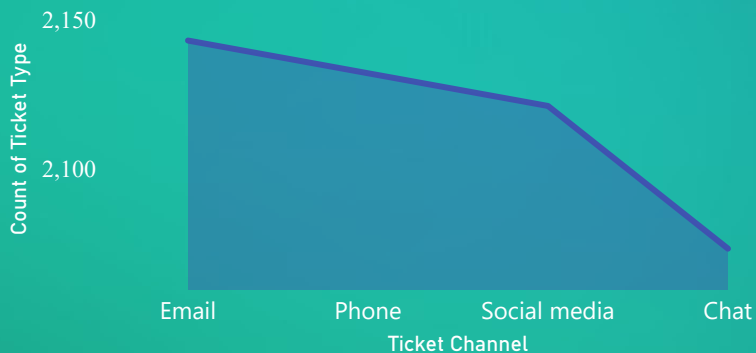**3**
Avg Satisfaction

Ticket Type	Critical	High	Low	Medium	Total
Billing inquiry	11.58	11.76	11.76	11.95	**11.76**
Cancellation request	11.58	11.78	11.76	11.66	**11.69**
Product inquiry	11.87	11.98	11.81	11.99	**11.91**
Refund request	11.95	12.15	11.81	11.47	**11.85**
Technical issue	11.32	11.35	12.04	11.99	**11.66**
Total	**11.66**	**11.80**	**11.84**	**11.81**	**11.78**

Avg Resolution Time by Ticket Priority

Total Tickets by Year

Count of Ticket ID by Ticket Type

2K (19.29%)
2K (20.69%)
2K (19.38%)
2K (20.01%)
2K (20.63%)

Ticket Type
- Refund request
- Technical issue
- Cancellation r...
- Product inquiry
- Billing inquiry

Count of Ticket Type by Ticket Channel

Email   Phone   Social media   Chat

Sum of Satisfaction Rating by Count of ticket

8469

0K   20K
Sum of Satisfaction Rating
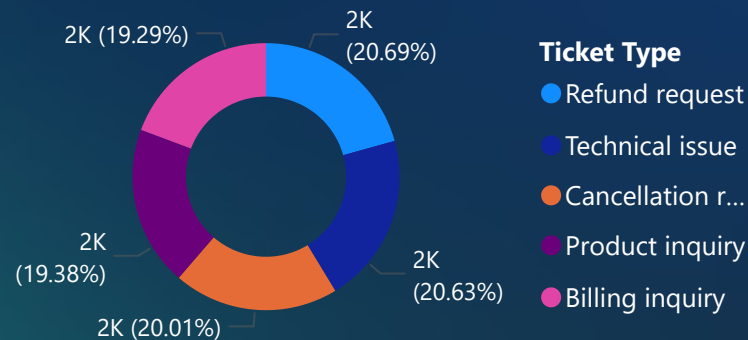
Ticket Type
- ☐ Billing inquiry
- ☐ Cancellation request
- ☐ Product inquiry
- ☐ Refund request

Ticket Priority
- ☐ Critical
- ☐ High
- ☐ Low
- ☐ Medium