Welcome Agents Today's - 06-09-2024

Agent Support Report

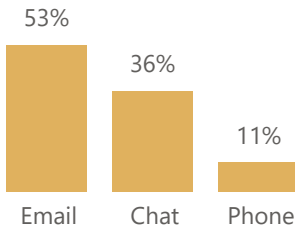| Select Source	Select Priority	Select Status	Select Topic	Select Week Number	Select Day
All	All	All	All	All	All

Source

53% Email
36% Chat
11% Phone

Total Ticket : 2330

H 416   M 722   L 1192

Priority

Open Ticker	In Progress Ticker	Resolved Ticker	Closed Ticker
18	**400**	**739**	**1K**
0 from Yesterday	0 from Yesterday	0 from Yesterday	0 from Yesterday

Total Ticket Created by Workdays & Weekend

Weekend 15.06%
weekday 84.94%
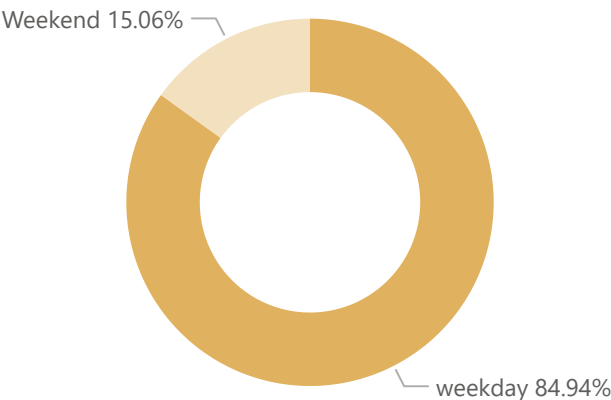
Ticket Distribution During Standard Work Hours vs After Hours

- Standard Work Hours — 41%
- Non-Work Hours (Overnight) — 26%
- Non-Work Hours (Late Night) — 15%
- Early Work Hours — 9%
- Late Work Hours — 8%
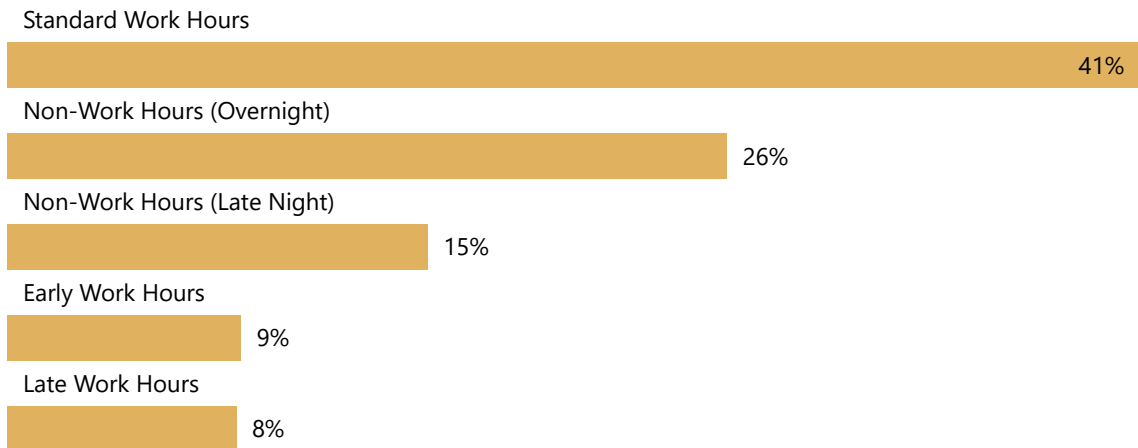
Ticket Distribution By Product Group

- Ready to use Software — 43%
- Custom software development — 28%
- Other — 15%
- Training and Consulting Services — 14%
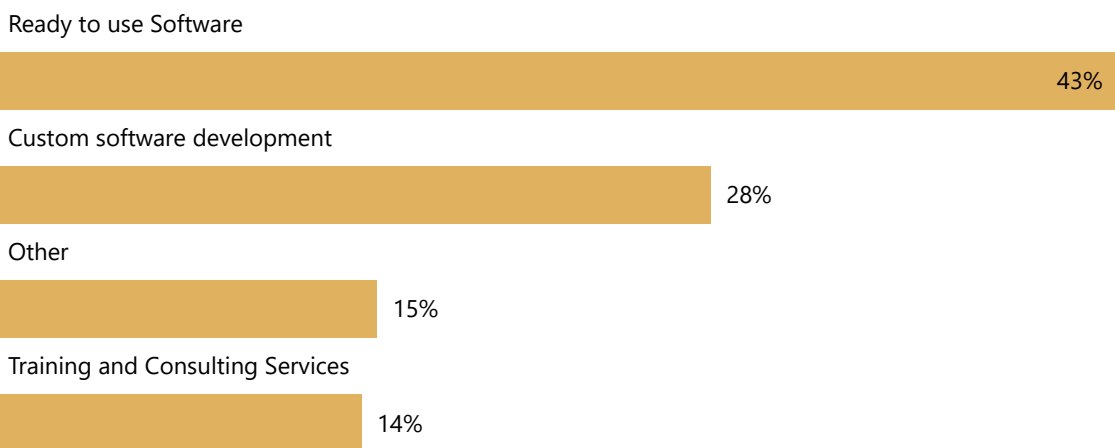
Ticket Creation Matrix Distribution By Day of the week and Time of Day

Week day Name	12AM	1AM	2AM	3AM	4AM	5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM	Total
Wed	21	21	20	18	17	24	13	22	19	19	22	20	16	14	9	24	16	21	22	19	15	18	15	14	
Mon	12	13	15	15	22	19	17	26	16	16	17	15	18	12	17	27	24	14	17	23	15	15	14	11	
Fri	13	14	14	16	17	8	16	16	13	13	18	24	13	16	16	26	16	12	17	11	16	19	19	21	
Tue	24	17	15	11	16	23	14	18	17	13	14	21	15	14	7	19	17	18	10	14	11	17	17	14	
Thu	16	19	20	19	15	16	14	17	15	10	13	8	21	9	12	24	15	17	19	13	16	10	19	12	
Sun	11	10	6	10	7	5	4	9	15	3	7	9	9	7	6	10	9	6	9	6	9	7	11	4	
Sat	11	12	10	7	8	7	6	7	9	9	4	3	4	7	5	12	6	4	7	6	4	4	5		

Monthly Ticker Trend
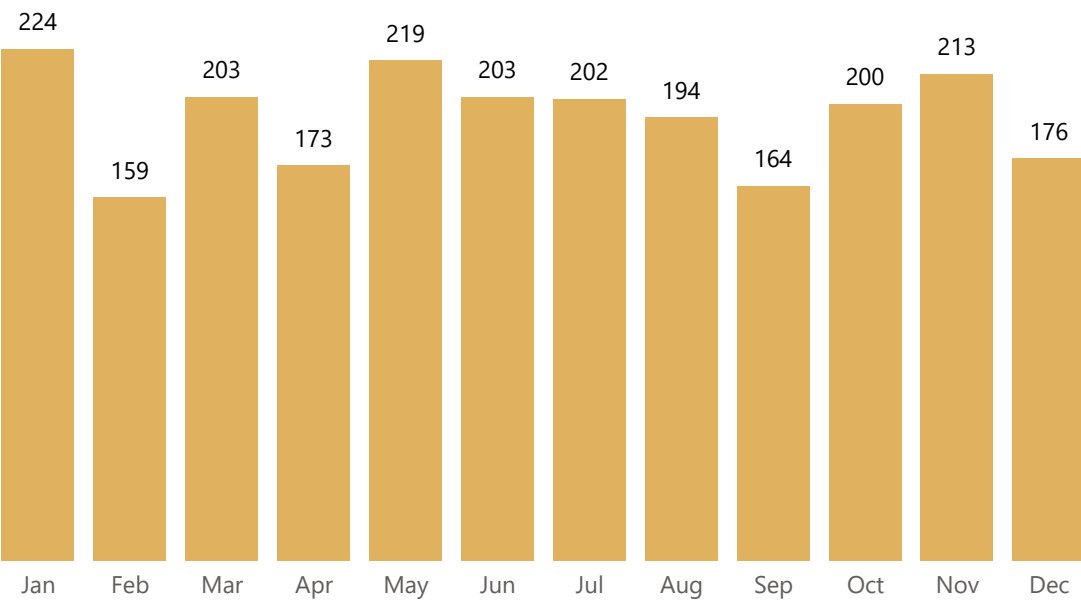
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
224	159	203	173	219	203	202	194	164	200	213	176

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All	All	All	All	All	All

Source

53% Email
36% Chat
11% Phone
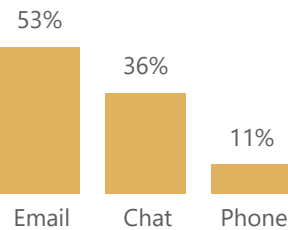
Total Ticket : 2330

H 416 | M 722 | L 1192

Priority

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	0 from Yesterday	0 from Yesterday	0 from Yesterday	0 from Yesterday

Ticket ID		Topic	Source	Priority	Status	Created Date	Created time	SLA For first response	SLA For Resolution	Agent Name	Agent interactions	Rating
1012		Feature request	Email	Low	Closed	02 January 2023	12:58 AM	Within SLA	Within SLA	Kristos Westoll	1	★★★
1013		Product setup	Phone	High	In progress	02 January 2023	07:27 AM	Within SLA	SLA Violated	Adolpho Messingham	3	
1014		Purchasing and invoicing	Chat	Low	Resolved	02 January 2023	06:59 AM	Within SLA	Within SLA	Bernard Beckley	2	
1015		Pricing and licensing	Email	Medium	Closed	03 January 2023	03:09 AM	SLA Violated	Within SLA	Connor Danielovitch	10	★★★★
1016		Product setup	Email	Low	Closed	03 January 2023	12:03 AM	Within SLA	Within SLA	Kristos Westoll	1	★★
1017		Purchasing and invoicing	Email	Low	Closed	03 January 2023	02:25 PM	Within SLA	Within SLA	Sheela Cutten	2	★★
1018		Product setup	Phone	Low	Closed	03 January 2023	03:32 PM	Within SLA	Within SLA	Kristos Westoll	2	★★★
1019		Pricing and licensing	Chat	Medium	Resolved	03 January 2023	12:38 AM	Within SLA	SLA Violated	Michele Whyatt	2	
1020		Product setup	Chat	Medium	Resolved	03 January 2023	09:37 AM	SLA Violated	Within SLA	Kristos Westoll	6	
1021		Product setup	Email	Low	Closed	03 January 2023	09:27 AM	Within SLA	Within SLA	Bernard Beckley	1	★★★★
1024		Other	Chat	Medium	Closed	03 January 2023	04:41 PM	SLA Violated	Within SLA	Bernard Beckley	60	★★★★★
1025		Bug report	Chat	Low	Closed	03 January 2023	04:50 AM	Within SLA	SLA Violated	Sheela Cutten	3	★★★
1026		Bug report	Chat	Low	Closed	04 January 2023	10:49 AM	Within SLA	Within SLA	Nicola Wane	2	★★★★
1027		Training request	Chat	Low	Resolved	04 January 2023	07:27 AM	Within SLA	Within SLA	Bernard Beckley	3	

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Select Source	Select Priority	Select Status	Select Topic		Select Week Number	Select Day
All ⌄	All ⌄	All ⌄	All ⌄		All ⌄	All ⌄

FIRST RESPONSE SLA

SLA Achieved	SLA Violated	Avg Residual Time
86.65%	**13.35%**	**4 Min**
2019 Out of 2330	311 Out of 2330	0 min from Yesterday

RESOLUTION SLA

SLA Achieved	SLA Violated	Avg Residual Time
66.39%	**33.61%**	**16 Min**
1547 Out of 2330	783 Out of 2330	0 min from Yesterday

FIRST RESPONSE SLA

SLA Target First Response (Minutes)

4

Average SLA

SLA Status By Order of Ticket Priority

Priority	SLA Violated	Within SLA
High	2%	16%
Low	7%	44%
Medium	4%	27%
Total	**13%**	**87%**

SLA Status By Ticket Sources

Source	SLA Violated	Within SLA
Phone	3%	8%
Email	5%	48%
Chat	6%	31%
Total	**13%**	**87%**

With 13.35% of SLAs being violated, this indicates that the Target SLA was exceeded, of these violations, 7.25% were tied to tickets with low priority. Additionally, when categorized by source, 5.85% of the 13.35% violations are associated with Chat tickets.

RESOLUTION SLA

SLA Target Resolution (Hours)

39

Average SLA

SLA Status By Order of Ticket Priority

Priority	SLA Violated	Within SLA
High	5%	12%
Low	17%	34%
Medium	11%	20%
Total	**34%**	**66%**

SLA Status By Ticket Source

Source	SLA Violated	Within SLA
Phone	4%	7%
Email	17%	36%
Chat	13%	23%
Total	**34%**	**66%**

With 33.61% of SLAs being violated, this indicates that the Target SLA was exceeded, of these violations, 17.34% were tied to tickets with low priority. Additionally, when categorized by source, 16.57% of the 33.61% violations are associated with Chat tickets.

Global Ticket Creation Statistics by Country and Topic

Country	Flag	Bug report	Feature request	Other	Pricing and licensing	Product setup	Purchasing and invoicing	Training request	Total
Germany		34	63	24	66	76	32	11	
Italy		21	59	17	79	83	32	12	
Poland		35	54	21	63	73	30	11	
United Kingdom		24	56	30	63	75	28	7	
Slovenia		17	29	12	33	43	22	3	
France		12	29	14	31	45	22	5	
Republic of Ireland		18	19	17	36	38	16	4	
Austria		13	21	20	37	41	11	1	
Greece		13	30	9	30	36	24	2	
Czech Republic		13	18	12	32	38	18	3	
Spain		15	19	12	27	45	13	2	
Bulgaria		10	20	15	28	37	16	5	

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All	All	All	All	All	All

Average Resolution Time(Minutes) by Different Topics

From ticket ceation time to resolution time

Topic	Value
Bug report	77
Purchasing and invoicing	47
Feature request	36
Training request	30
Other	13
Product setup	0
Pricing and licensing	-3
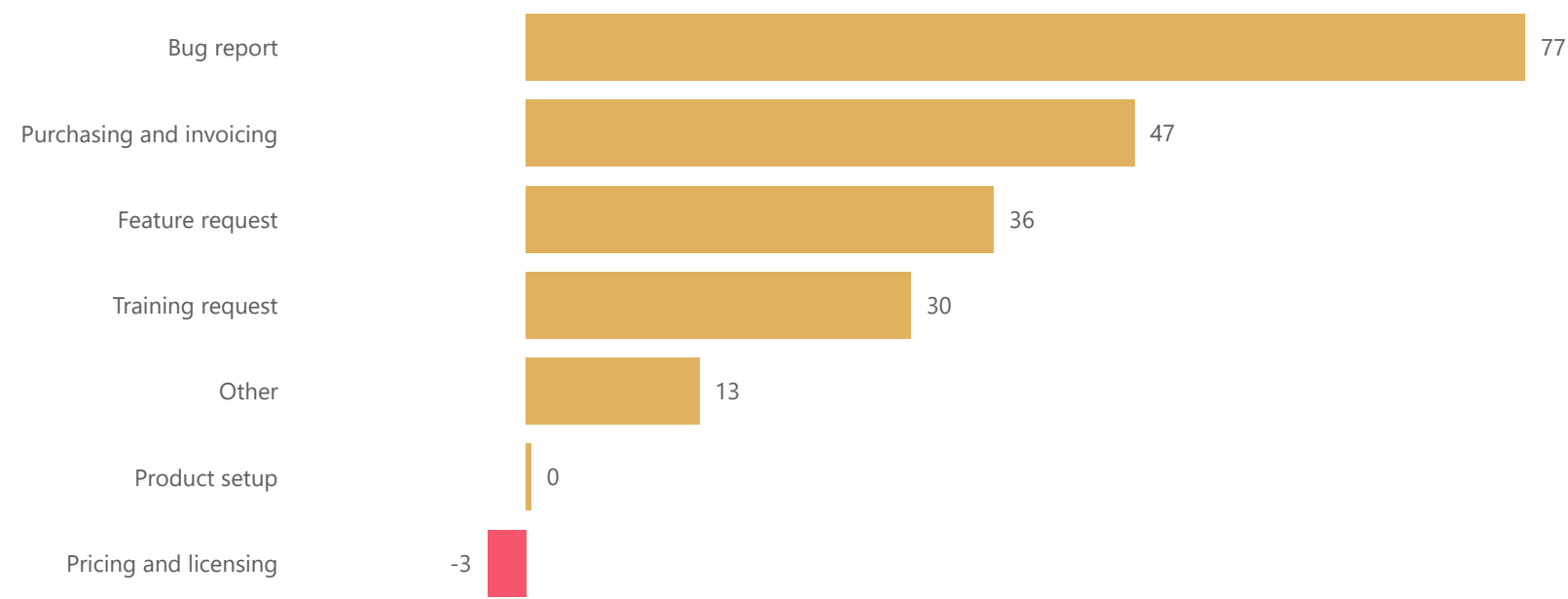
The average number of agent interactions needed to resolve a ticket by different ticket topics

Topic	Value
Other	6.6
Bug report	6.0
Product setup	5.5
Feature request	5.5
Pricing and licensing	5.2
Training request	5.1
Purchasing and invoicing	4.5
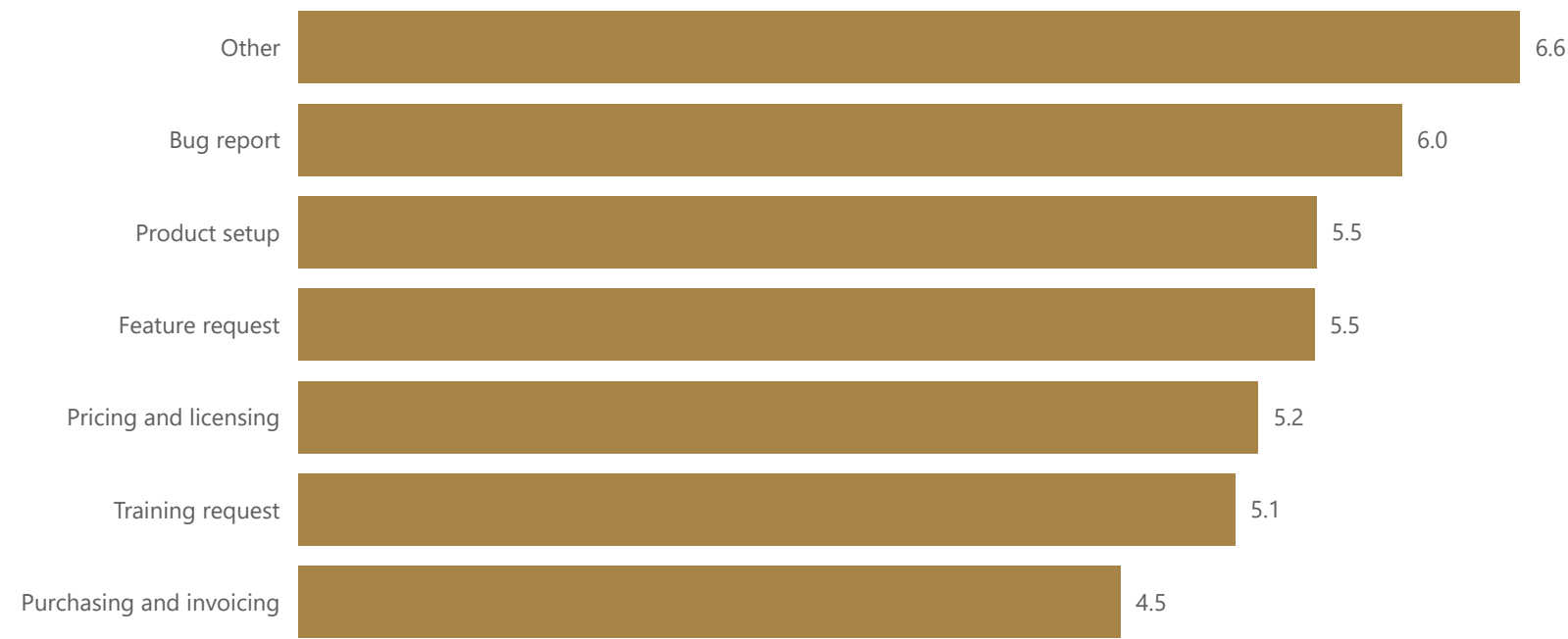
Performance by Agent | FR - First Response | R - Resolution

Agent Name	Total Ticket		Avg SLA R	# FR Within SLA	# FR Violated SLA	# R WithinSLA	# R ViolatedSLA
Adolpho Messingham	197		50.50	163	34	127	70
Bernard Beckley	359		7.71	317	42	237	122
Connor Danielovitch	347		30.87	305	42	214	133
Heather Urry	177		-26.95	151	26	135	42
Kristos Westoll	333		61.50	285	48	220	113
Michele Whyatt	186		45.95	168	18	126	60
Nicola Wane	367		11.56	317	50	234	133
Sheela Cutten	364		-6.28	313	51	254	110

Performance by Agent | Rating Received by Agent

Agent Name	★	★★	★★★	★★★★	★★★★★
Adolpho Messingham	13	10	25	24	29
Bernard Beckley	20	19	47	57	38
Connor Danielovitch			53	53	65
Heather Urry	11	11	22	29	19
Kristos Westoll	26	36	21	45	41
Michele Whyatt	14	6	18	36	17
Nicola Wane	28	19	35	58	41
Sheela Cutten	1	27	46	75	38