Total Ticket
11923

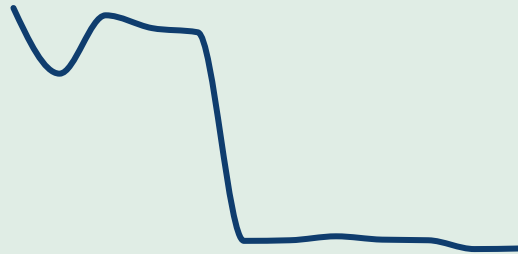**Monthly** **Quarterly**

High Priority tickets:
4571

Mid Priority tickets:
4952

Low Priority tickets:
2400

Which Priority Gets the Most Attention?

Priority	Tickets Count	%
Low		20.13% ▽
High		38.34% △
Medium		41.53% △

Recurring Issue Trends Across Support Queues

Queue	%
Technical S...	28.62%
Product Su...	18.72%
Customer S...	15.59%
IT Support	11.67%
Billing and ...	10.92%
Returns an...	4....
Service Out...	
Sales and P...	
Human Res...	
General Inq...	

Incident
An unplanned interruption or reduction in quality of a service — needs quick resolution.
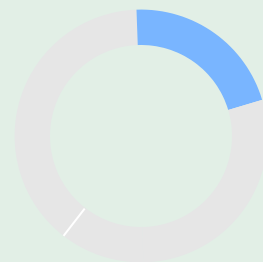
38.93%

Problem
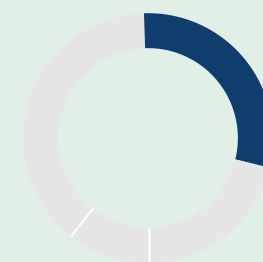An underlying issue that causes recurring incidents — needs root cause analysis.

20.95%

Request
Standard service requests like access permissions, system info, or feature inquiry.
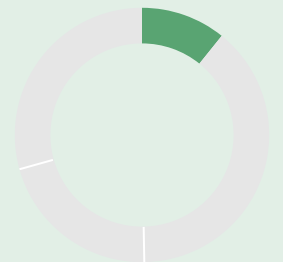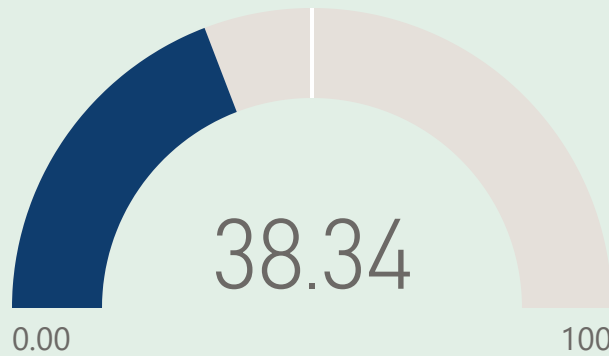
29.34%

Change
A request to make a change to a system or service, e.g., upgrade software, modify infrastructure.

10.78%

Satisfaction Rate *(Unit is in %)*

Tickets resolved within 2 days are considered satisfied

38.34

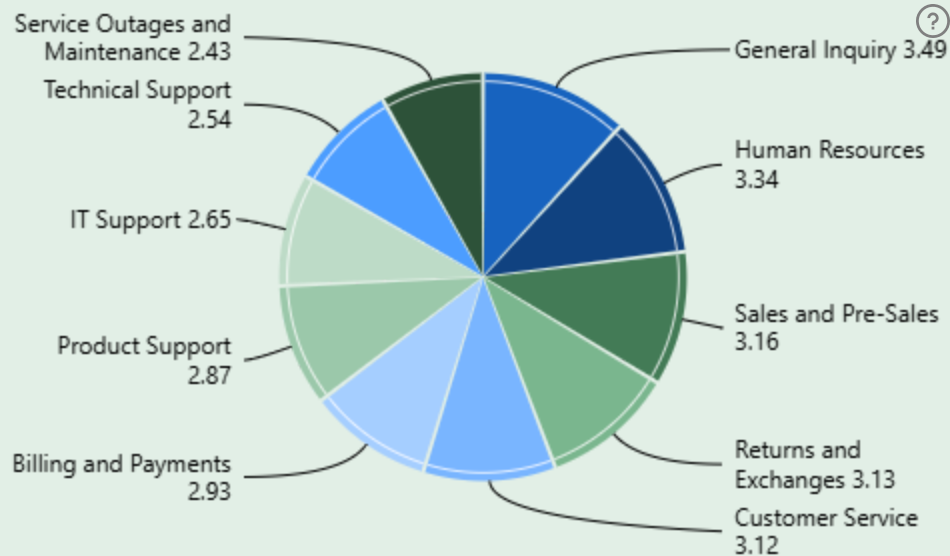0.00   100

SLA Breach

Unit is in %

61.66

Average Resolution Days

2.82

Resolution Efficiency by Queue and Priority

Unit of Value is in Days

Service Outages and Maintenance 2.43
Technical Support 2.54
IT Support 2.65
Product Support 2.87
Billing and Payments 2.93

General Inquiry 3.49
Human Resources 3.34
Sales and Pre-Sales 3.16
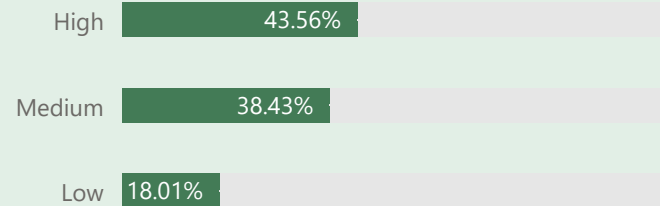Returns and Exchanges 3.13
Customer Service 3.12

Prioritization Trends Across Support Tickets

Incident

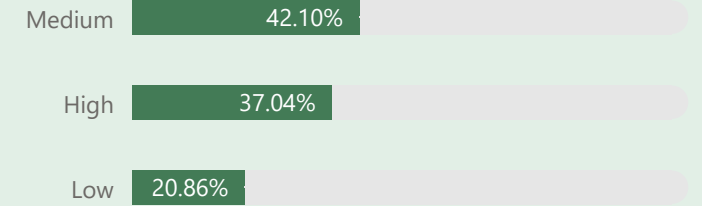A large share of Incident tickets reflects their disruptive nature and the need for immediate resolution.

4642 *tickets*

High	43.56%
Medium	38.43%
Low	18.01%

Change

Most Change tickets indicate they are usually scheduled updates with manageable impact levels.

1285 *tickets*

Medium	42.10%
High	37.04%
Low	20.86%

Request

Service Requests point to routine user needs that can be streamlined or automated.

3498 *tickets*

Medium	43.91%
High	34.42%
Low	21.67%
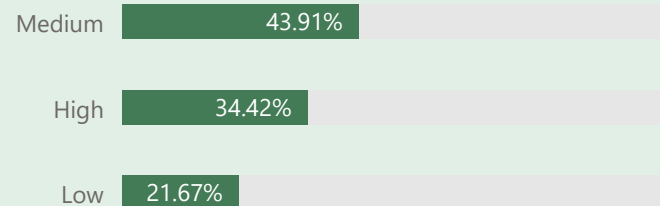
Problem

Problem tickets suggest unresolved technical root causes that demand focused attention.

2498 *tickets*

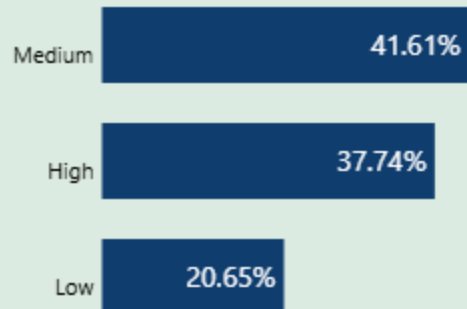| Medium | 43.67% |
| High | 34.79% |
| Low | 21.54% |

2024 | 2025
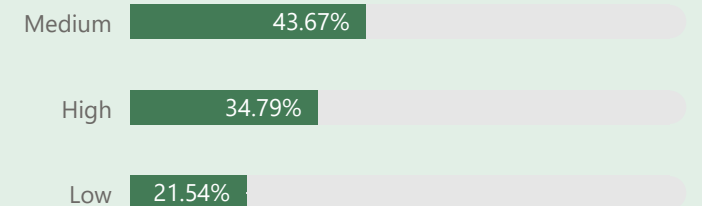
Country with the Highest Reported Issues

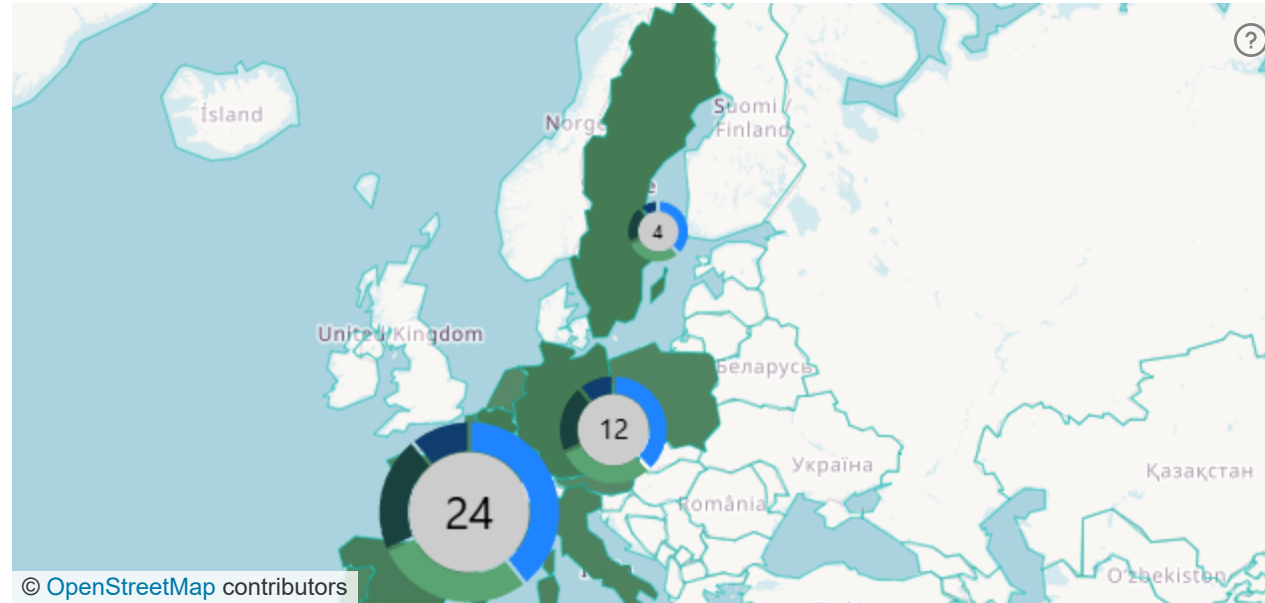*This country logged the highest number of tickets, signaling potential problem areas.*

⤤ **Belgium**

Total Reported Issues

1240

High Volume Country: Ticket Distribution by Priority

Medium — 41.61%
High — 37.74%
Low — 20.65%

Geographical Distribution of Tickets by Type

© OpenStreetMap contributors

Country with the Least Reported Issues

Low ticket count reflects high system stability or user satisfaction.

Austria ⤥

Total Reported Issues

1137

Low Volume Country: Ticket Distribution by Priority

Medium — 42.04%
High — 39.31%
Low — 18.65%

Type Flag URL	Change High	Low	Medium	Incident High	Low	Medium	Problem High	Low	Medium	Request High	Low	Medium
🇧🇪	39	31	52	219	100	213	95	46	108	115	79	143
🇸🇪	50	26	51	217	82	173	79	60	117	129	79	175
🇱🇻	44	35	55	220	88	177	87	52	105	146	81	142
🇪🇸	53	30	56	193	95	198	79	43	119	128	61	167
🇮🇹	42	21	45	199	85	178	100	59	112	115	74	160
🇵🇱	41	32	57	179	66	176	92	58	119	110	86	164
🇫🇷	39	20	45	193	80	183	96	59	101	122	84	157
🇵🇹	57	29	64	193	81	164	79	61	108	111	69	151
🏳	63	22	64	194	89	154	83	56	97	123	69	124
🏳	48	22	52	215	70	168	79	44	105	105	76	153