HELP DESK

Total
2330
Tickets

Average Response Time
26
Minutes

Average Tickets
24
perAgentperMonth
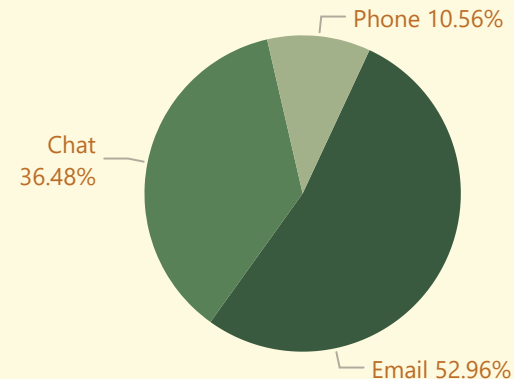
Average Resolution Time
33
Hours

Ticket Distribution

by Priority
- High 17.85%
- Medium 30.99%
- Low 51.16%

by Status
- In progress 17.17%
- Resolved 31.72%
- Closed 50.34%

by Source
- Phone 10.56%
- Chat 36.48%
- Email 52.96%

by Topic and Priority
Legend: ● High ● Low ● Medium

Topic	High	Low	Medium
Product setup	122	321	187
Pricing and Licensing	79	274	172
Feature request	76	222	119
Purchasing and invoicing		139	83
Bug report		110	70
Other		95	67
Training request			
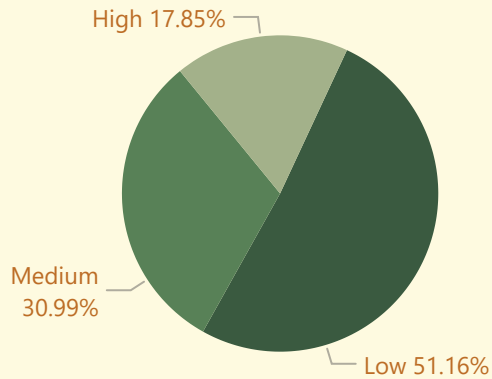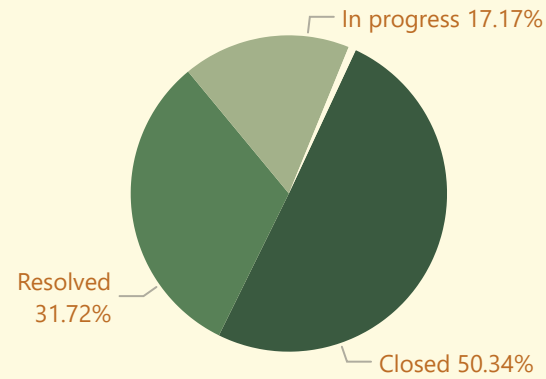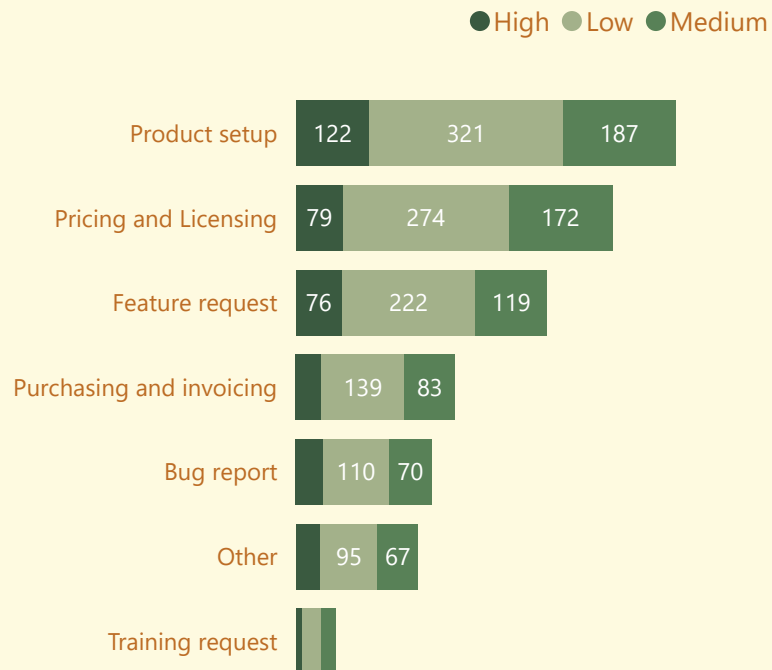
by Agent Name and Priority
Legend: ● High ● Low ● Medium

Agent	High	Low	Medium
Nicola Wane	61	187	119
Sheela Cutten	70	182	112
Bernard Beckley	62	183	114
Connor Danielovitch	56	183	108
Kristos Westoll	52	173	108
Adolpho Messingham	45	103	49
Michele Whyatt	32	98	56
Heather Urry	38	83	56
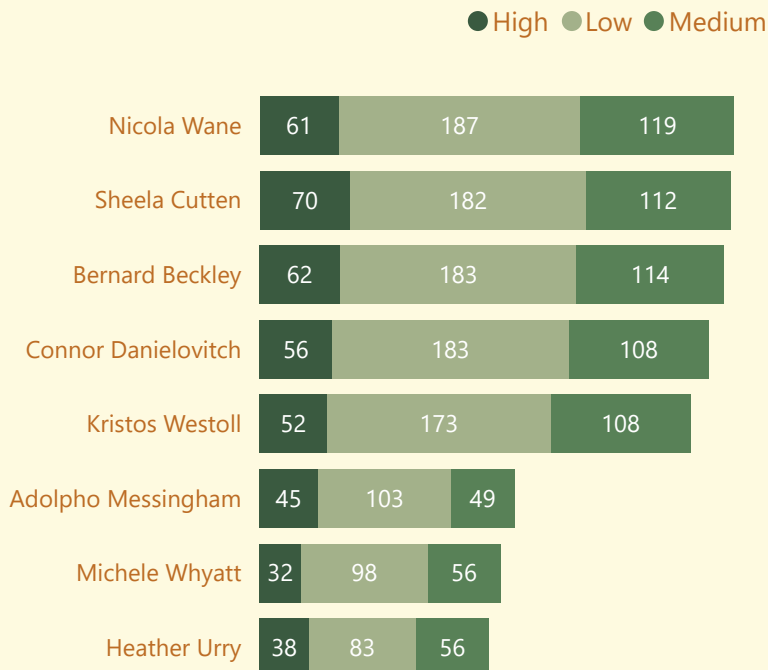
by Product group and Priority
Legend: ● High ● Low ● Medium

Product group	High	Low	Medium
Ready to use Software	183	516	311
Custom software development	111	336	197
Other		174	106
Training and Consulting Services		166	108

HELP DESK
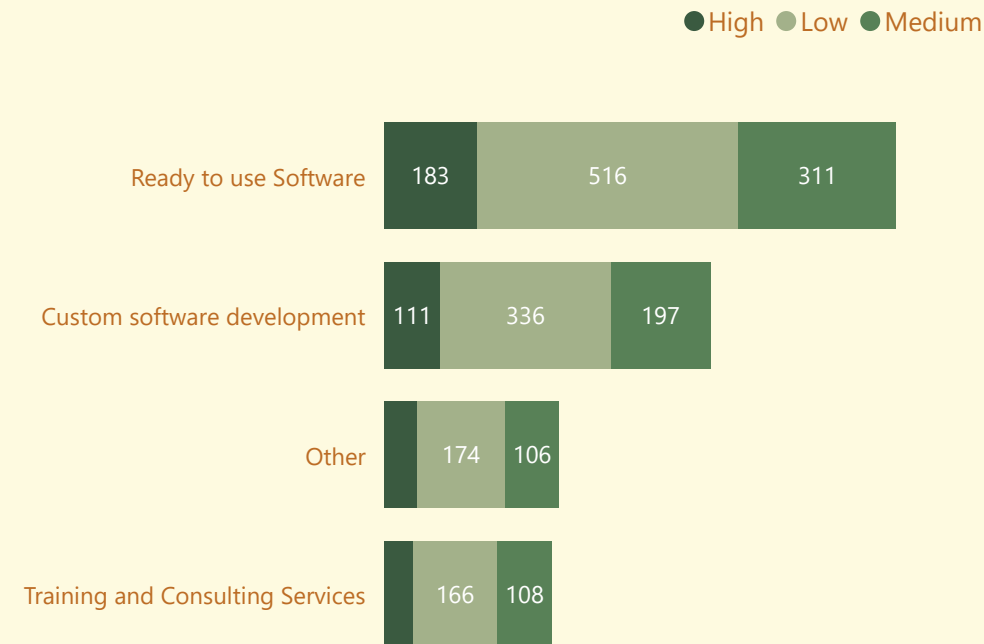
Average Tickets Created

11	45	194
Daily	Weekly	Monthly

Ticket Created by Workday

Weekend 15.06%

1979
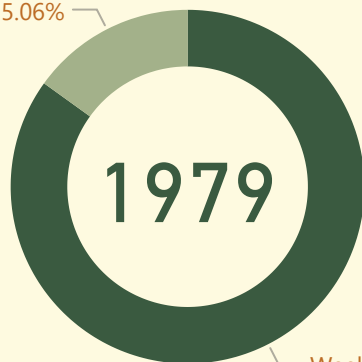
Weekday 84.94%

Ticket Created by Workhour

Work Hours 37%

1468
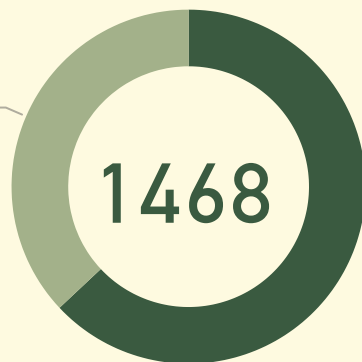
After Hours 63%

Tickets Created Trend

Weekly | **Monthly**

January 224
February 159
March 203
April 173
May 219
June 203
July 202
August 194
September 164
October 200
November 213
December 176
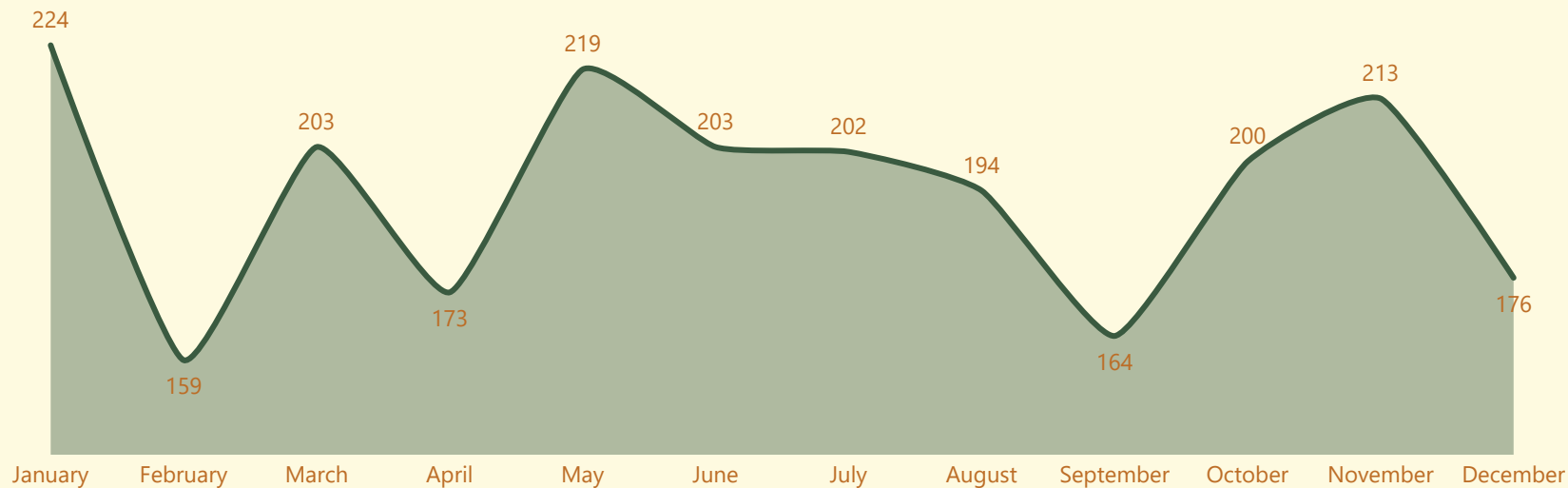
Tickets Closed Trend

Weekly | **Monthly**

January 96
February 72
March 96
April 88
May 102
June 95
July 94
August 98
September 99
October 94
November 123
December 116

HELP DESK
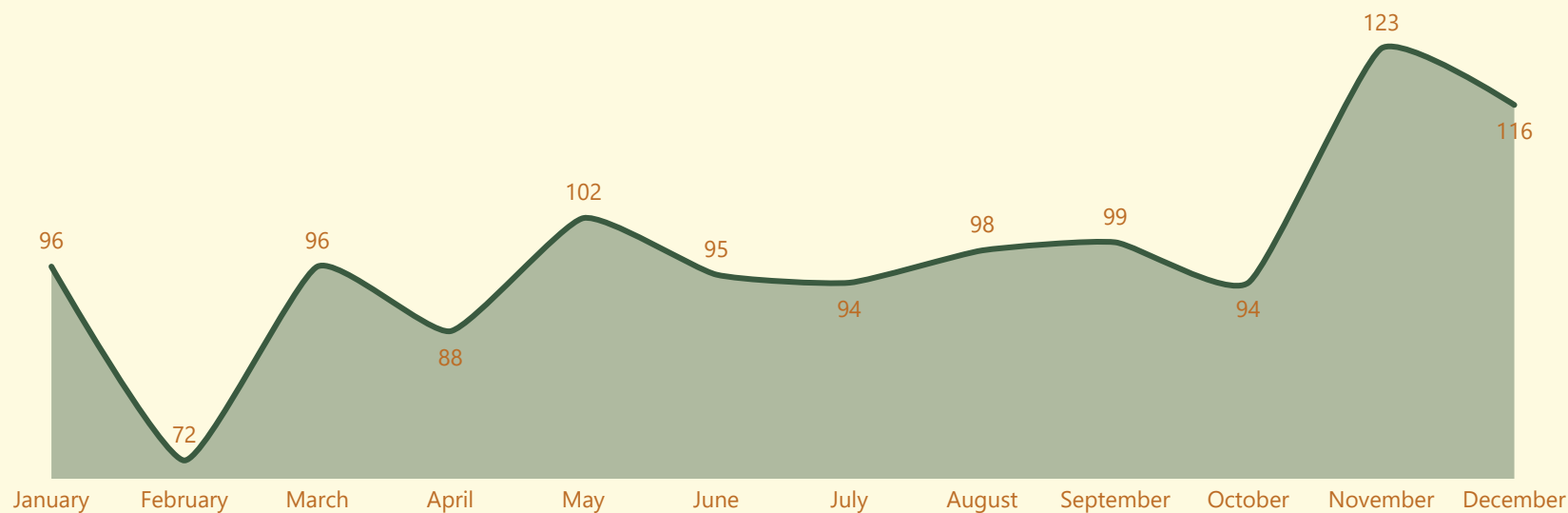
Average Response Time
26
Minutes

Resolution Rate %
82

Average Time from First Repose to Resolution in Hours
29   **32.81**   39

Topic	TicketResolutionRate%	AverageResponseTime(Min)	AverageResolutionTime(Hrs)
Training request	75.76	29.57	38.89
Purchasing and invoicing	82.95	33.80	33.44
Product setup	80.00	24.97	30.77
Pricing and Licensing	83.05	26.78	36.67
Other	78.33	25.03	31.47
Feature request	84.41	20.75	34.21
Bug report	85.33	28.13	29.91

Resolution Distribution by Day

● AverageResolutionTime(Hrs) ● TicketResolutionRate%

	Saturday	Friday	Tuesday	Wednesday	Monday	Sunday	Thursday
Rate	85	83	86	81	77	83	82
Hrs	35	34	34	33	33	33	31
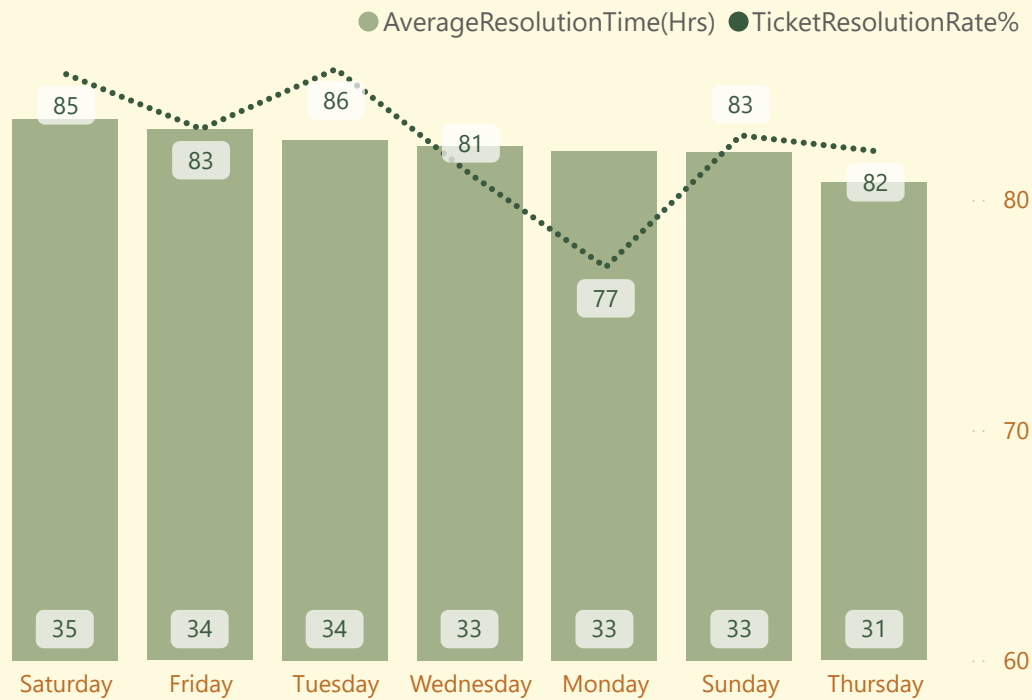
Tickets Resolution Time (Hrs) by Source and Topic
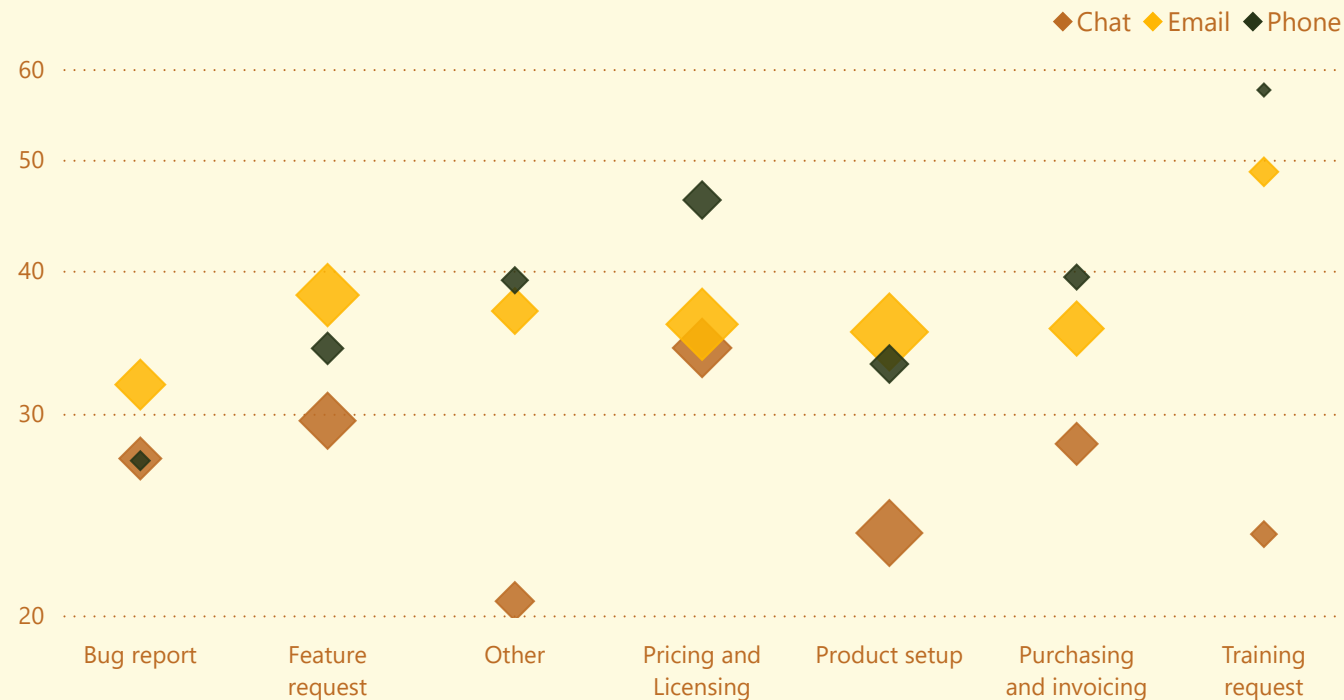
◆ Chat ◆ Email ◆ Phone

HELP DESK

Average Tickets	Agent Response
24	**89.06**
perAgentperMonth	SLA Adherence %

Average Rating	Agent Resolution
3.51	**84.29**
Average Rating	SLA Adherence %

SLA For First Response

SLA Violated 13.35%

2019

Within SLA 86.65%

SLA For Resolution

SLA Violated 33.61%

1547

Within SLA 66.39%

Tickets by Country

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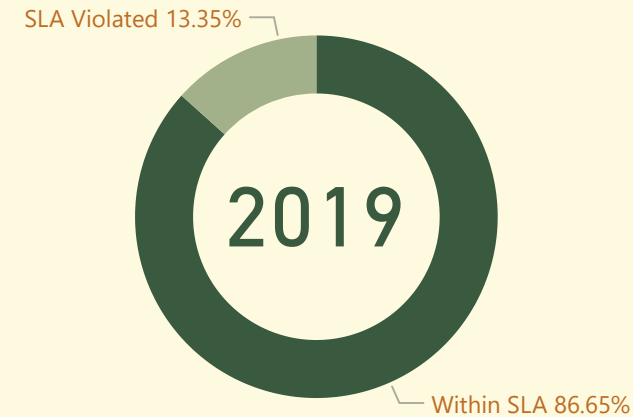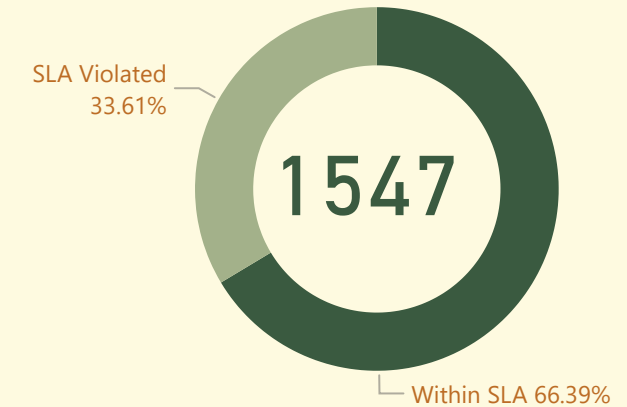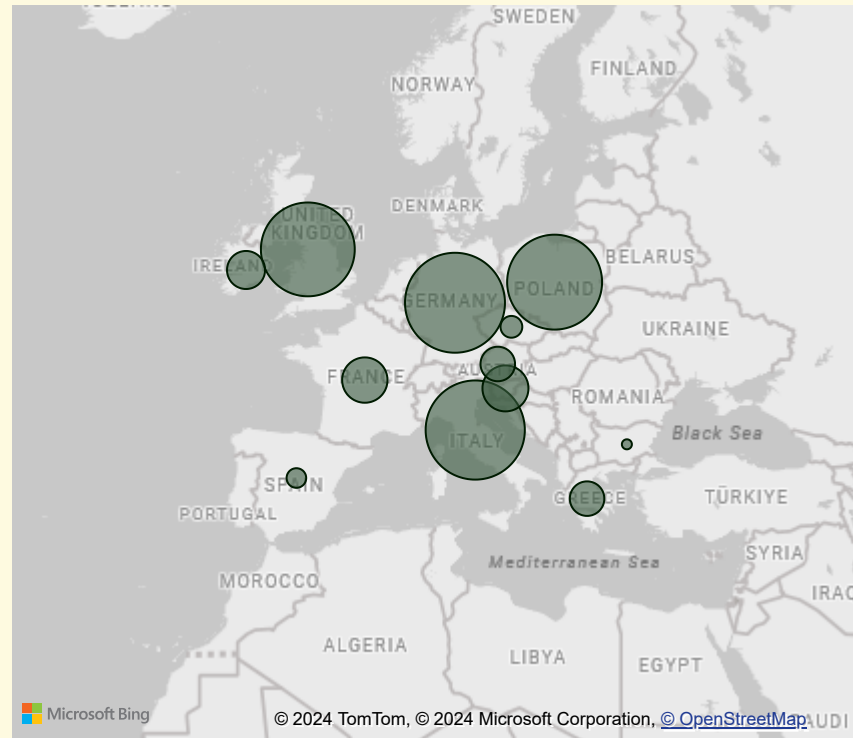
Agent Group	Ticket Distribution	Response SLA Adherence %	Resolution SLA Adherence %	Average Ratings
1st line support				
Connor Danielovitch	14.89%	89.34	83.00	4.07
Sheela Cutten	15.62%	88.19	86.54	3.65
Bernard Beckley	15.41%	90.25	83.01	3.41
Nicola Wane	15.75%	88.83	83.65	3.36
Kristos Westoll	14.29%	89.19	81.98	3.23
2nd line support				
Adolpho Messingham	8.45%	87.31	85.28	3.46
Michele Whyatt	7.98%	92.47	84.95	3.40
Heather Urry	7.60%	86.44	88.70	3.37