



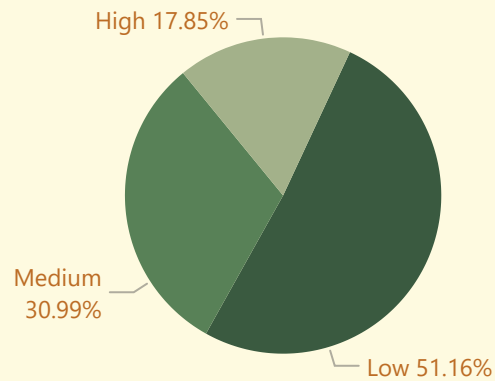
Total
2330
Tickets

Average Response Time
26
Minutes

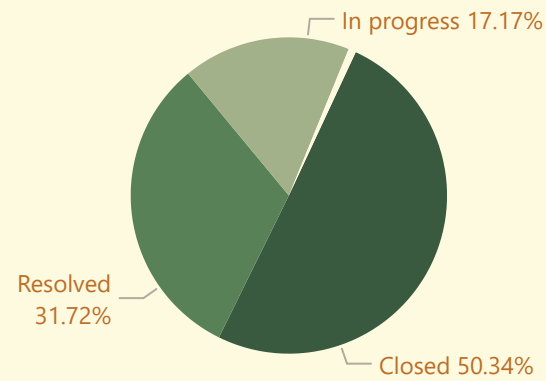
Average Tickets
12
perAgentperHour

Average Resolution Time
33
Hours

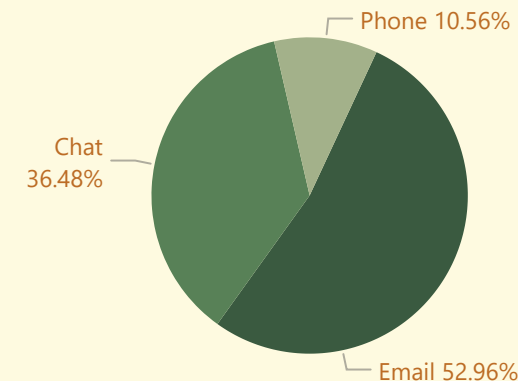
by Priority



Ticket Distribution
by Status

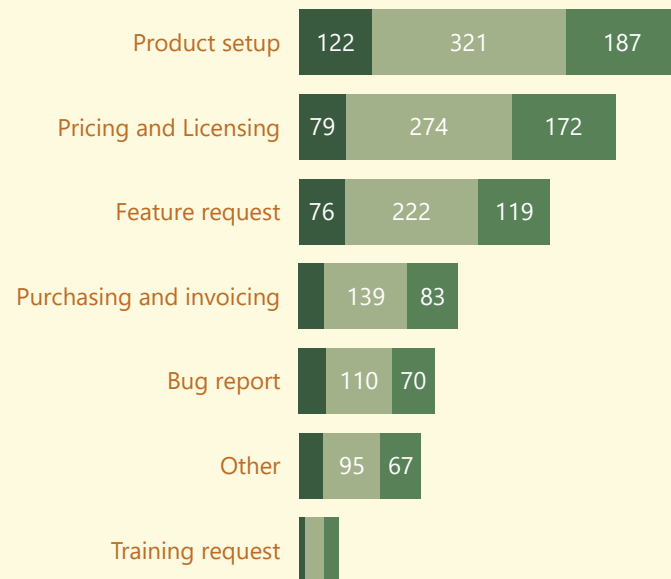


by Source



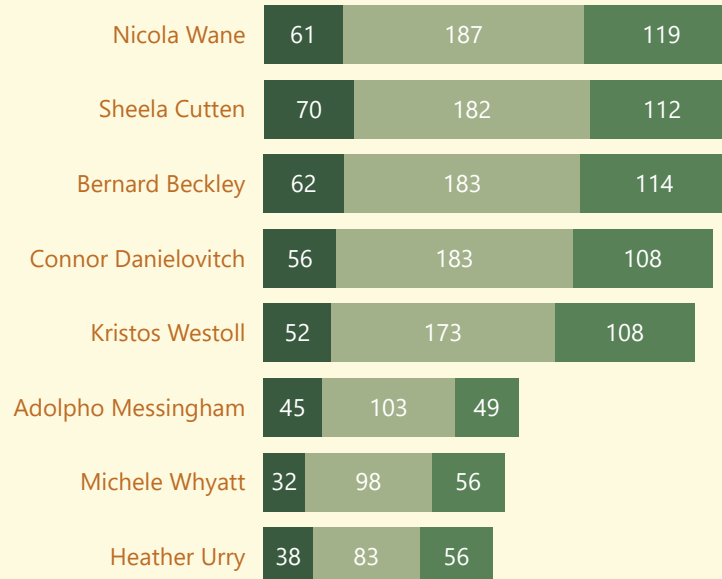
by Topic and Priority

● High ● Low ● Medium



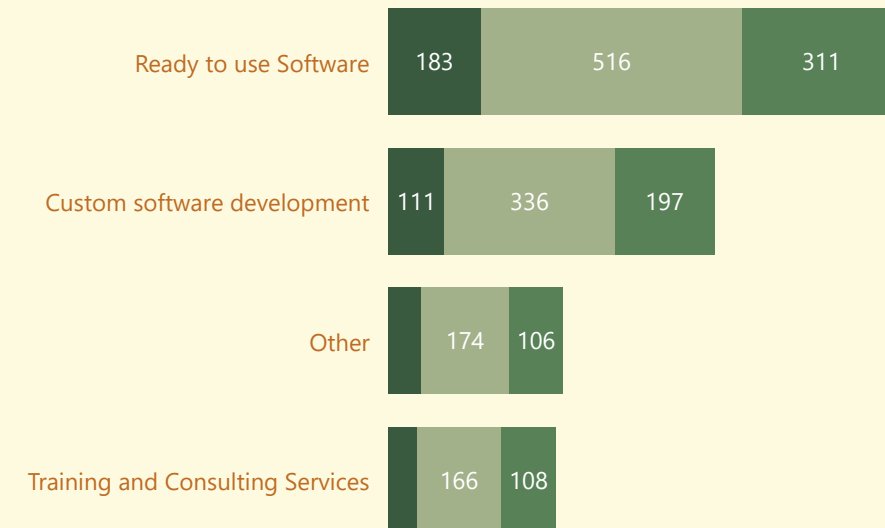
by Agent Name and Priority

● High ● Low ● Medium



by Product group and Priority

● High ● Low ● Medium





Average Tickets Created

75

Daily

45

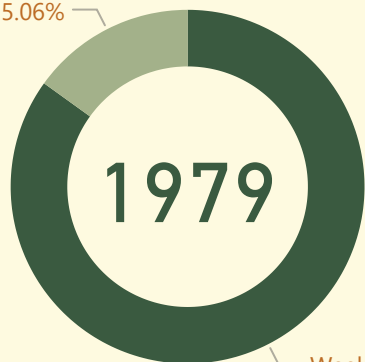
Weekly

194

Monthly

Ticket Created by Workday

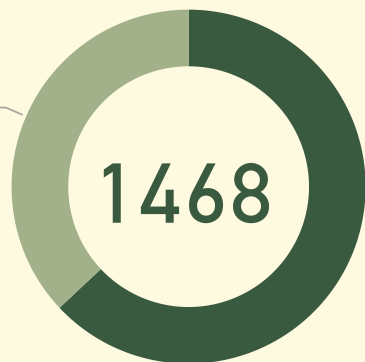
Weekend 15.06%



Weekday 84.94%

Ticket Created by Workhour

Work Hours
37%



After Hours 63%

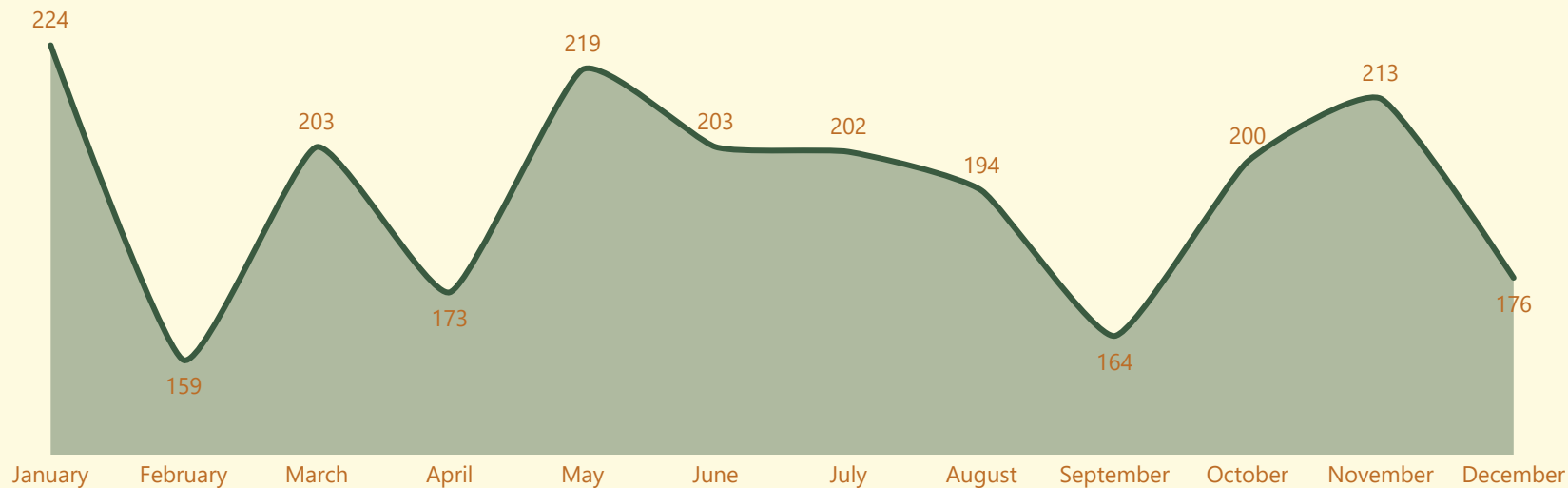
Tickets Created Trend

Hourly

Daily

Weekly

Monthly

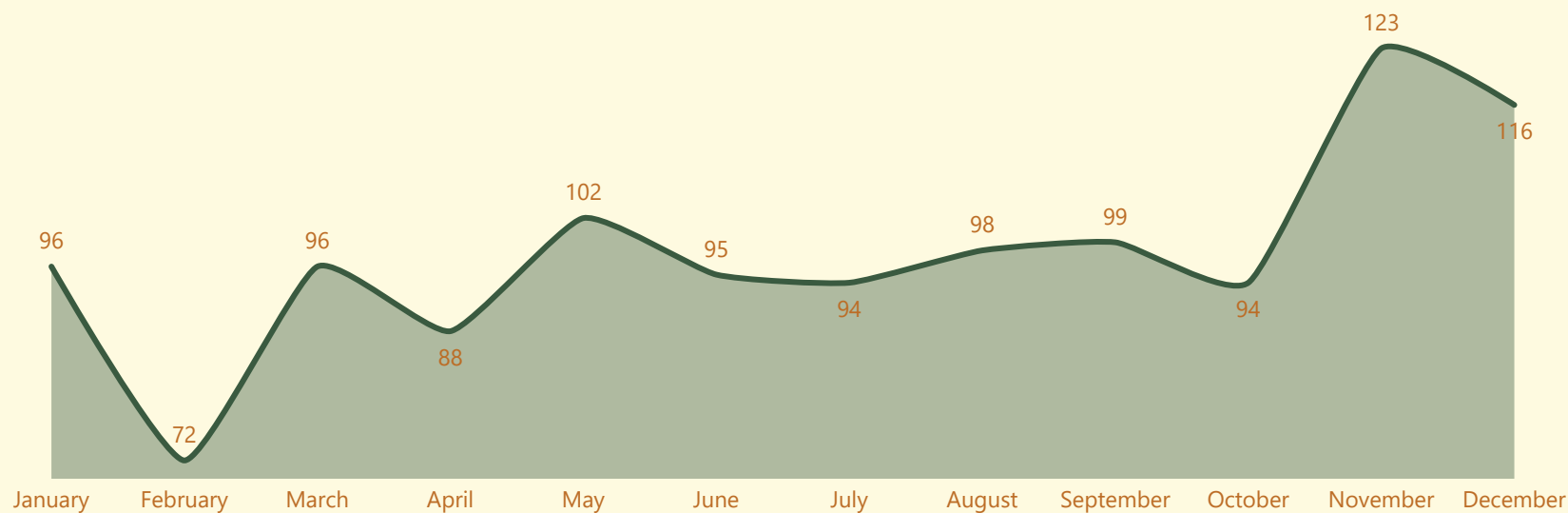


Tickets Closed Trend

Hourly

Daily

Monthly





Average Response Time

26

Minutes

Average Resolution Time

33

Hours

Resolution Rate %

82

TicketResolutionRate%

Average Time To Resolution

33

Hours

Topic

Bug report

Feature request

Pricing and Licensing

Purchasing and invoicing

Product setup

Other

Training request

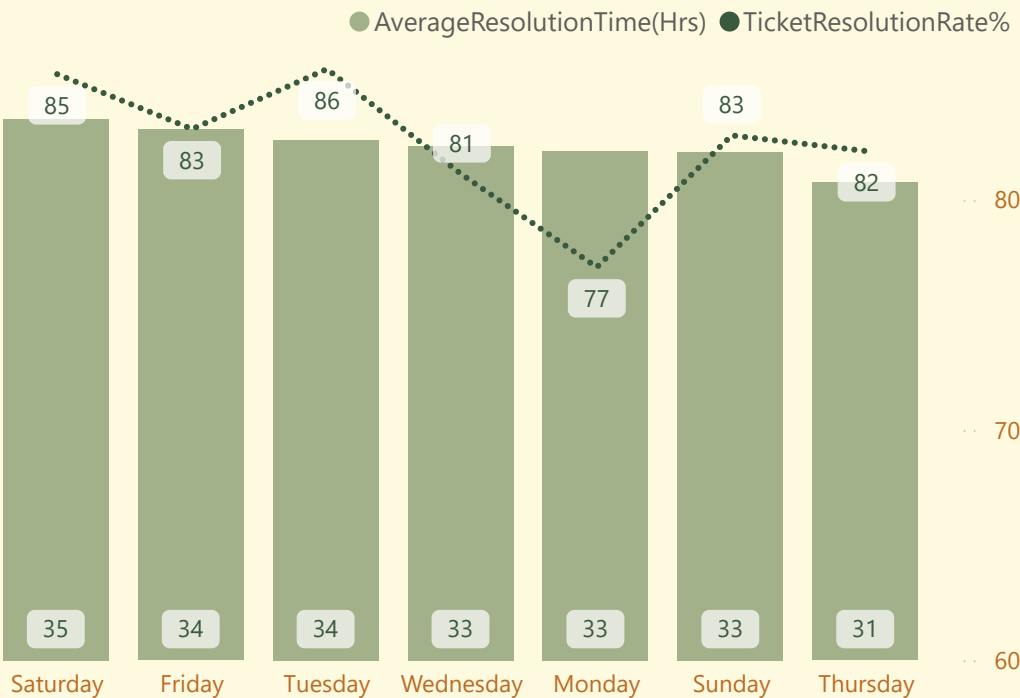
TicketResolutionRate%

AverageResponseTime(Min)

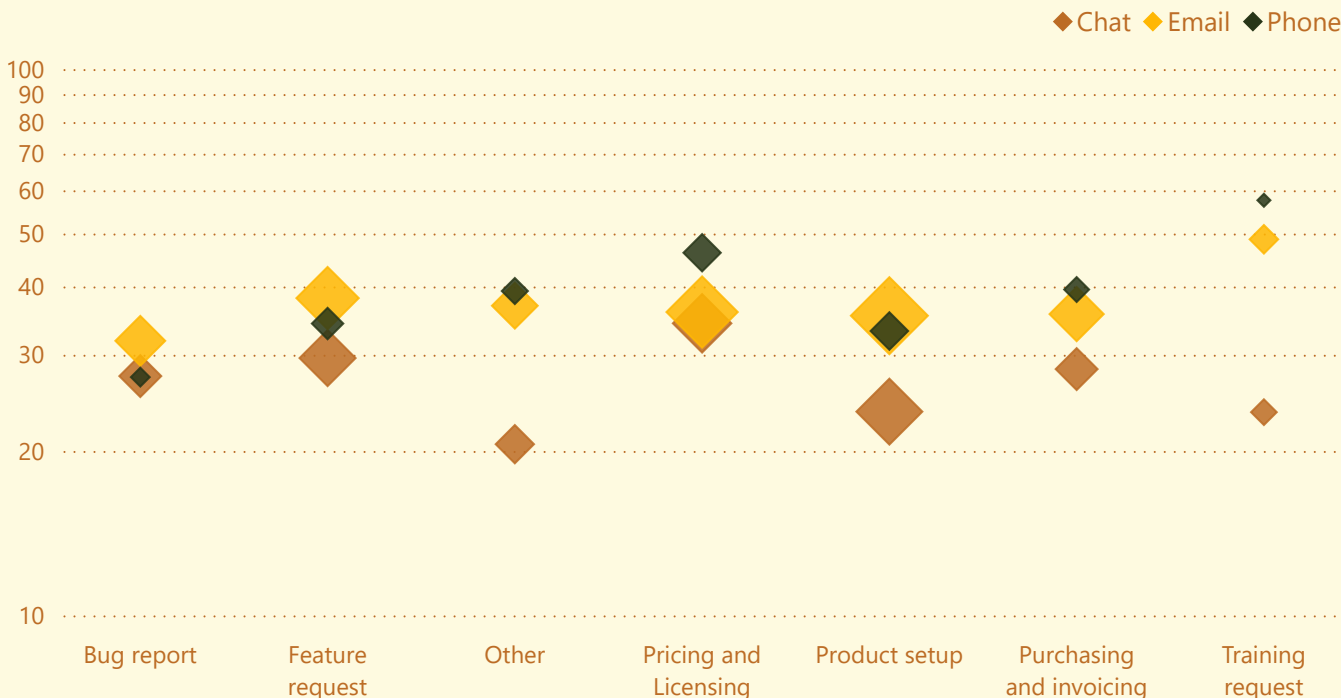
AverageResolutionTime(Hrs)

85.33	28.13	29.91
84.41	20.75	34.21
83.05	26.78	36.67
82.95	33.80	33.44
80.00	24.97	30.77
78.33	25.03	31.47
75.76	29.57	38.89

Resolution Distribution by Day



Tickets Resolution Time (Hrs) by Source and Topic





Average Tickets

12

perAgentperHour

Agent Response

89.06

SLA Adherence %

3.51

Average Costumer Rating

Agent Resolution

84.29

SLA Adherence %

SLA For First Response

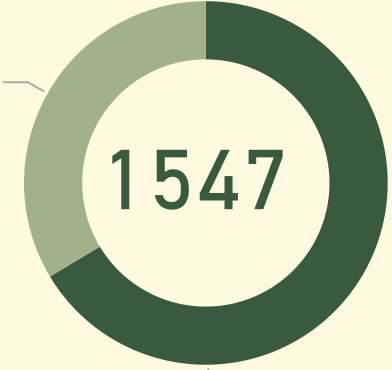
SLA Violated 13.35%



Within SLA 86.65%

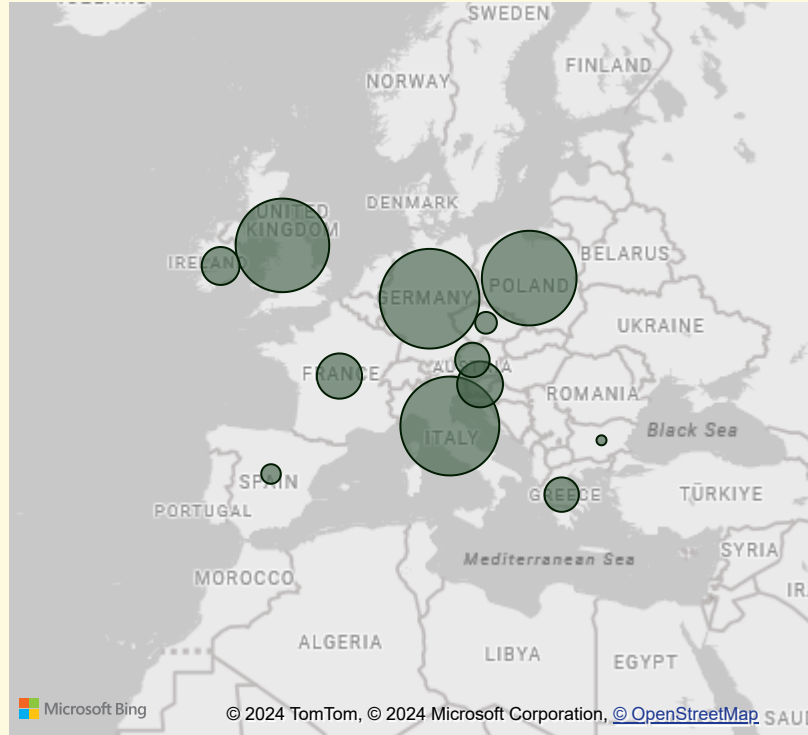
SLA For Resolution

SLA Violated 33.61%



Within SLA 66.39%

Tickets by Country



Agent Group

Ticket Distribution

Response SLA Adherence %

Resolution SLA Adherence %

Average of Survey results

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