FP 20 Challenge - IT Support Analysis

SLA Adherence %	Top Priority Count	Top Type Count	AVG Resolution Days	Total Tickets	AVG Tickets Per Day
61.66%	High	Change	3	11,923	23.06

Priority Trend By Month

● High ● Low ● Medium

(Line chart showing High, Low, Medium priority trends from January to December)

AVG Days to resolve by Priority

Priority	Days
Low	~4
Medium	~3
High	~2

(Bar chart with x-axis 0 to 4)

Ticket Raised By Year

2108, 2112, 2148, 2077, 2077, 1401

Jan 2024 — Jul 2024 — Jan 2025

Top 5 Primary Tags

- ● Technical — 3057
- ● Security — 2033
- ● Bug — 1253
- ● Feedback — 1120
- ● Feature — 867

Tickets By Country

(Map of Europe with ticket bubbles: Latvia, Sweden, Belgium, Netherlands, France, Italy, Poland, Spain, Austria, Portugal)

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Tickets By Queue

100%

Queue	Value
Technical S...	(top)
Product Su...	2232
Customer S...	1391
IT Support	
Billing and ...	582
Returns an...	
Service Ou...	330
Sales and P...	
Human Res...	168
General In...	

4.9%