

Incident & Support Analytics Report

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Executive Summary

This report provides an operational overview of incident and support activity. A total of **30** tickets were analyzed, with an average resolution time of **12.72 hours**. 71.4% of tickets were resolved within SLA. The analysis highlights workload distribution, resolution efficiency, and potential bottlenecks affecting support performance.

Key Support KPIs

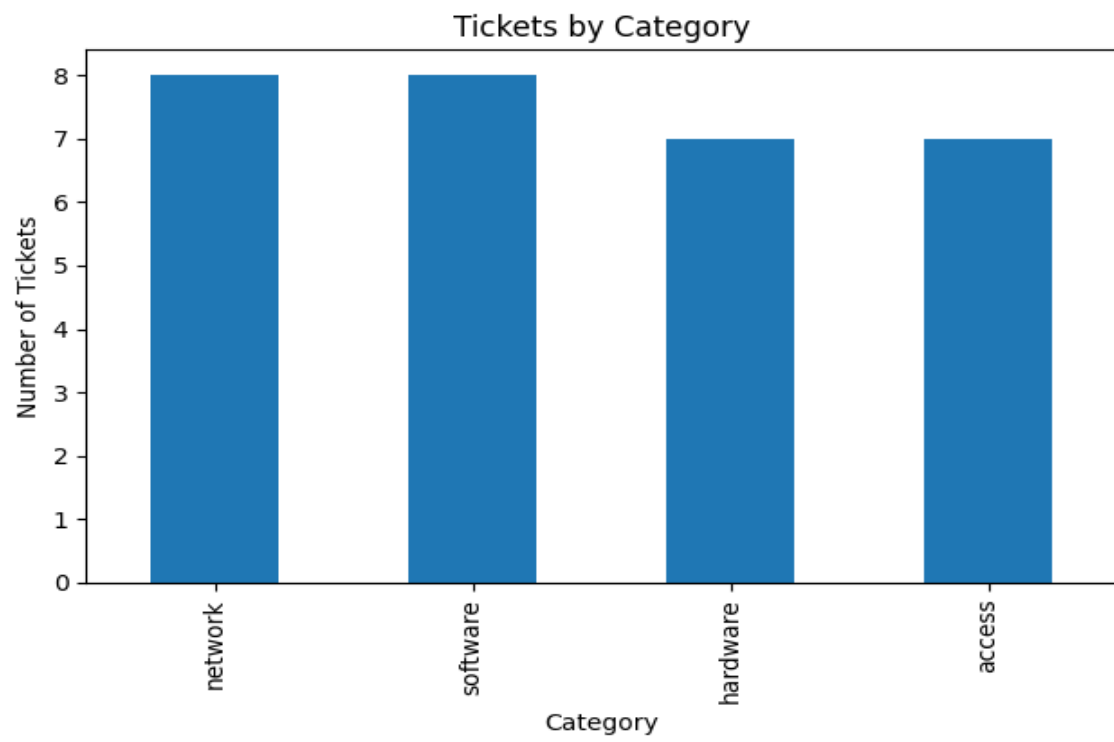
Metric	Value
Total Tickets	30
Average Resolution Time (hrs)	12.72
Median Resolution Time (hrs)	8.67
SLA Compliance (%)	71.4%
Open Tickets	9
Most Frequent Category	network
Slowest Resolution Category	hardware (19.06 hrs)

Ticket Data Overview

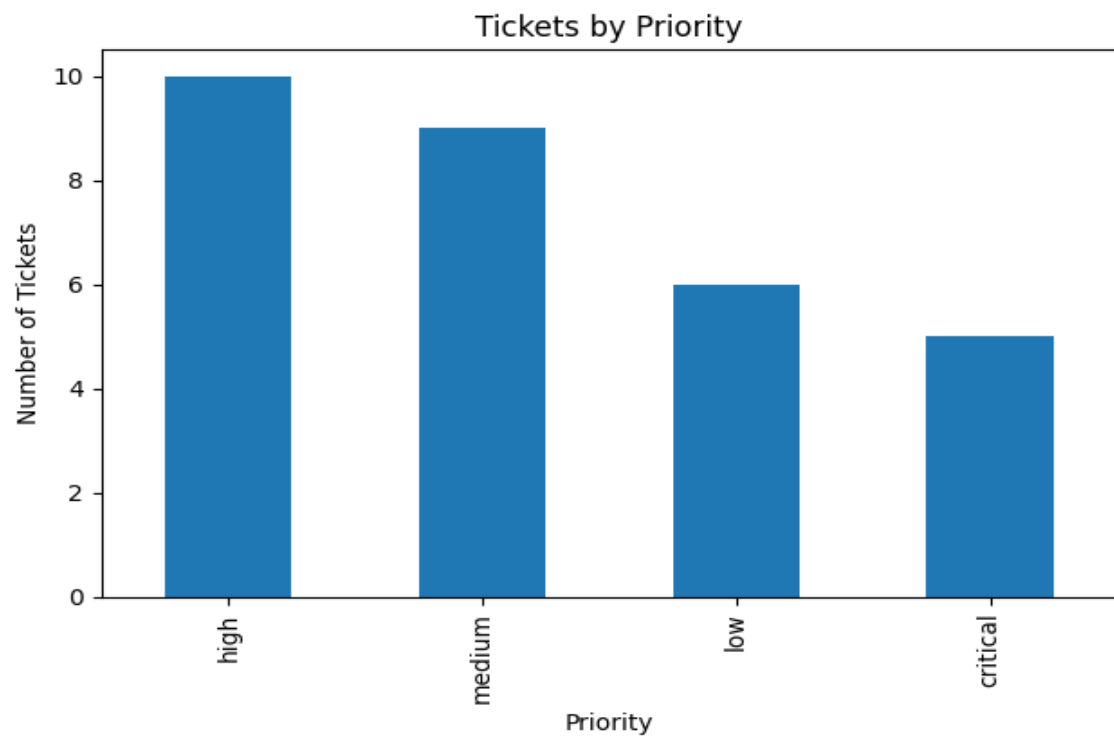
Showing first 20 rows of 30 analyzed tickets:

opened_at	closed_at	category	priority	status	agent	team	sla_hours	resolution_time_hours	resolution_time_days	id
2025-01-02 09:15:00	2025-01-02 13:40:00	network	high	closed	agent1	it operations	8	4.416666666666667	0.1840277777777778	1
2025-01-02 10:30:00	2025-01-03 09:10:00	software	medium	closed	agent2	application support	24	22.666666666666668	0.9444444444444445	2
2025-01-03 08:45:00	2025-01-04 11:20:00	hardware	low	closed	agent3	it operations	48	26.583333333333332	1.1076388888888888	3
2025-01-03 11:10:00	2025-01-03 12:00:00	access	high	closed	agent4	service desk	4	0.8333333333333334	0.03472222222222224	4
2025-01-04 14:25:00	2025-01-04 18:50:00	network	critical	closed	agent5	it operations	4	4.416666666666667	0.1840277777777778	5
2025-01-05 09:00:00	2025-01-06 10:30:00	software	high	closed	agent6	application support	8	25.5	1.0625	6
2025-01-05 15:40:00	2025-01-05 17:10:00	access	medium	closed	agent7	service desk	8	1.5	0.0625	7
2025-01-06 08:20:00	NaT	hardware	high	open	agent8	it operations	24	nan	nan	8
2025-01-06 13:55:00	2025-01-07 09:00:00	software	low	closed	agent9	application support	48	19.083333333333332	0.7951388888888888	9
2025-01-07 10:10:00	2025-01-07 15:45:00	network	medium	closed	agent10	it operations	12	5.583333333333333	0.23263888888888887	10
2025-01-08 09:30:00	2025-01-08 10:50:00	access	high	closed	agent11	service desk	4	1.3333333333333333	0.05555555555555555	11
2025-01-08 11:00:00	2025-01-09 08:30:00	software	critical	closed	agent12	application support	8	21.5	0.8958333333333334	12
2025-01-09 14:15:00	2025-01-10 16:40:00	hardware	medium	closed	agent1	it operations	24	26.416666666666668	1.1006944444444444	13
2025-01-10 08:50:00	2025-01-11 10:20:00	network	low	closed	agent2	it operations	48	25.5	1.0625	14
2025-01-10 16:30:00	NaT	access	medium	open	agent3	service desk	12	nan	nan	15
2025-01-11 09:15:00	NaT	network	high	open	agent4	it operations	8	nan	nan	16
2025-01-11 10:30:00	2025-01-11 14:20:00	software	critical	closed	agent5	application support	4	3.8333333333333335	0.15972222222222224	17
2025-01-11 14:45:00	2025-01-12 09:30:00	hardware	low	closed	agent6	it operations	48	18.75	0.78125	18
2025-01-12 02:00:00	NaT	access	medium	open	agent7	service desk	12	nan	nan	19
2025-01-12 11:10:00	2025-01-12 16:45:00	network	high	closed	agent8	it operations	8	5.583333333333333	0.23263888888888887	20

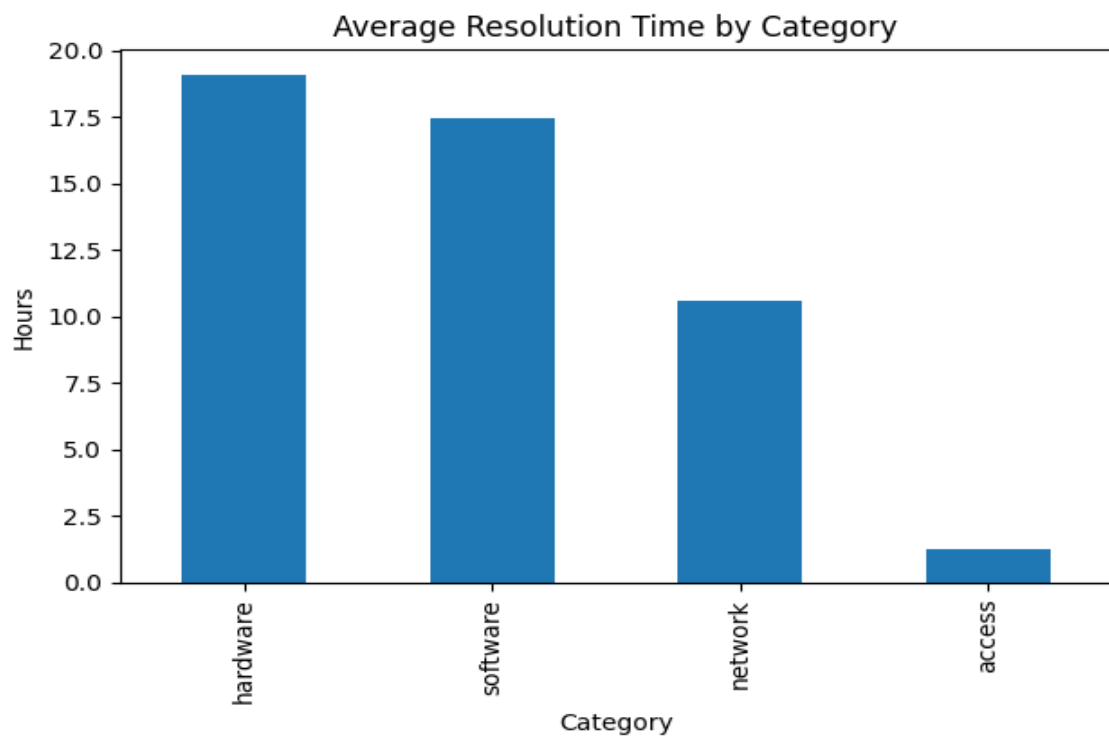
Tickets by Category



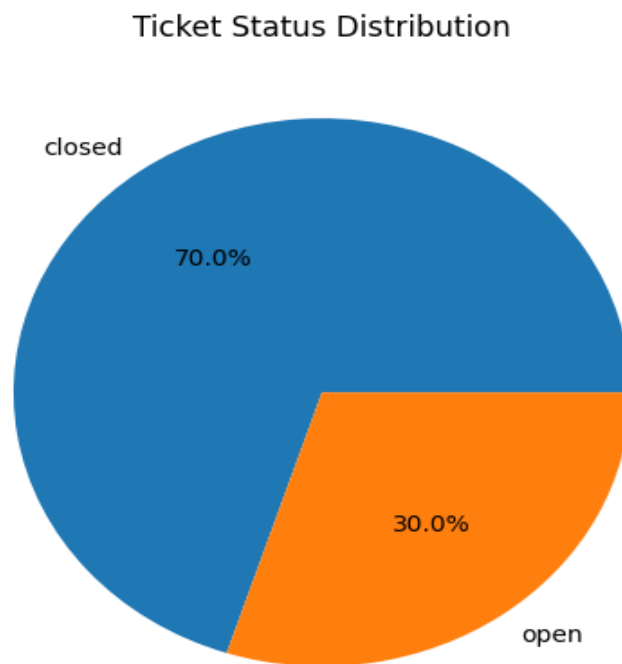
Tickets by Priority



Average Resolution Time by Category



Ticket Status Distribution



Tickets Created vs Resolved Over Time

