

Incident & Support Analytics Report

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Executive Summary

This report provides an operational overview of incident and support activity. A total of **100** tickets were analyzed, with an average resolution time of **10.88 hours**. 66.2% of tickets were resolved within SLA. The analysis highlights workload distribution, resolution efficiency, and potential bottlenecks affecting support performance.

Key Support KPIs

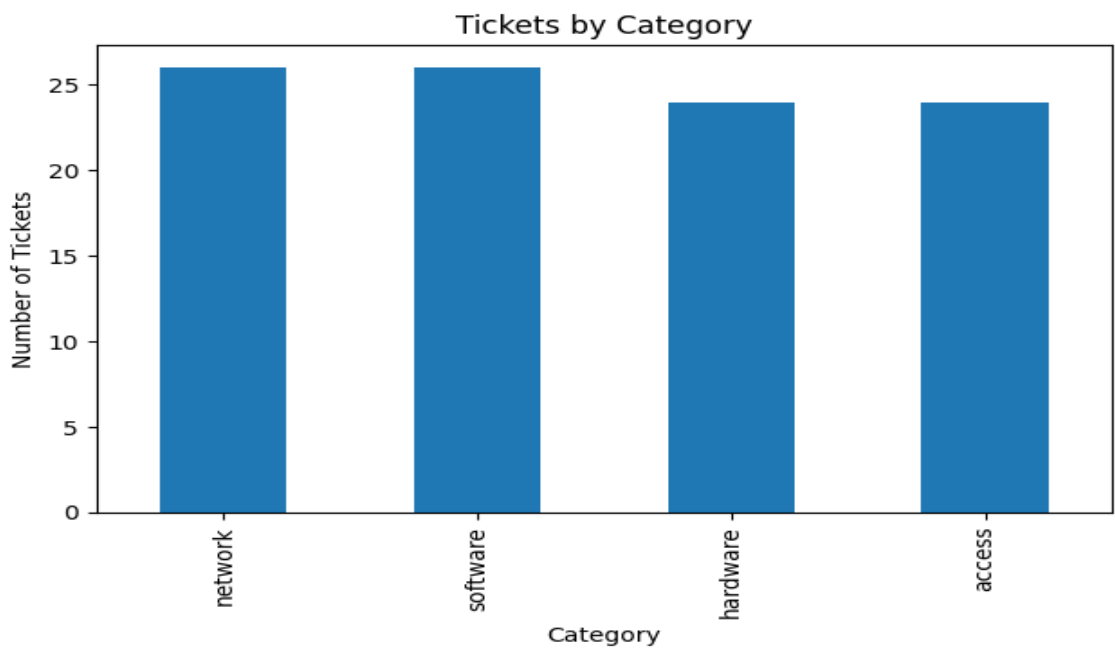
Metric	Value
Total Tickets	100
Average Resolution Time (hrs)	10.88
Median Resolution Time (hrs)	5.42
SLA Compliance (%)	66.2%
Open Tickets	35
Most Frequent Category	network
Slowest Resolution Category	hardware (16.99 hrs)

Ticket Data Overview

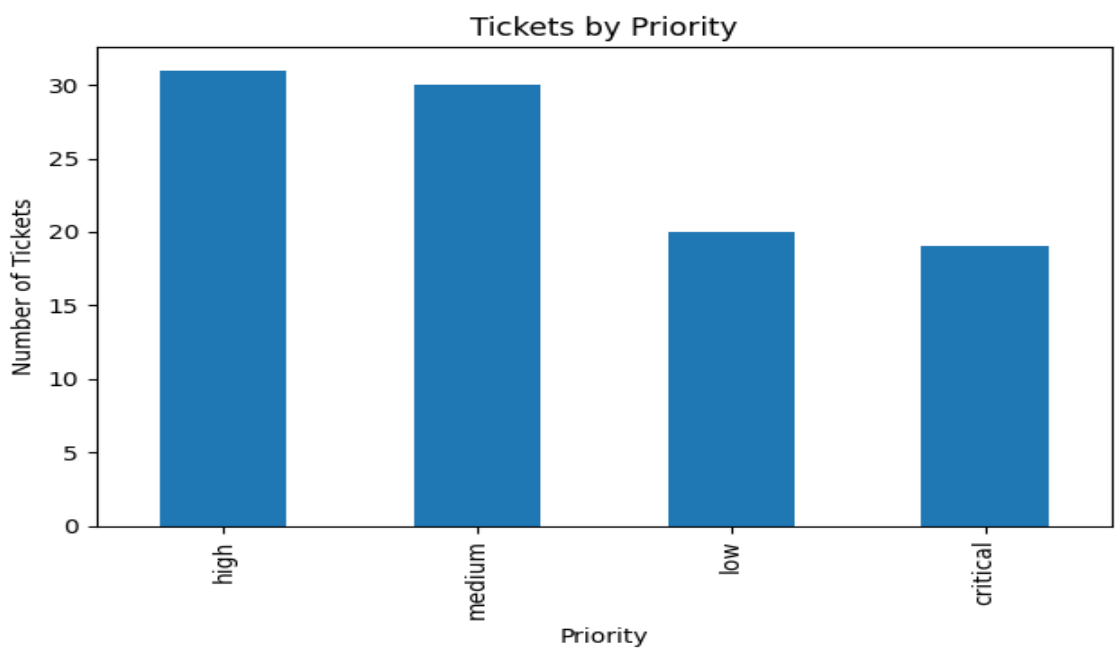
Showing first 20 closed tickets of 65 resolved tickets (from 100 total):

ticket_id	created_at	category	priority	status	agent	resolution_time_hours
1001	2025-01-02 09:15:00	network	high	closed	agent1	4.416666666666667
1002	2025-01-02 10:30:00	software	medium	closed	agent2	22.666666666666668
1003	2025-01-03 08:45:00	hardware	low	closed	agent3	26.583333333333332
1004	2025-01-03 11:10:00	access	high	closed	agent4	0.8333333333333334
1005	2025-01-04 14:25:00	network	critical	closed	agent5	4.416666666666667
1006	2025-01-05 09:00:00	software	high	closed	agent6	25.5
1007	2025-01-05 15:40:00	access	medium	closed	agent7	1.5
1009	2025-01-06 13:55:00	software	low	closed	agent9	19.083333333333332
1010	2025-01-07 10:10:00	network	medium	closed	agent10	5.583333333333333
1011	2025-01-08 09:30:00	access	high	closed	agent11	1.3333333333333333
1012	2025-01-08 11:00:00	software	critical	closed	agent12	21.5
1013	2025-01-09 14:15:00	hardware	medium	closed	agent1	26.416666666666668
1014	2025-01-10 08:50:00	network	low	closed	agent2	25.5
1017	2025-01-11 10:30:00	software	critical	closed	agent5	3.8333333333333335
1018	2025-01-11 14:45:00	hardware	low	closed	agent6	18.75
1020	2025-01-12 11:10:00	network	high	closed	agent8	5.583333333333333
1022	2025-01-13 13:20:00	hardware	critical	closed	agent10	4.5
1023	2025-01-14 07:45:00	access	high	closed	agent11	1.4166666666666667
1025	2025-01-14 14:30:00	software	high	closed	agent1	20.833333333333332
1028	2025-01-15 16:20:00	network	low	closed	agent4	18.166666666666668

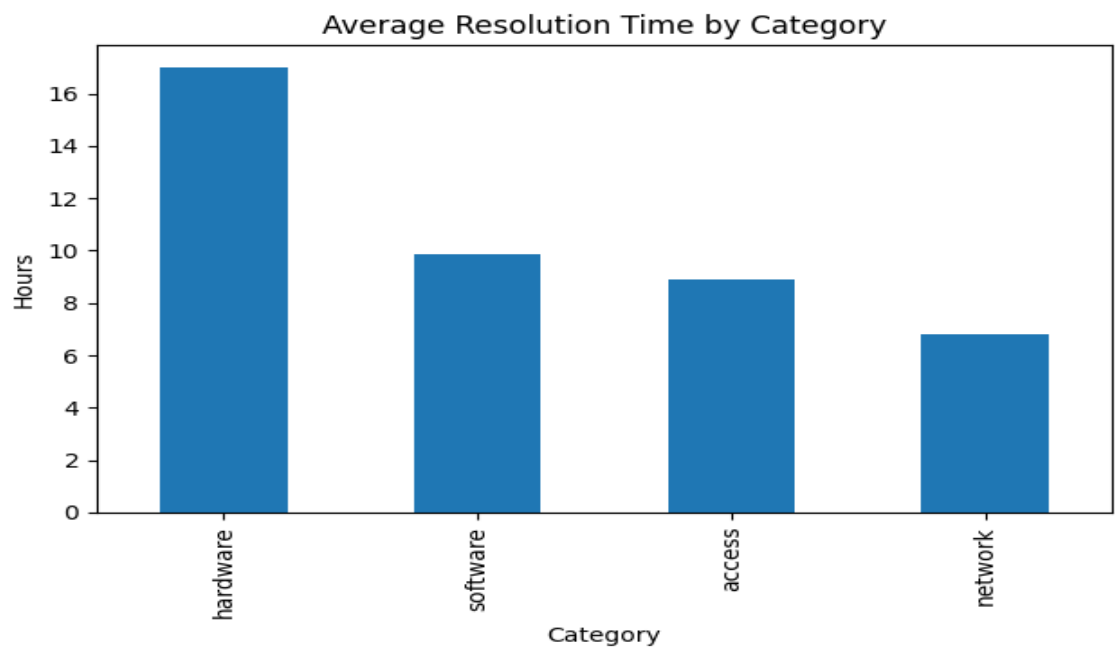
Tickets by Category



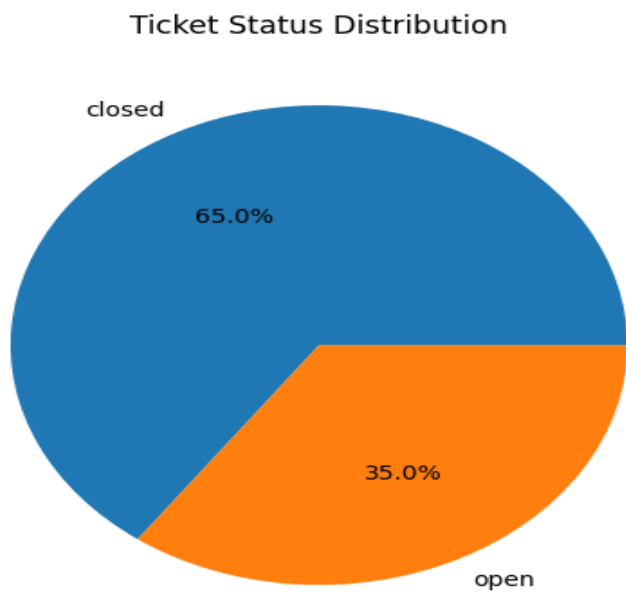
Tickets by Priority



Average Resolution Time by Category



Ticket Status Distribution



Tickets Created vs Resolved Over Time

