**Support Ticket Forecasting:**

Support tickets forecasting involves anticipating the demands placed on customer service departments in advance of when they might be required. For example, a support ticket program might be able to anticipate when demand is going to increase. Companies can then schedule more employees to work during this period, thereby allowing them to successfully meet the increasing demands of customers. That way, businesses are not paying employees to sit there when they are not required; however, they still have them in place to keep customer wait times to a minimum, when these demands do increase.

**Project Outline**

Objective of this project is to develop a model to predict #support tickets for next three months- weekly, monthly, quarterly split

**What’s in Dataset?**

Issue Key- Unique ticket ID

Summary- Title of the issue

Description- Actual problem details

Priority- Priority of the ticket

Created- Date and time at which issue is logged

Resolved- Ticket closure date