

Developer Options

☐ Enable Debug Mode ?

Settings

Analysis Options

☒ Enable Detailed Analysis ?

☐ Enable AI Analysis ?

☐ Enable PII Protection ?

Exports

No exports available yet. Run an analysis to generate exports.

Date Range

Start Date

2025/01/01

End Date

2025/04/29

Customer Selection

Select Customers ?

Arcadis x

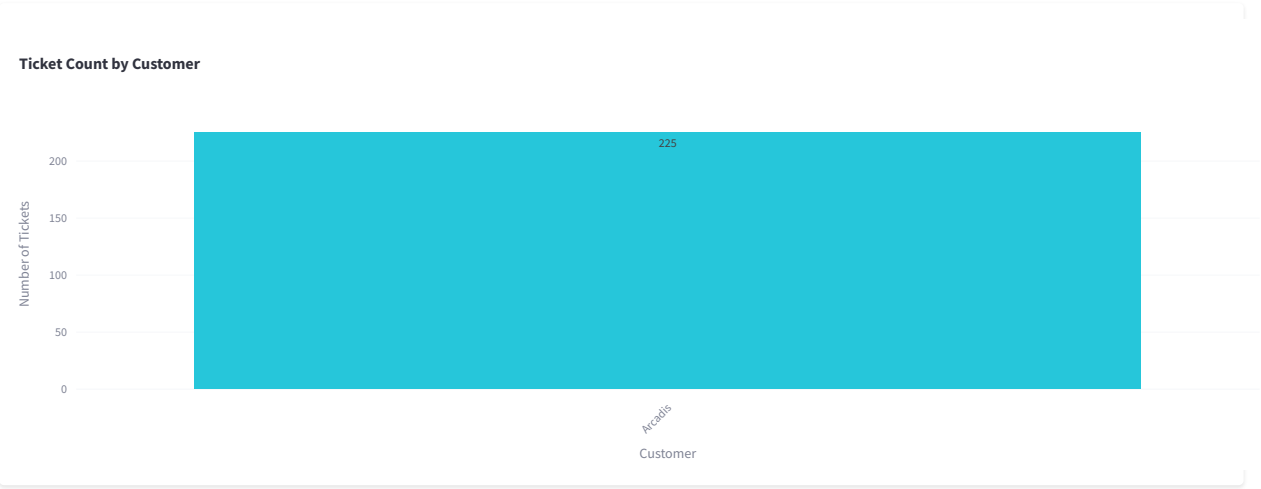
Export Options

Export Analysis

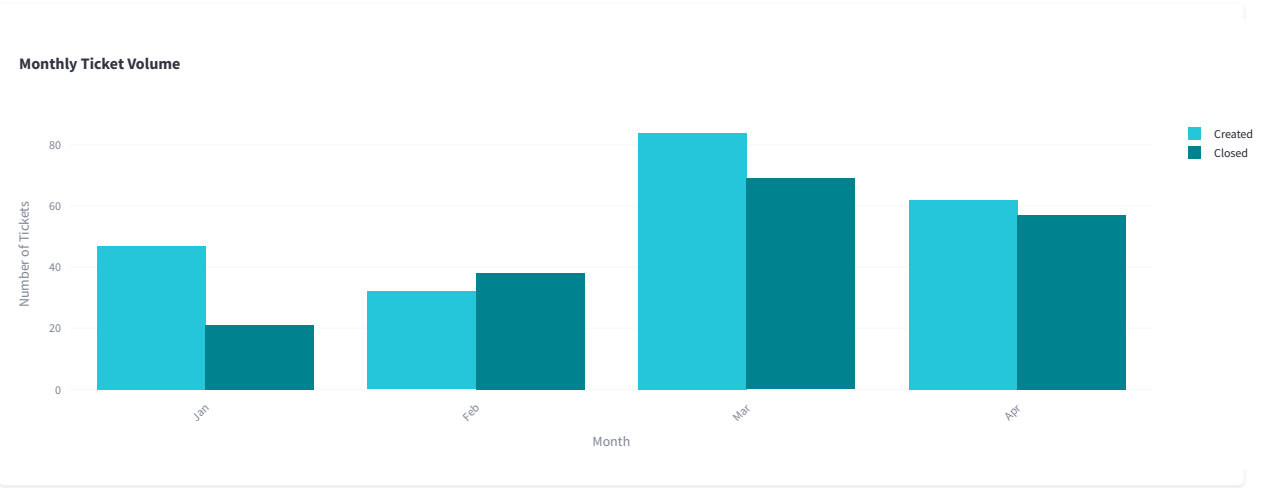
Help

# Support Ticket Analytics

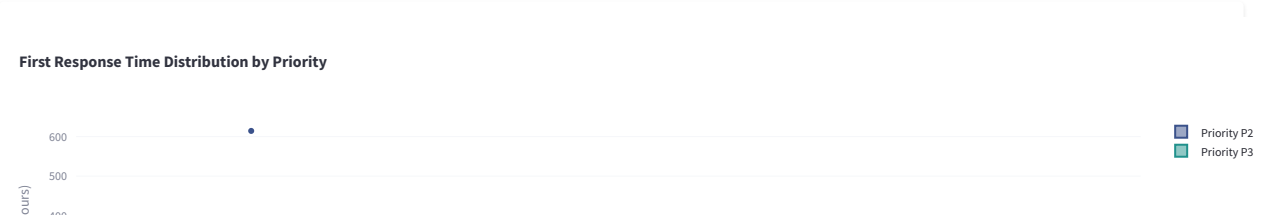
## Ticket Distribution

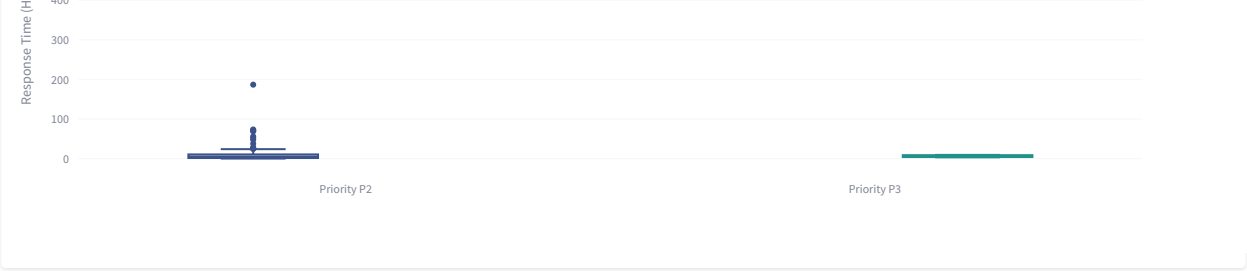


## Monthly Ticket Trends



## First Response Time Analysis





### First Response Time Summary

	Priority	Count	Mean Hours	Median Hours	90th Percentile	SLA Breach %
0	P2	199	12.4515	3.9603	21.0159	4.0201
1	P3	5	5.9584	5.1028	8.8764	None

First Response Time SLA Thresholds:

- P0: 1 hour
- P1: 24 hours
- P2: 48 hours
- P3: No SLA

⚠️ 21 records were excluded due to invalid response times. This represents 9.3% of total records.

See validation details

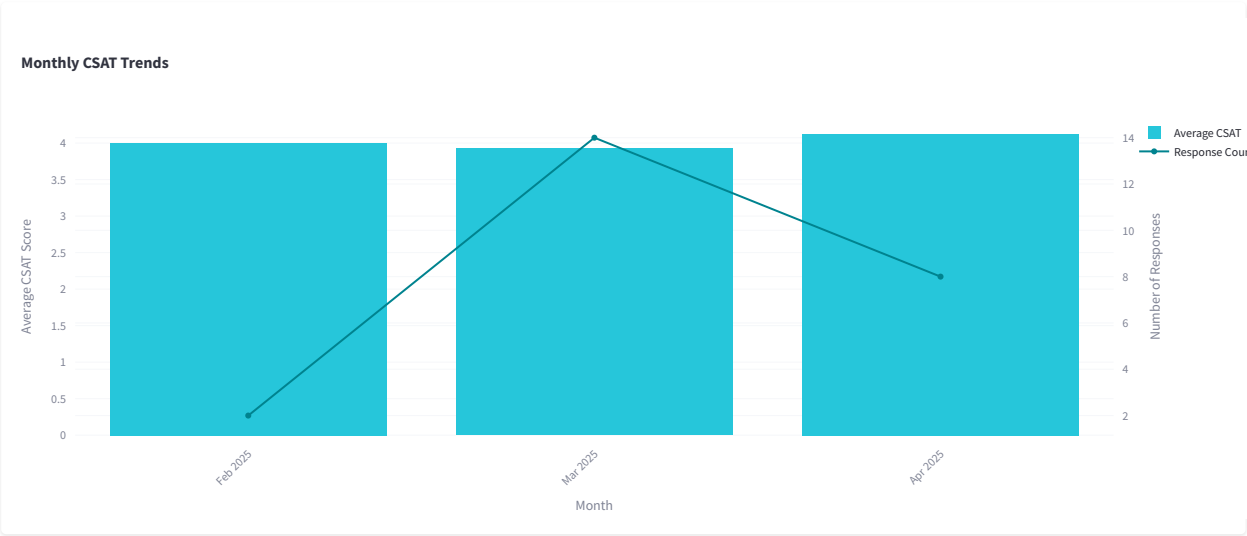
### Resolution Time Analysis



### Resolution Time Summary

Highest_Priority	Count	Mean Days	Median Days
P2	168	13.46	14.89
P3	2	15.31	15.31

## Customer Satisfaction Analysis



Average CSAT

4.00

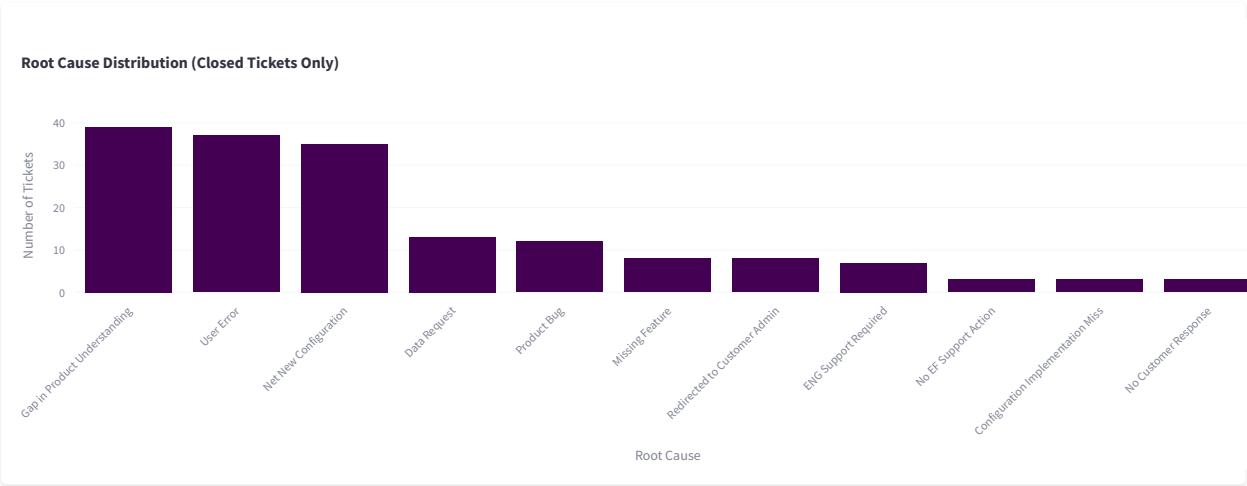
Median CSAT

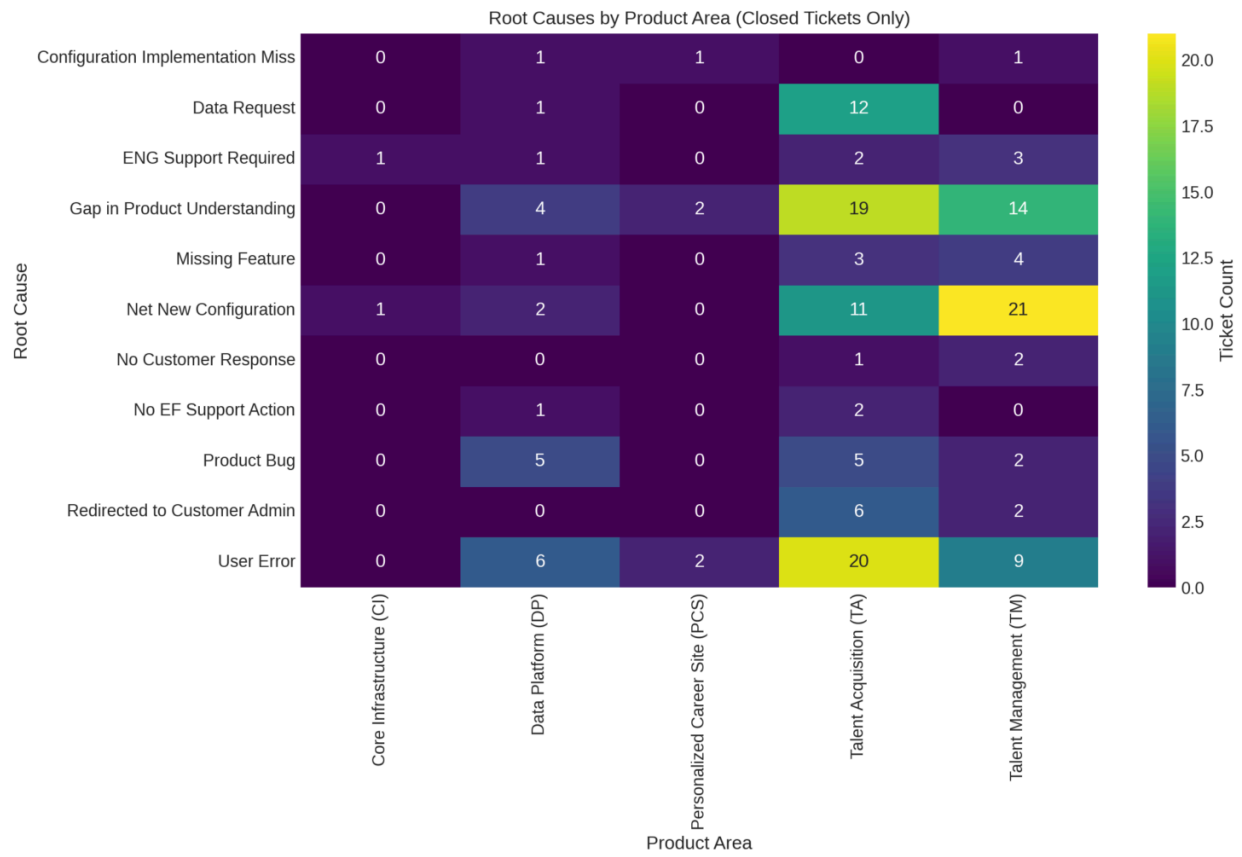
4.00

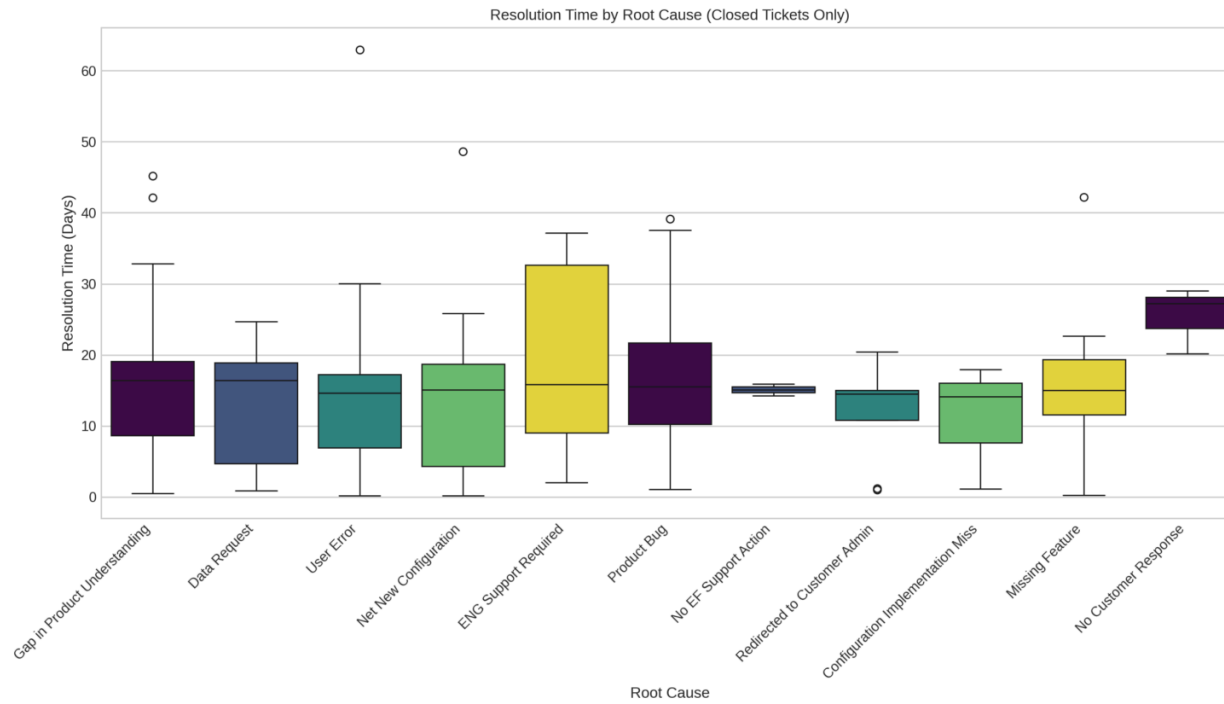
Response Rate

10.7%

## Root Cause Analysis

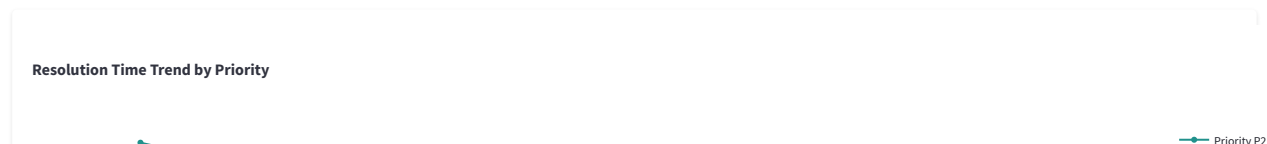
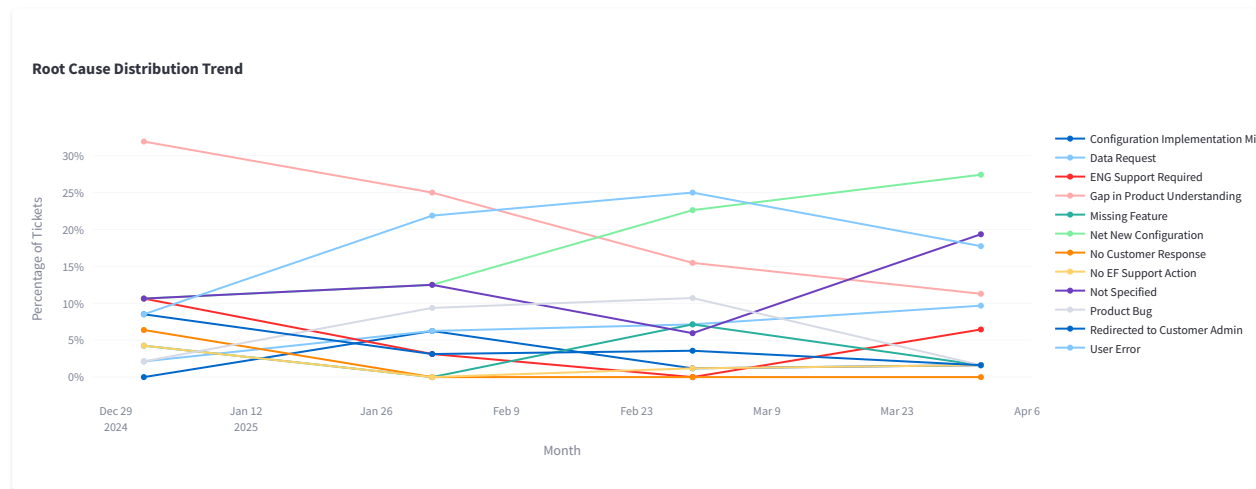


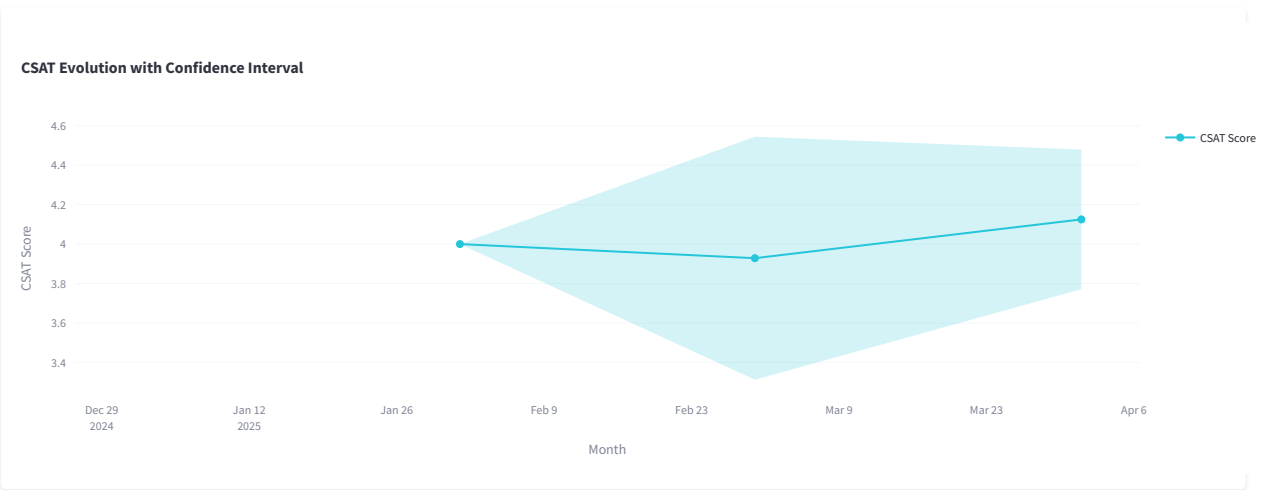
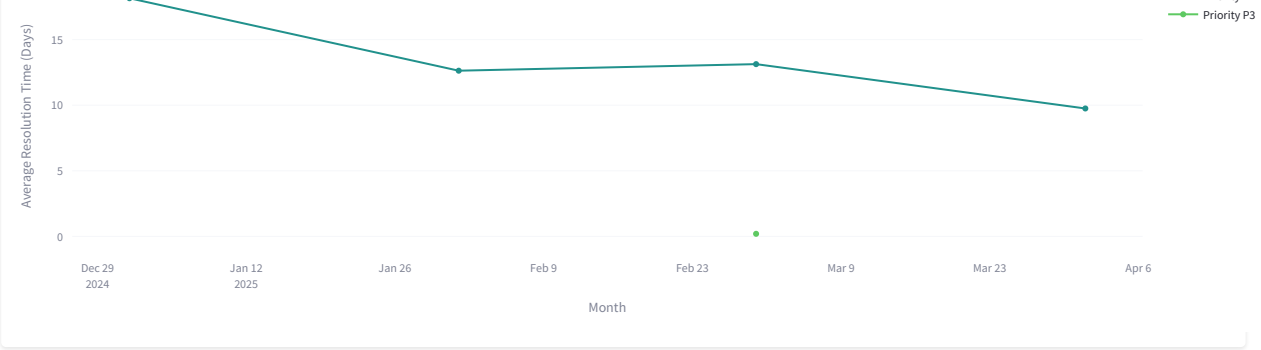




## Detailed Analysis

### Pattern Evolution Analysis





## Pattern Analysis Summary

Overall Statistics:

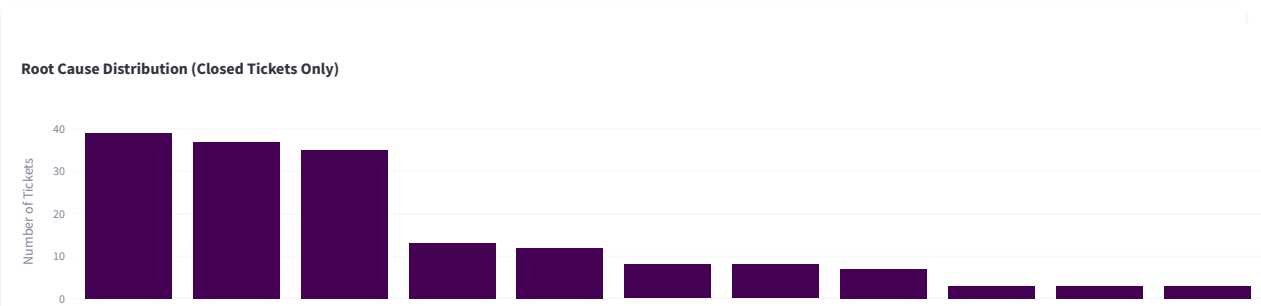
- Total Tickets: 225
- Unique Root Causes: 12
- Average Resolution Time: 13.7 days

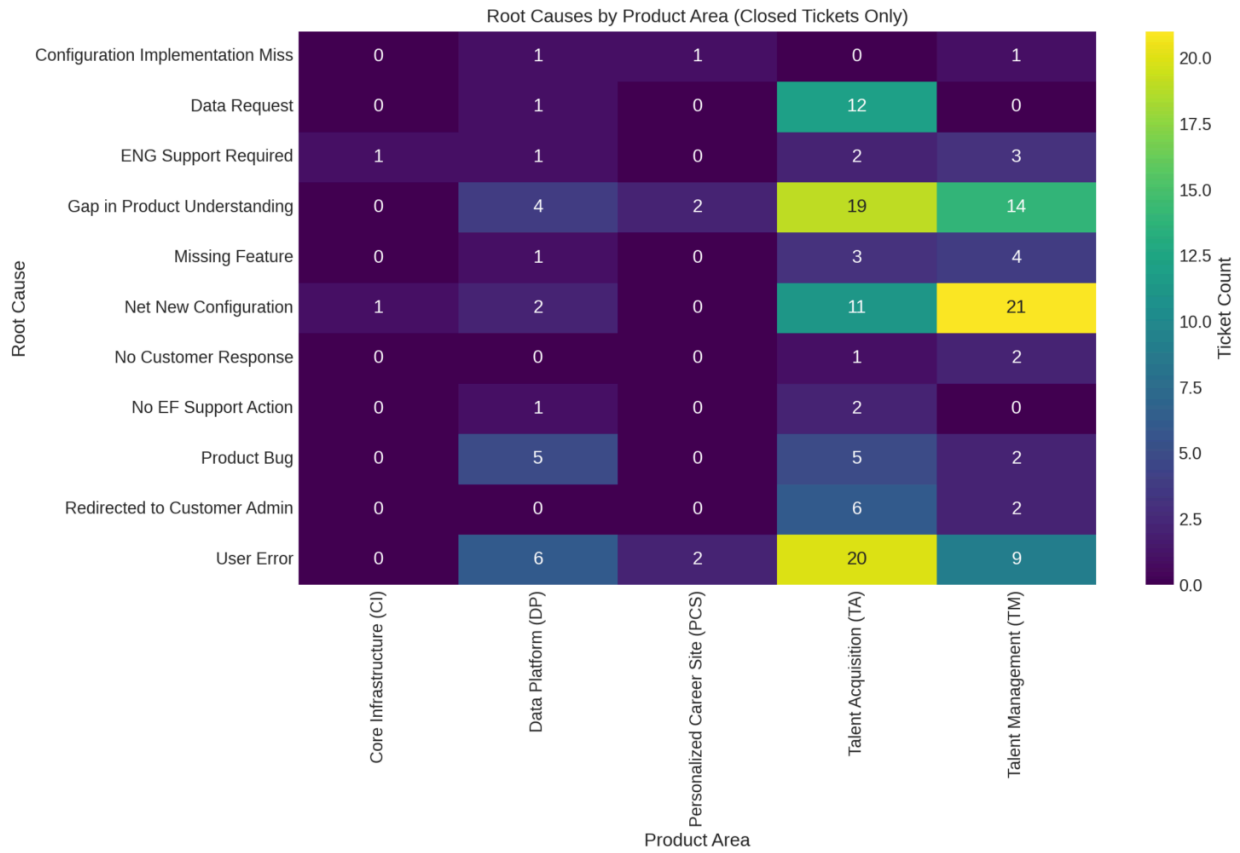
Trend Analysis:

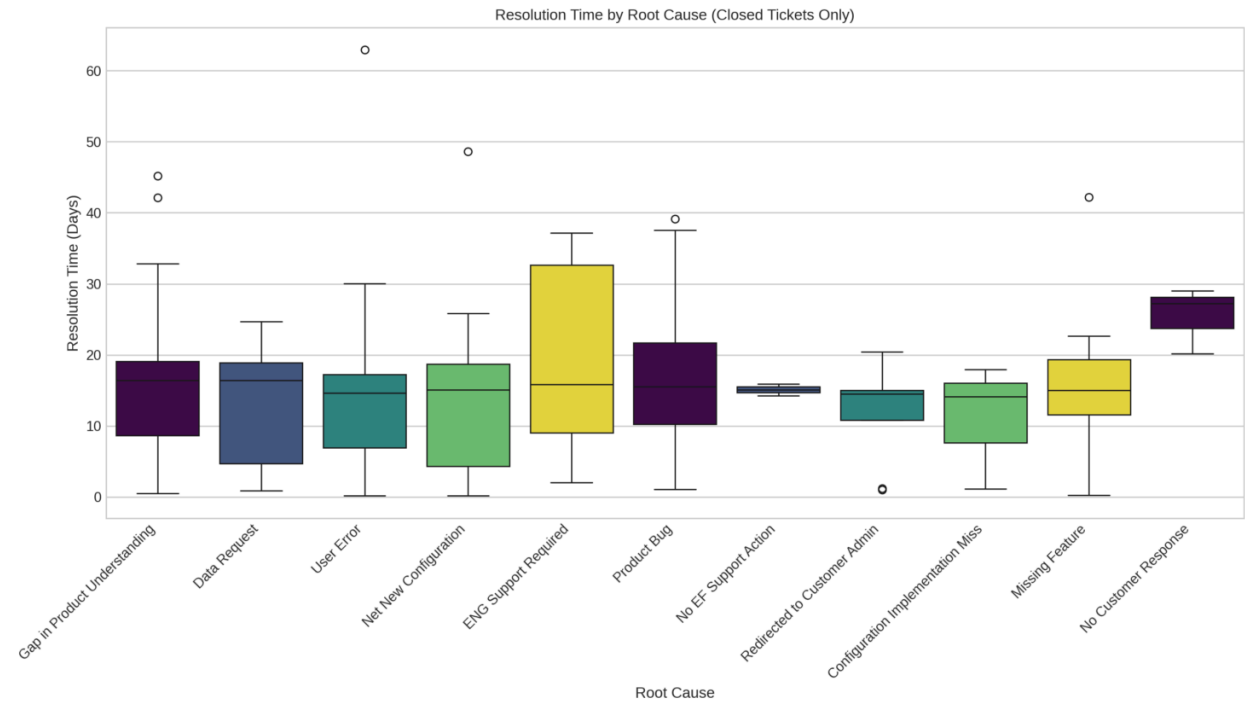
- Resolution Time Trend: Improving
- CSAT Trend: Declining
- Average CSAT: 4.00

✅ Exported ticket details per customer successfully! Check the Exports section in the sidebar to download.

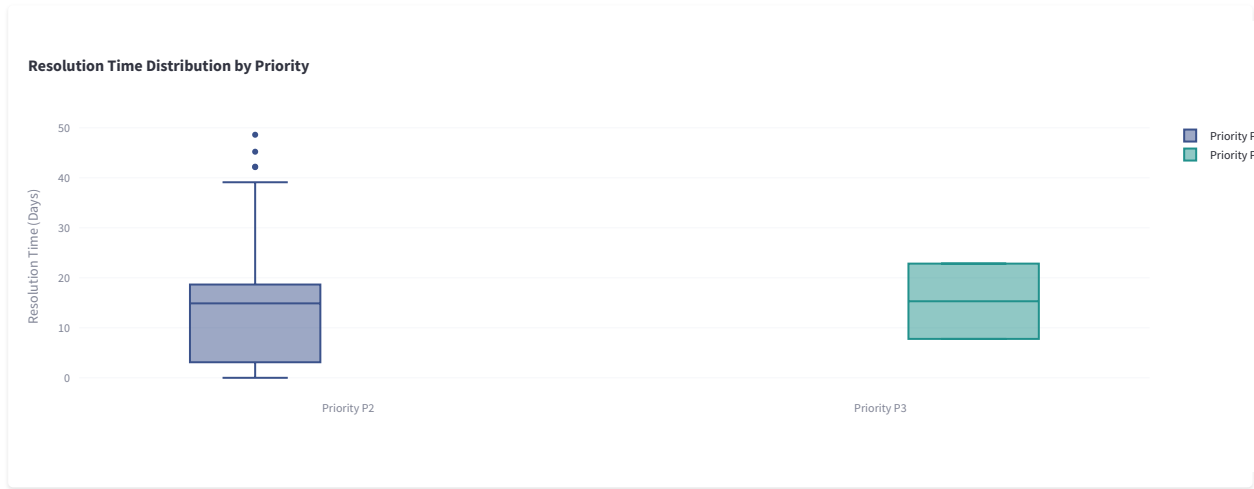
## Root Cause Analysis







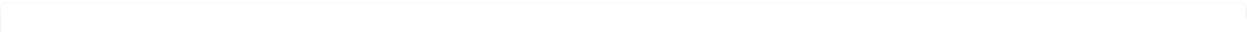
Resolution Time Analysis



Resolution Time Summary

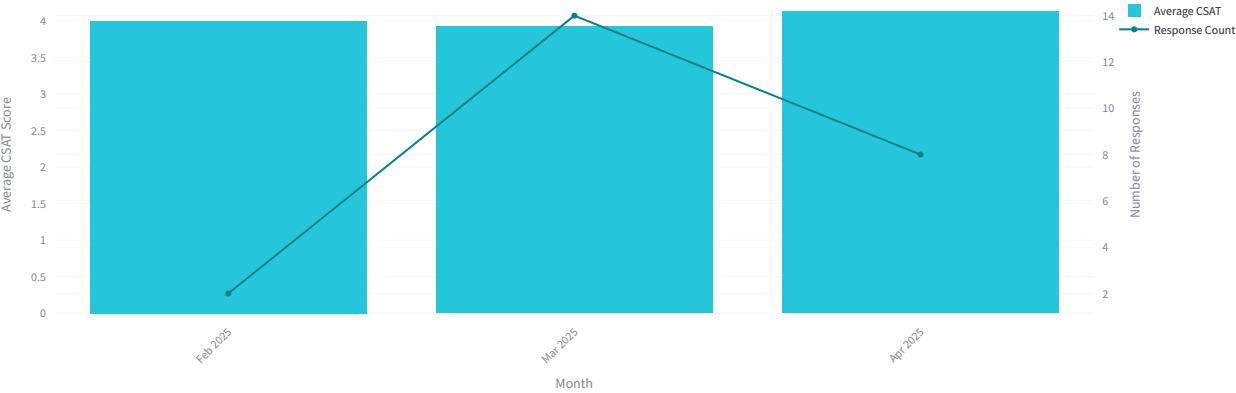
Highest_Priority	Count	Mean Days	Median Days
P2	168	13.46	14.89
P3	2	15.31	15.31

Customer Satisfaction Analysis





Monthly CSAT Trends



Average CSAT

4.00

Median CSAT

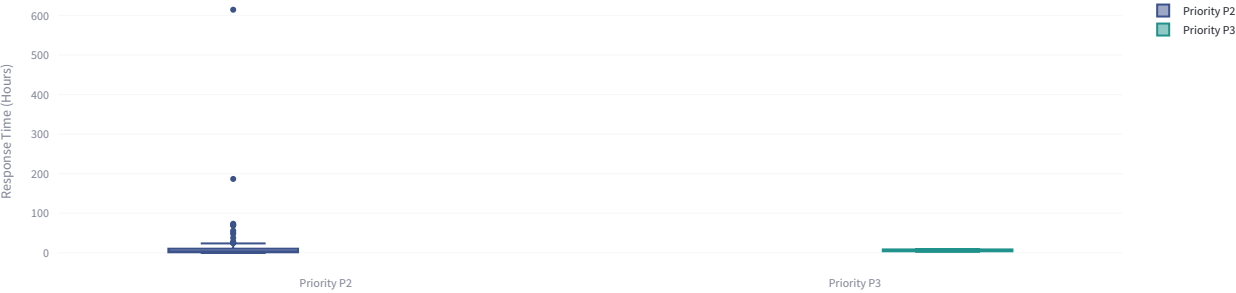
4.00

Response Rate

10.7%

First Response Time Analysis

First Response Time Distribution by Priority



First Response Time Summary

	Priority	Count	Mean Hours	Median Hours	90th Percentile	SLA Breach %
0	P2	199	12.4515	3.9603	21.0159	4.0201
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- P3: No SLA

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See validation details

- Found 21 records with invalid response times (negative or > 30 days)



## Monthly Ticket Trends

Monthly Ticket Volume

