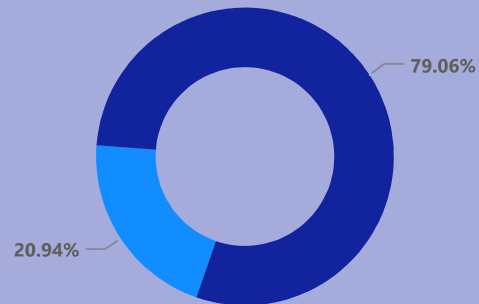
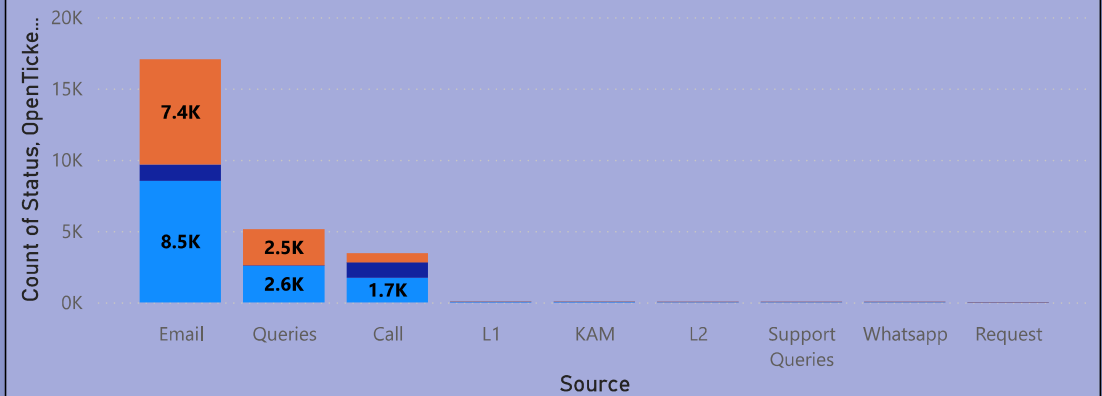


TICKETS SOURCES AND SLA STATUS

Tickets Outside SLA and Tickets Within SLA



Count of Status, OpenTickets and ClosedTickets by Source



Source	OpenTickets	ClosedTickets	AverageFirstResponseTime	AverageResolutionTimeHours	AvgCustomerSatisfaction
KAM	19	6	4.60	84.63	0.00
L2	11	6	6.98	63.67	0.00
Request	4	2		45.00	0.00
Support Queries	2	13	5.13	447.80	0.00
Whatsapp	6	7	6.89	52.67	0.00
Call	1093	630	6.13	25.88	0.17
L1	10	20	6.36	149.04	0.33
Queries	38	2517	6.08	57.33	0.59
Email	1131	7396	6.14	115.99	1.78
Total	2314	10597	6.13	91.84	1.32