



Q & A

Year

2024

2025

Quarter

All

Month

All



Reset Filters

Ticket

11923

Avg Response
Time in Days

2.82

SLA Met %

61.66%

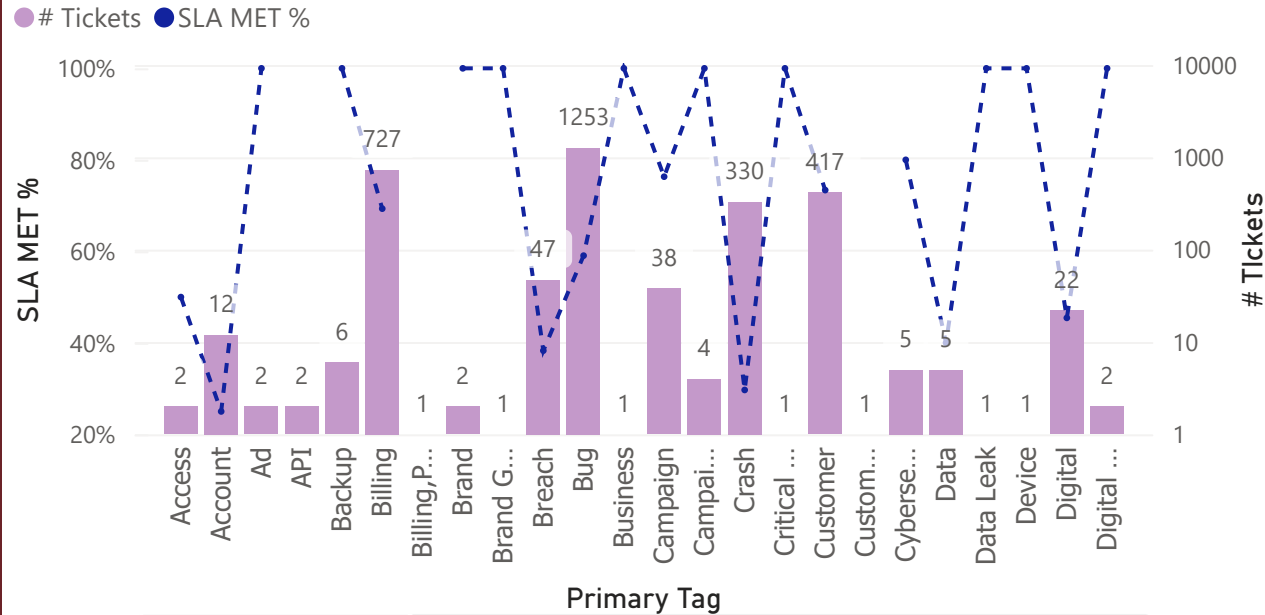
IT Support Ticket (Overview)

Support Desk

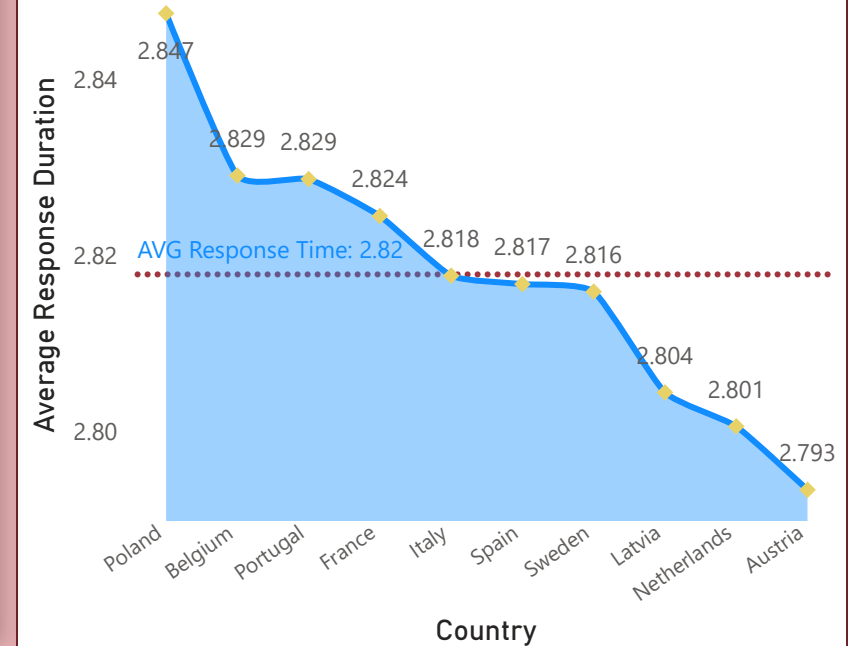
Geometric Distribution

Ticket Detail

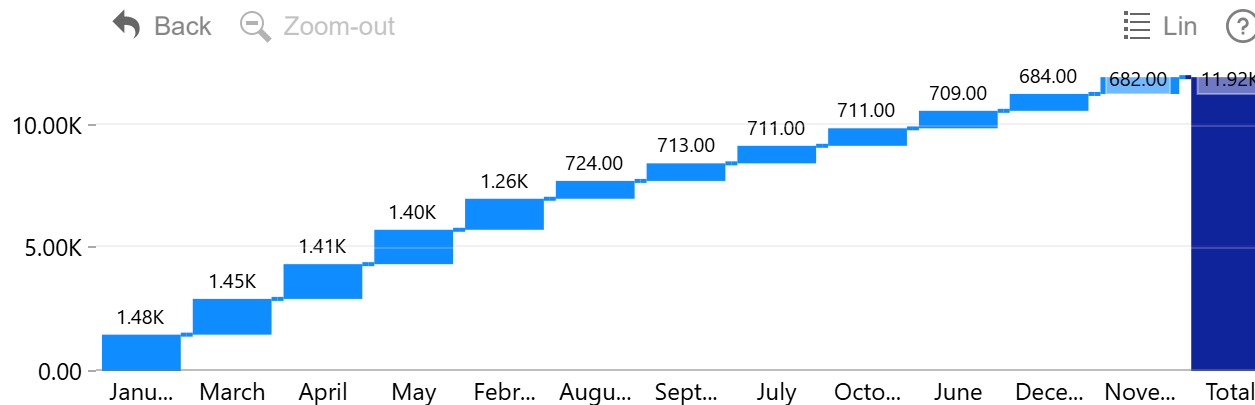
Tickets and % SLA Met of Top 20 Primary Tags



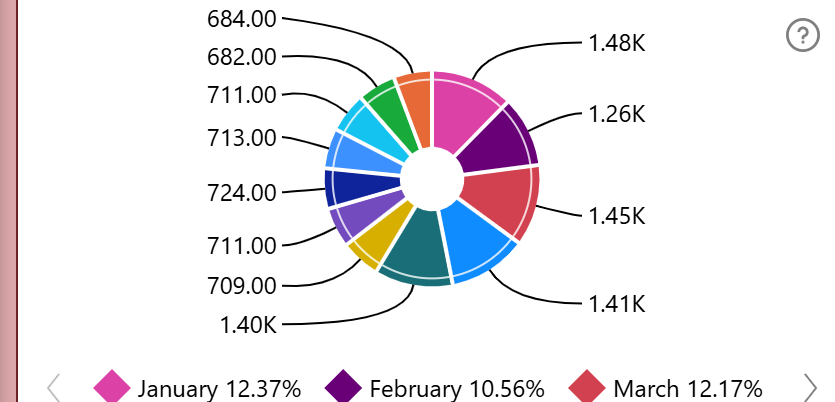
ART by Each Country (From highest to lowest)



Ticket Timeline (Month >> Year)



Ticket by Time >> Queue Tag >> Technical Tag



Country

All

European Sub...

All

Reset Filters

Highest Ticket

Belgium

Lowest Ticket

Austria

Days On Air

516

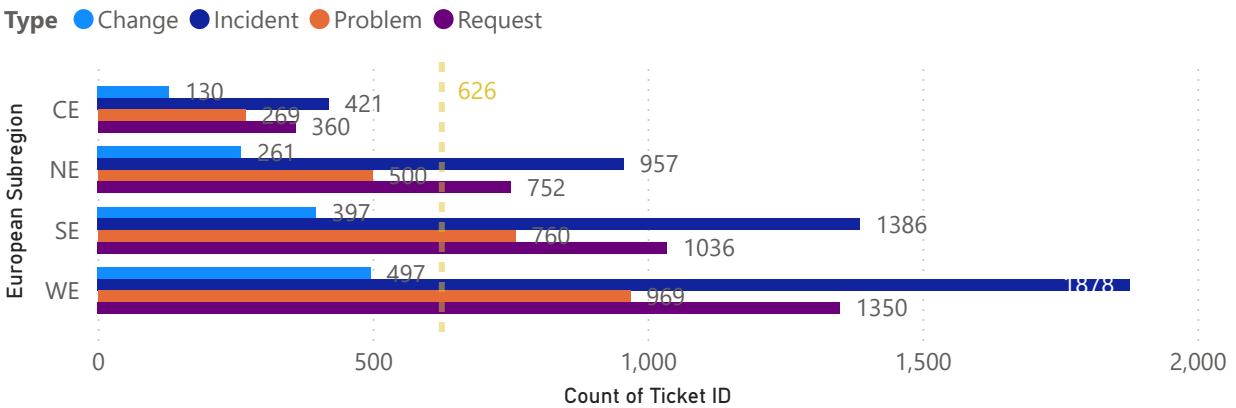
Geometric Distribution

Support Desk

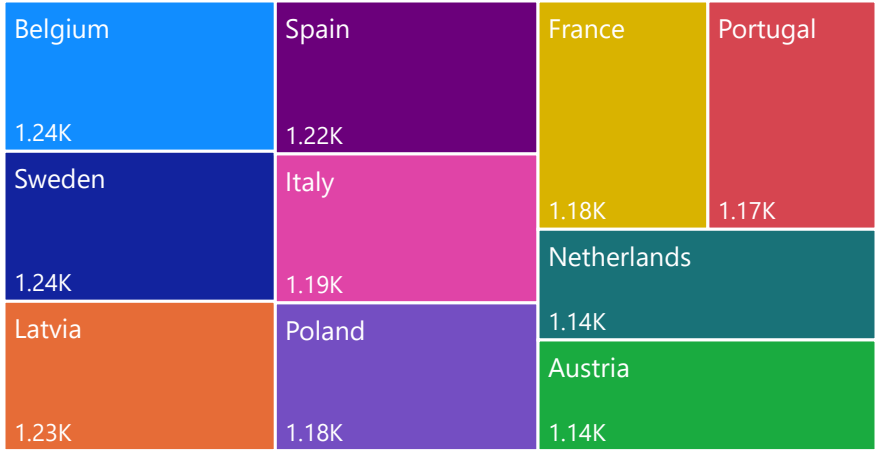
Geometric Distribution

Ticket Detail

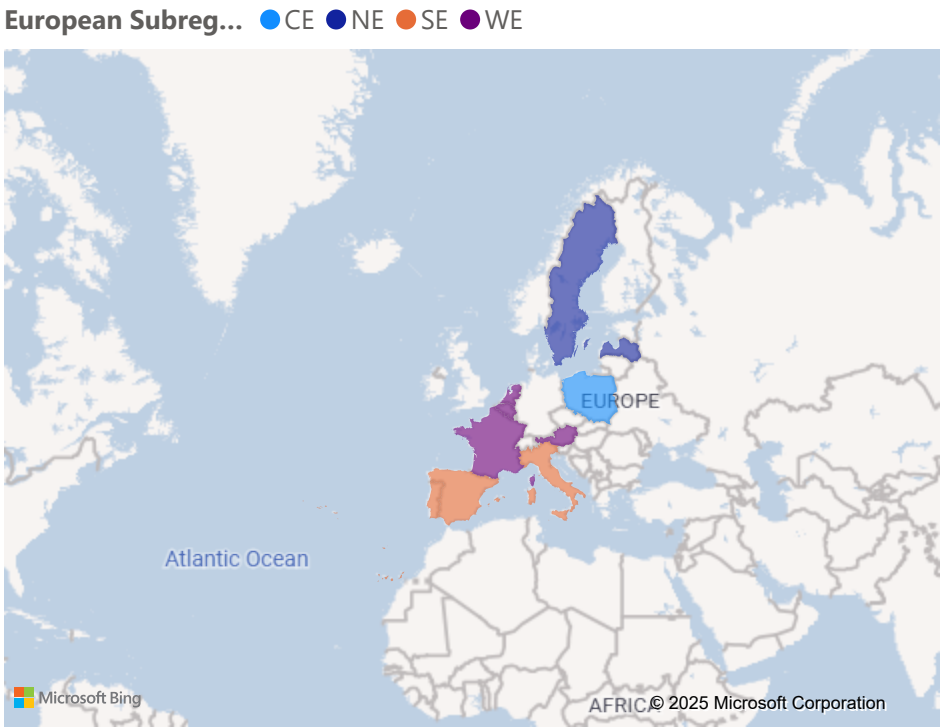
Count of Ticket ID by European Subregion and Type



Ticket from Each Country



Country and European Subregion



Country	# Tickets	# Tickets by Date	øART	SLA MET %
Sweden	1238		2.82	61.6
Spain	1222		2.82	62.9
Portugal	1167		2.83	62.3
Poland	1180		2.85	64.2
Netherlands	1138		2.80	59.3
Latvia	1232		2.80	59.6
Italy	1190		2.82	61.6
France	1179		2.82	61.8
Belgium	1240		2.83	62.2
Total	11923		2.82	61.6



Ticket Details

Support Desk

Geometric Distribution

Ticket Detail

Ticket ID	SLA Met	Response Duration	Primary Tag	Body
39	Met	3	Digital	I hope this message finds you well. I am interested in learning about effective digital strategies that can help boost brand growth some insights or recommendations on this matter? Your input would be greatly appreciated.
123	Violated	2	Digital	Which digital tactics can boost brand growth when integrating with Microsoft SQL Server 2019?
891	Violated	2	Digital	Which digital strategies could enhance brand growth for these products?
1294	Violated	2	Digital	I would like to highlight the necessity of revising our digital marketing tactics for enhanced brand growth and improved engagen crucial to maintain our competitiveness and relevance in the rapidly evolving digital environment. By updating our strategies, we connect with and retain our customers. This is an important move toward achieving our business objectives, and I am eager to dis
1422	Met	3	Digital	Hello Customer Support, I am contacting you to address an issue we are facing with our digital campaigns. We have recently enc and we suspect it might be due to software compatibility problems. Despite restarting our servers and reviewing our settings, the grateful if you could look into this and provide us with a solution as quickly as possible. If you require any additional information are eager to hear from you soon. Thank you for your time and help. Sincerely, [Your Name]
1502	Met	4	Digital	I am contacting you to inquire about updating our digital marketing tools and software. Our organization is aiming for effective k most current tools is crucial. Could you provide information on the latest digital marketing tools and software available? Addition the best tools for our business requirements.
1696	Met	3	Digital	Your email about the underperformance of digital campaigns because of inaccurate targeting and inadequate data analysis has b thorough data analysis for success. To better understand and address your issue, could you share more about your current campa data analysis tools at your disposal? This will assist in providing a tailored solution. If a call would be more convenient, please let
1744	Violated	2	Digital	I am seeking advice on digital tactics to boost our brand growth using your products. Would you mind sharing any insights or su

#1 Ticket Type
Request

#1 Secondary Tag
Strategy

#1 Primary Tag
Digital

Highest Ticketing
Belgium

Lowest Ticketing
Sweden

SLA MET %
45.45%