

Insights from 80 Support Tickets – Resolution Patterns, Workload Trends, and Performance

Average Resolution Time

Avg Resolution Time (hrs)  
32.79

Total Tickets

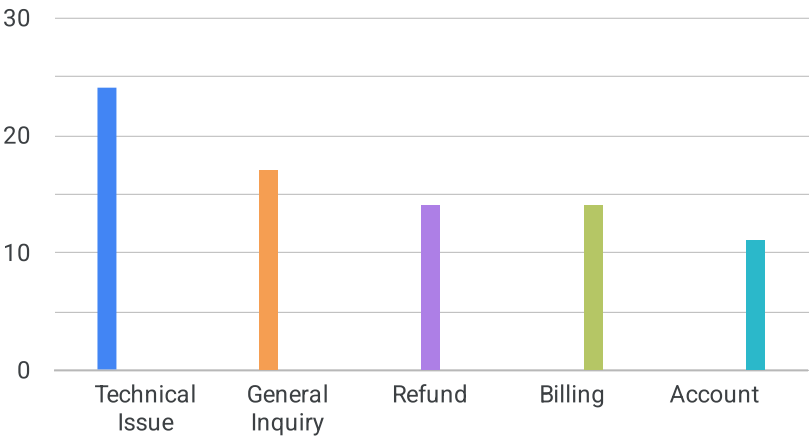
Tickets  
80

Most Frequent Category  
Technical Issue

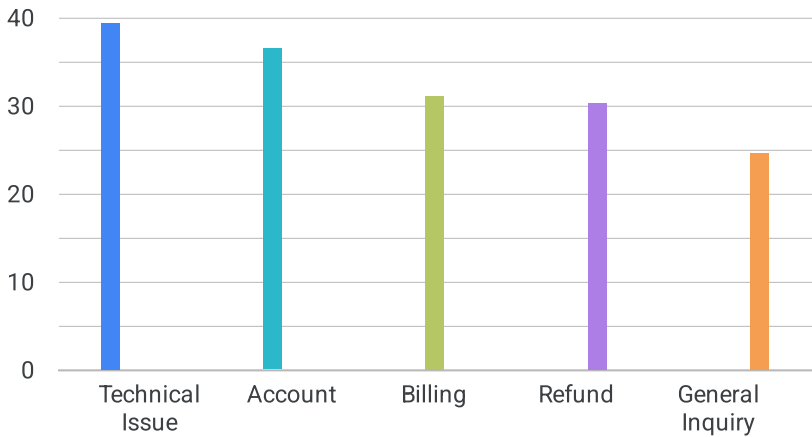
Peak Hour  
12 PM

Issue Trends

Tickets by Category

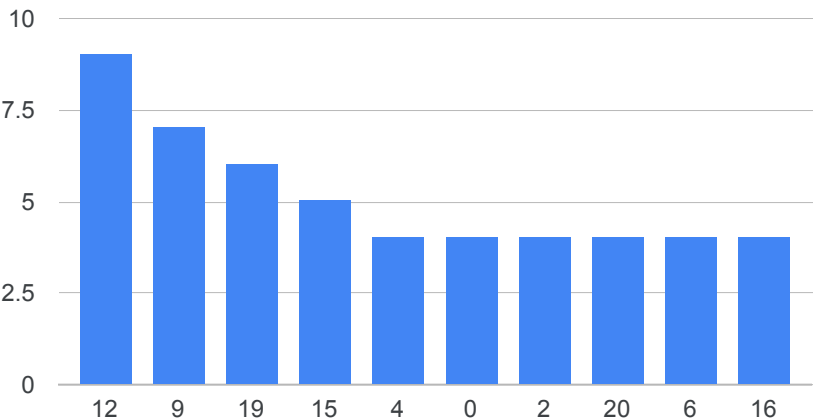


Avg Resolution Time by Category



Workload & Performance

Tickets by Hour (Peak Load)



Agent Performance

	agent_name	Tickets Handled	Avg Resolution Time (hrs)
1.	Aisha Khan	19	34.42
2.	Sarah Malik	18	36.61
3.	John Carter	17	25.29
4.	Rahul Verma	14	32
5.	Meera Singh	12	36