

Customer Support Efficiency Analytics Dashboard

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

Average Resolution Time

Avg Resolution Time (hrs)

32.79

Total Tickets

Tickets

80

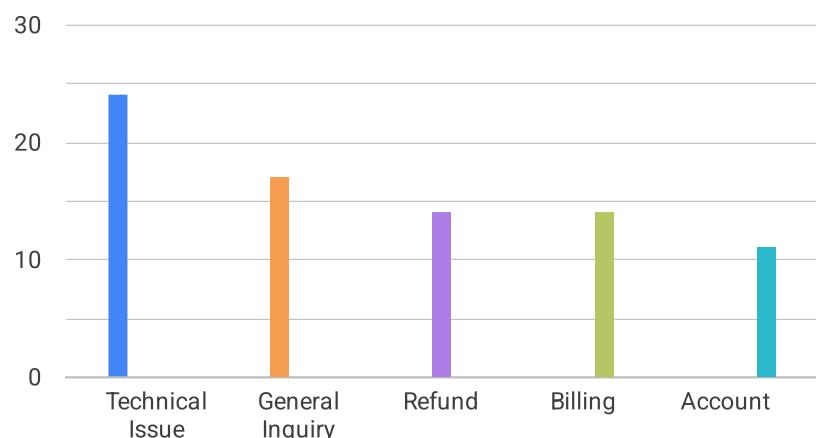
Most Frequent Category

Technical Issue

Peak Hour

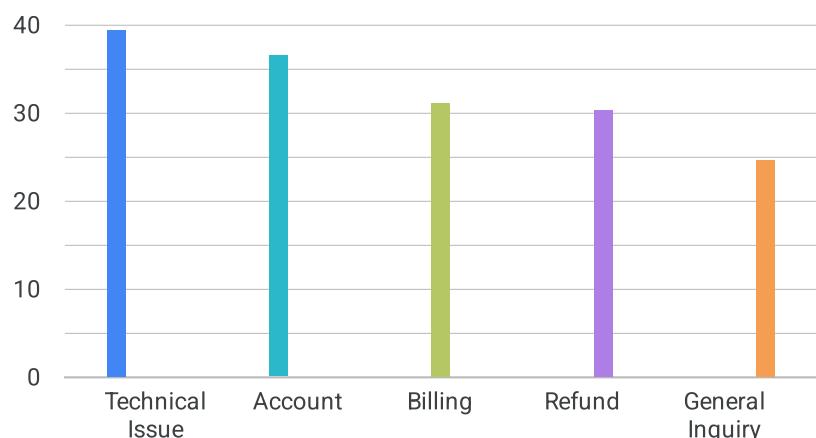
12 PM

Tickets by Category



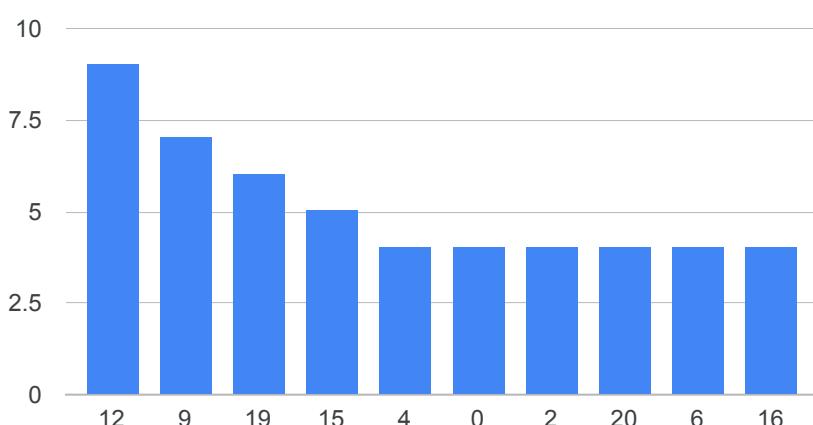
Issue Trends

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