

Support Analytics – Dashboard Suite

Product Support
Analytics



SLA Dashboard



Ticket Aging &
Backlog



Error Code
Analysis



Total Tickets

50

Total Tickets

Total Users

30

Total Users

Total Errors

100

Total Errors

Insights &
Recommendations



Product Support Analytics & Monitoring Dashboard

50

Total Tickets

22

Failed Logins

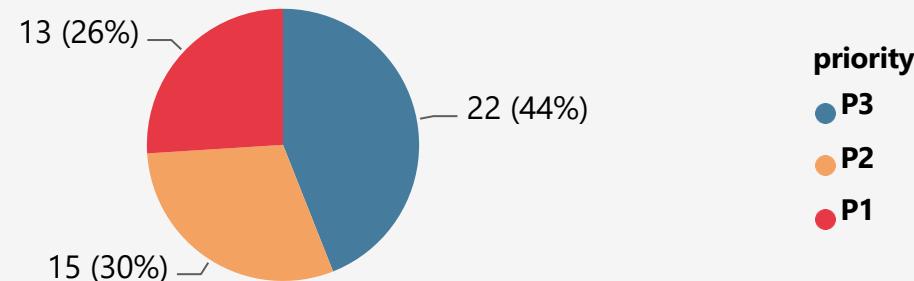
55.56

Avg Resolution (hrs)

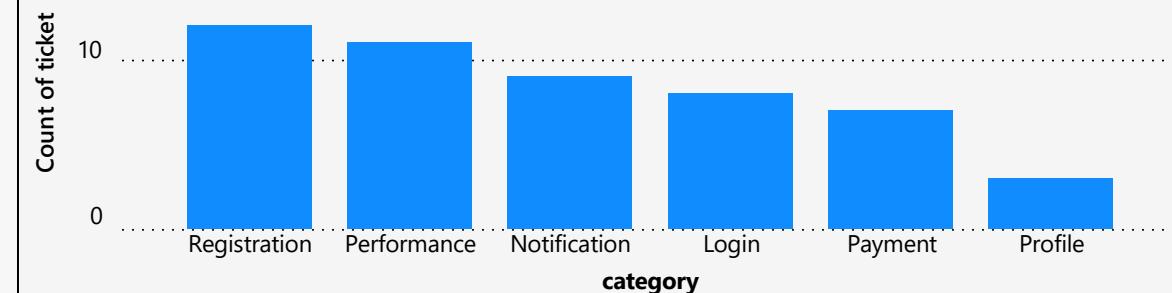
30

Total Users

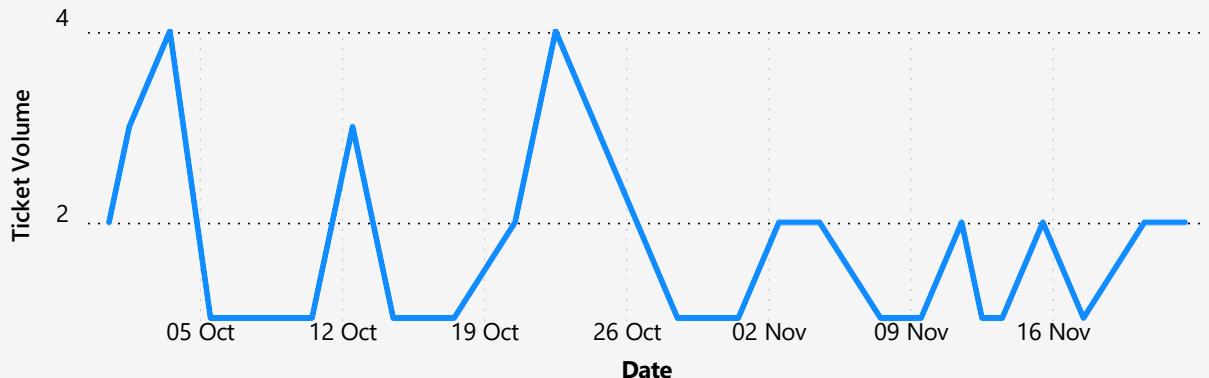
Priority Distribution



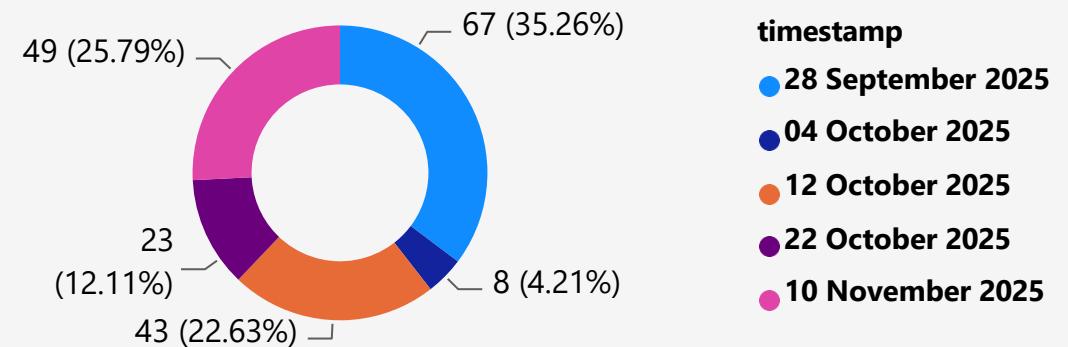
Category Distribution



Daily Ticket Volume



Failed Login Attempts (Daily)

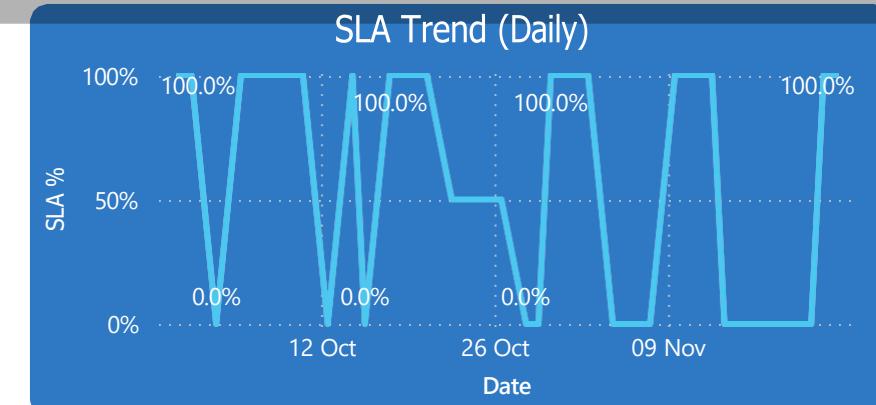
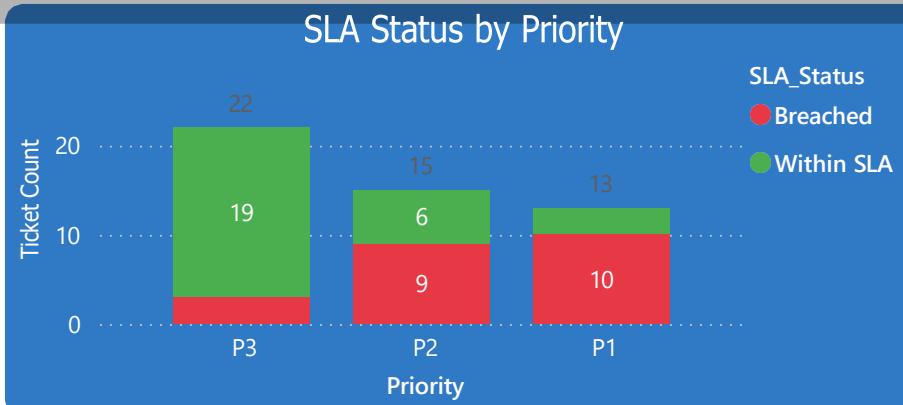


SLA Compliance & Performance Dashboard

SLA Met %

56.0%

SLA Met Percentage



Within SLA

28.0

Tickets Within SLA (SLA)

Breached Tickets

22.0

Tickets Breached (SLA)

Breached Tickets – Detailed Report

Ticket Aging & Backlog Analysis Dashboard

Total Open Tickets

450

Total Open Tickets

Overdue Tickets (>7 Days)

450

Overdue Tickets

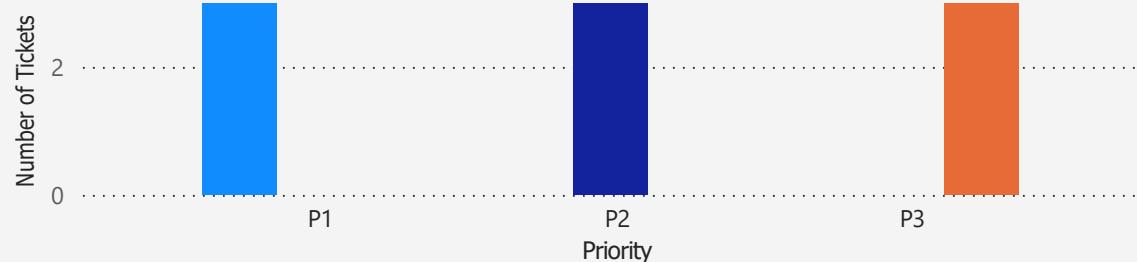
Avg Ticket Age (Days)

494.5

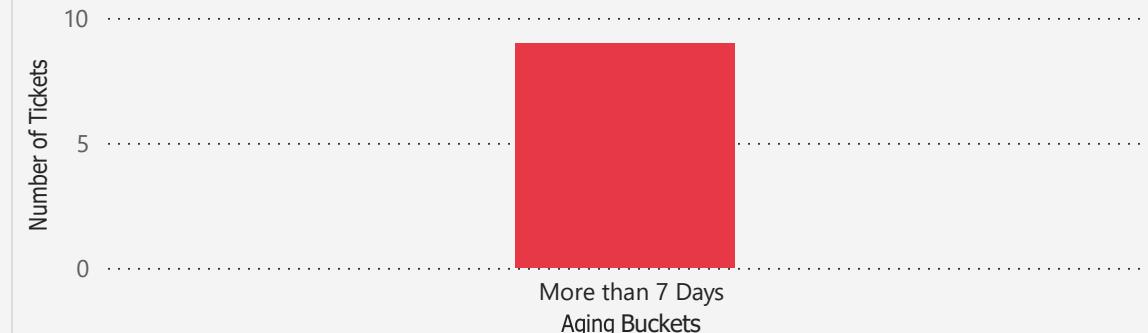
Avg Ticket Age (Days)

Open Tickets by Priority

priority ● P1 ● P2 ● P3



Breached Tickets — Detailed Report



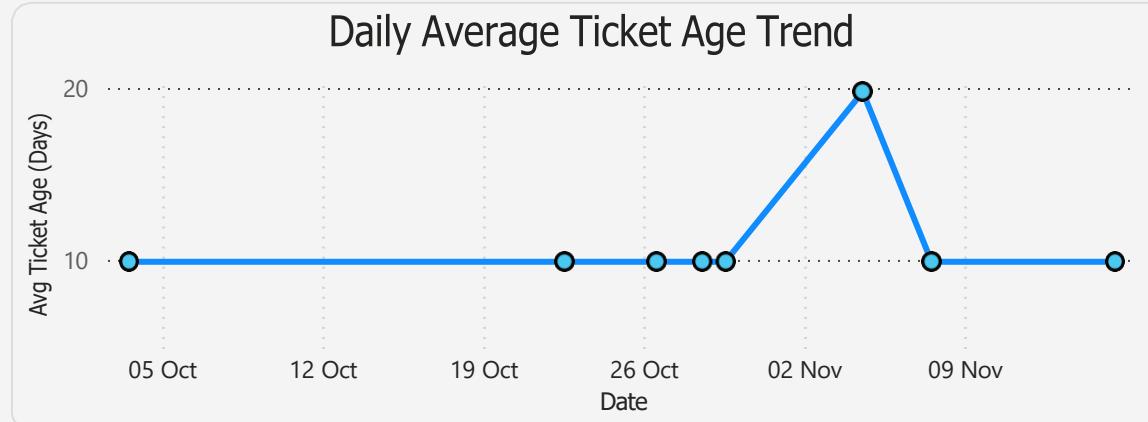
Name Ticket ID Priority Category Created Date Resolution H

Name	Ticket ID	Priority	Category	Created Date	Resolution H
User04	INC-1014	P1	Profile	28 October 2025	
User07	INC-1017	P2	Notification	04 November 2025	
User08	INC-1006	P2	Payment	22 October 2025	
User09	INC-1044	P1	Login	29 October 2025	
User13	INC-1004	P2	Notification	07 November 2025	
User21	INC-1027	P3	Login	03 October 2025	
User22	INC-1034	P1	Performance	04 November 2025	

Total

3

Daily Average Ticket Age Trend



Error Code Analysis Dashboard

100

Total Errors

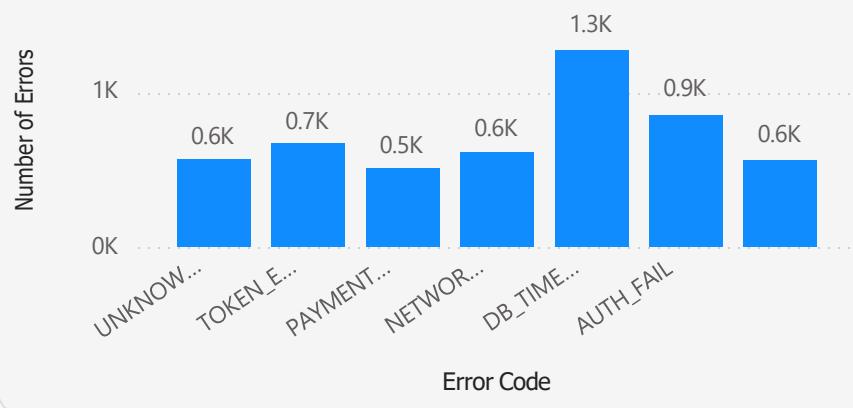
22

High Severity Errors

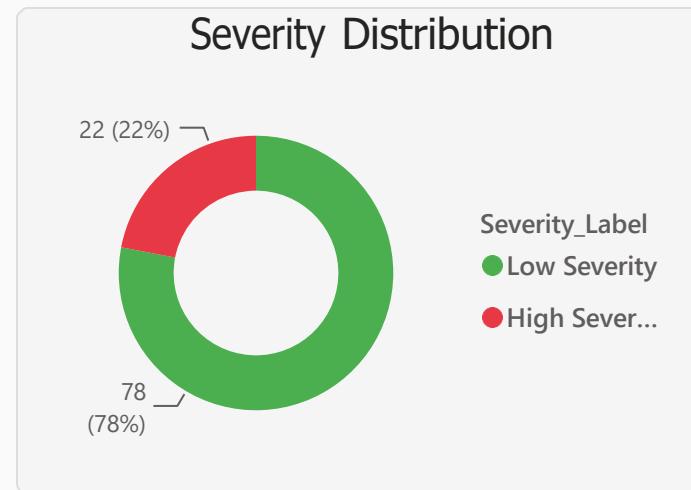
7

Unique Error Codes

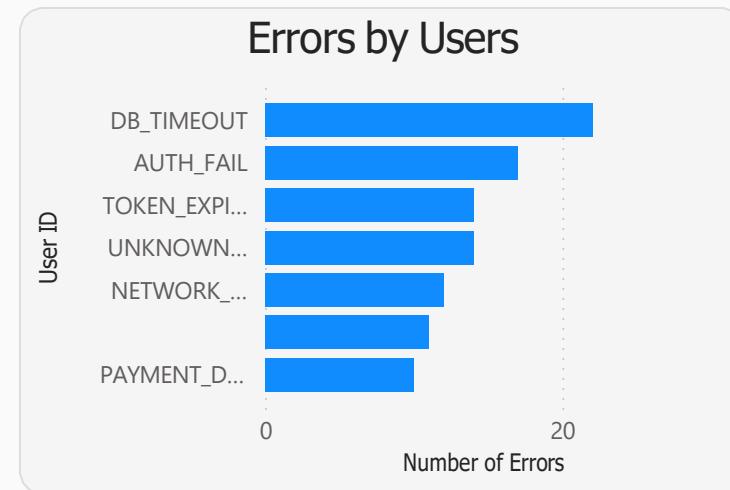
Top Errors



Severity Distribution



Errors by Users



Daily Errors Trend



Support Analytics – Insights & Recommendations

★ 1. SLA Performance Insights

- SLA compliance is below expectations (based on breached vs met tickets).
- Majority of tickets exceeded the SLA time threshold.
- P1 & P2 tickets show the highest SLA failures.
- Resolution hours are inconsistent and show operational gaps.
- Lack of early escalation leads to overdue cases.

✓ Recommendations

- Enable auto-escalation workflow for P1/P2 tickets.
- Implement triage routing for faster assignment.
- Introduce SLA breach alerts for upcoming overdue tickets.
- Train support teams on priority handling.

★ 2. Ticket Aging & Backlog Insights

- Open tickets count is significantly high, indicating backlog accumulation.
- Most tickets fall under "More than 7 Days" aging bucket.
- Backlog is not being addressed daily, based on trend line.
- Average ticket age is critically high.
- Certain categories have older unresolved tickets.

✓ Recommendations

- Assign a daily backlog owner / reviewer.
- Implement Workforce Load Balancing to distribute tickets evenly.
- Close outdated or duplicate tickets regularly.

★ 3. Error Code Analysis Insights

- High Severity Errors (failed events) are frequent.
- Specific error codes appear repeatedly (Top Error Codes chart).
- Some users trigger errors repeatedly → potential misuse or training need.
- Error spikes occur on specific days/times indicating infra or server issues.
- High failure rate indicates possible login/system configuration problems.

✓ Recommendations

- Investigate top recurring errors and fix root cause (DB, auth, network).
- Implement error alerts for "High Severity" spikes.
- Improve authentication/workflow logic causing user-level failures.
- Track user behavior for repeated failures → possible security risk.

★ 4. Overall System Insights

- Support operations need process improvements (SLA + aging).
- System/backend needs monitoring automation (error spikes).
- Ticket backlog is hurting SLA, customer satisfaction, and response quality.
- Better workload distribution + system stability = improved performance.

★ 5. High-Level Recommendations Summary

- Add SLA breach alerts in the system
- Create daily backlog cleanup routine
- Fix recurring high-severity errors
- Apply auto-routing based on aging buckets
- Strengthen system monitoring
- Train users triggering repeated errors