Ticket to Resolution: Optimizing IT Support Performance

In this challenge, you’ll take on the role of an IT support analyst working with a dataset that looks like it came straight from a real service desk system, such as Jira Service Management. The goal is to explore and analyse support tickets to understand how the IT team handles different requests and how they can improve their performance.  
  
This dataset includes over 1,000 IT support tickets. Each ticket is similar to what you'd see in a tool like Jira with details like:

* Ticket ID, creation date, and resolution date
* Subject and description of the issue or request
* Response provided by the support team
* Ticket priority (like High, Medium), queue, and type (e.g., Bug, Feature, Request)
* Tags for category, technical topic, and documentation

Your job is to dig into the data to find patterns that can help the IT team:

* Solve tickets faster
* Spot common or recurring issues
* Understand which requests take the most time or effort
* Improve workflows and customer satisfaction

**About**

The FP20 Analytics Challenge 28 is brought to you in collaboration with ZoomCharts. Thanks to this partnership, we're integrating ZoomCharts' exceptional Power BI solutions into this competition. You will gain skills to create Pro reports that help business users explore data faster and more intuitively.

To participate in the challenge with ZoomCharts, [register here](https://zoomcharts.com/en/microsoft-power-bi-custom-visuals/challenges/fp20analytics-march-2024?utm_source=challenge&utm_medium=fp20analytics&utm_campaign=fp20analytics_web_march&utm_term=register&utm_content=registration) and create a Power BI report including at least 2 ZoomCharts Drill Down Visuals in one report page.

**Why participate in the Challenge with ZoomCharts?**

1. **Personalized feedback ️**  
   The ZoomCharts team provides personalized feedback to EVERY report entry that meets the requirements. This gives all participants the chance to hone their skills and adjust their report before deadline, giving you an extra competitive edge in the challenge.
2. **Receive a free license**  
   Upon signing up for the challenge, you will receive a FREE Drill Down Visuals Developers License that lets you access the full Drill Down Visuals PRO library.  
   This license remains active for a year after the last challenge you take part in. This means that you can access the latest advanced data visualization tools to enhance your projects for a full year.
3. **Learning resources**   
   Participants receive all the latest information on upcoming workshops and events where our team of proven professionals share their knowledge and tips on how to approach visualizing the given dataset for the challenge.  
   You also have the chance to book 1:1 calls with a Power BI mentor who will analyse your report and give specific suggestions to improve it.
4. **The main prize**   
   Last but not least, entering the challenge with ZoomCharts puts you in the running for an additional $300 Amazon gift card!

**Introduction**

Below is your show time. Read me carefully!

**Timeline**

Start: **Monday the 23rd of June 2025** at 15:00 pm UK time

Submission Deadline: **Tuesday** **the 22nd of July 2025** at 11:59 pm UK time

Workshop: **TBD**

Winners’ announcement: **TBD**

**Access to the LinkedIn Group and Forum**

**https://www.linkedin.com/groups/12751070/**  
  
**NovyPro:**  
**https://www.novypro.com/**  
  
**Instructions Video:**  
[**https://www.youtube.com/watch?v=jkcAYgFGWUY**](https://www.youtube.com/watch?v=jkcAYgFGWUY)

**Key Questions to Explore**

**Ticket Types & Tags**

What kinds of issues (bugs, requests, features) come up most often?

Which support teams or queues handle the most tickets?

How are different tags (like "Security", "Integration", or "Documentation") used?

**Resolution Time & Priorities**

How long does it take to resolve tickets, on average?

Do higher-priority tickets get resolved faster?

Which types of tickets take the longest to close?

**Locations & Volume**

Which countries or regions submit the most tickets?

Are there certain locations that see more delays or specific issues?

**Process Improvement**

Can we group similar tickets to create automated replies or help articles?

Are the agent responses helpful and aligned with what the user asked?

Where can the support team save time or improve service quality?

#### **Technical Requirements**

* All tools are permitted for FP20 Analytics Challenge.
* For ZoomCharts Challenge: create a Power BI report including at least 2 ZoomCharts Drill Down Visuals in one report page.
* Reports are restricted to a maximum of two pages.
* Canvas size is 16:9 (Default Power BI size) or Full HD size = w:1920 - h:1080.

##### **Judging Criteria**

Business users use reports to make data-driven decisions. That’s why reports are called effective if they enable users to drill down and filter data quickly and intuitively to find answers to any question they might have and analyse data in all possible directions and dimensions. We will evaluate:

**1) How easy is it to understand the data? (max 10 points)**

* Is too much text used for explanation?
* Are the indicative colours in charts instinctually understandable?
* Does it tell a story?

**2) How easy-to-use is the report? (max 14 points)**

* Cross-chart filtering implementation across the report. Can other visuals provide relevant data as the user explores the report?
* Response time
* Drill Down: multi-layer data exploration. Can the user drill down and gain additional insights within the report?
* Use of tutorial overlays and other elements to assist new users. Can a new user start using this report straight away with just the guidance provided within the report itself?

**3) How good is the report design and is it suitable for its purpose? (max 10 points)**

* Visual design: is the overall look consistent, no empty spaces, no overcrowding?
* Interface design: are there unnecessary visualisations/buttons/complexity in use?
* UX design: is the produced report usable?
* Report design: is the main challenge answered?
* Technical: are all the fonts used the same, are the sizes readable?

You are encouraged to use various techniques at your disposal, such as tooltips, drill-throughs, drill-downs, cross-chart filtering and page navigation features, to enhance your analysis.

### **The Resources.**

1. Excel Spreadsheet with dataset and data dictionary.

2. PDF with the Intro and Brief in English.

3. PDF with the Intro and Brief in Spanish.

### **Zoomcharts Resources.**

Resources that will inspire you to master Power BI reports that end-users will love:

1. [Use-Case Gallery](https://zoomcharts.com/en/microsoft-power-bi-custom-visuals/dashboard-and-report-examples/?utm_source=challenge&utm_medium=fp20analytics&utm_campaign=fp20analytics_web_march_2024&utm_term=resources&utm_content=use-case_gallery): Try live demos and download reports made by the ZoomCharts team

2. [Video tutorials](https://academy.zoomcharts.com/?utm_source=challenge&utm_medium=fp20analytics&utm_campaign=fp20analytics_web_march_2024&utm_term=resources&utm_content=video_tutorials): Watch engaging video guides on how to set up and use the visuals

3. [Documentation](https://zoomcharts.com/en/microsoft-power-bi-custom-visuals/documentation/general/getting-started/?utm_source=challenge&utm_medium=fp20analytics&utm_campaign=fp20analytics_web_march_2024&utm_term=resources&utm_content=documentation): Technical deep-dive about ZoomCharts visuals

4. [ZoomCharts Blog](https://zoomcharts.com/en/microsoft-power-bi-custom-visuals/blog/?utm_source=challenge&utm_medium=fp20analytics&utm_campaign=fp20analytics_web_march_2024&utm_term=resources&utm_content=blog): Useful tips & tricks for data visualization and report creation

5. [Visuals Gallery](https://zoomcharts.com/en/microsoft-power-bi-custom-visuals/gallery/?utm_source=challenge&utm_medium=fp20analytics&utm_campaign=fp20analytics_web_march_2024&utm_term=resources&utm_content=visuals_gallery): Explore all the possible customization options for Drill Down Visuals.

### **Submissions of Entries.**

**\*IMPORTANT\***

To submit your two-page report, please follow these steps, if you want to be considered for the Zoomcharts' prize, otherwise post your entry in the challenges group.

### **1.**[**Submit your entry .pbix file here.**](https://zoomcharts.com/en/microsoft-power-bi-custom-visuals/challenges/fp20analytics-march-2024?utm_source=challenge&utm_medium=fp20analytics&utm_campaign=fp20analytics_web_march&utm_term=register&utm_content=registration) Your report will undergo validation to ensure it meets all the technical requirements. If the report is valid, you will receive a 'Publish to Web' link. If it does not meet the requirements, you will receive a rejection reason and will have the opportunity to resubmit your report.

### **2. Post your submission on LinkedIn:**

1. Upload the report as a PDF document on your LinkedIn feed.

2. Use the caption "I am participating in FP20 Analytics Challenge 28”, along with screenshots from your report.

3. Include a summary of your report's key insights and publish it to the web or NovyPro link.

4. Use the hashtags #FP20Analytics, #FP20TicketToResolution, #builtwithzoomcharts, tag @Federico Pastor and @Zoomcharts.

5. Additionally, post your report in [the FP20 Analytics LinkedIn Community Group.](https://www.linkedin.com/groups/12751070/)

### **Dataset.**

### **Click on the link below to get your dataset: The files contain all the necessary data and information to create your report.**

### **Dataset** **Intro & Brief in English** **Intro & Brief Español**

\*Any questions, please post them in the challenges group; a member of the team will get back to you ASAP. Please do not send challenge questions via private messages to the members of the team, these will not be answered.