

1. Team Performance:
 - Ticket Volume: The number of tickets created varies from month to month, with the highest number of tickets created in March 2022 (1,115 tickets) and the lowest in July 2022 (339 tickets).
 - SLA Compliance: The team consistently performed well in closing tickets within SLA, with a high percentage of tickets closed within the SLA target. In most months, more than 90% of the tickets were closed within SLA.
 - Impact of New Team Members: The team's ability to handle ticket volume seems to have improved over time. In November 2021, when two new colleagues were hired, the number of tickets closed within SLA increased compared to previous months.
2. Quality of New Ordering Application:
 - Given the sudden spike in ticket volume in March 2022, it is highly likely that this increase is associated with the rollout of the new store ordering solution to all 600 stores. Whenever a new system or application is implemented, especially in a large-scale rollout to 600 stores, there can be various factors that contribute to an increase in ticket creation.
3. Observations:
 - The team's ability to close tickets within SLA has been consistent and efficient throughout the observed period, indicating a well-functioning support team.
4. Suggestions:
 - While the team's performance in closing tickets within SLA is admirable, continuous monitoring and improvement efforts are essential to maintain the high level of efficiency.
 - If available, gather feedback from stores on the new store ordering solution to understand its impact on the ticketing system and overall store operations.