IT Ticketing Trends & Resolution
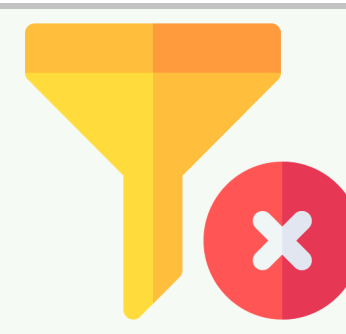
Total Tickets
11923

Average Tickets Per Day
23.06

Resolution Time (Days)
2.82

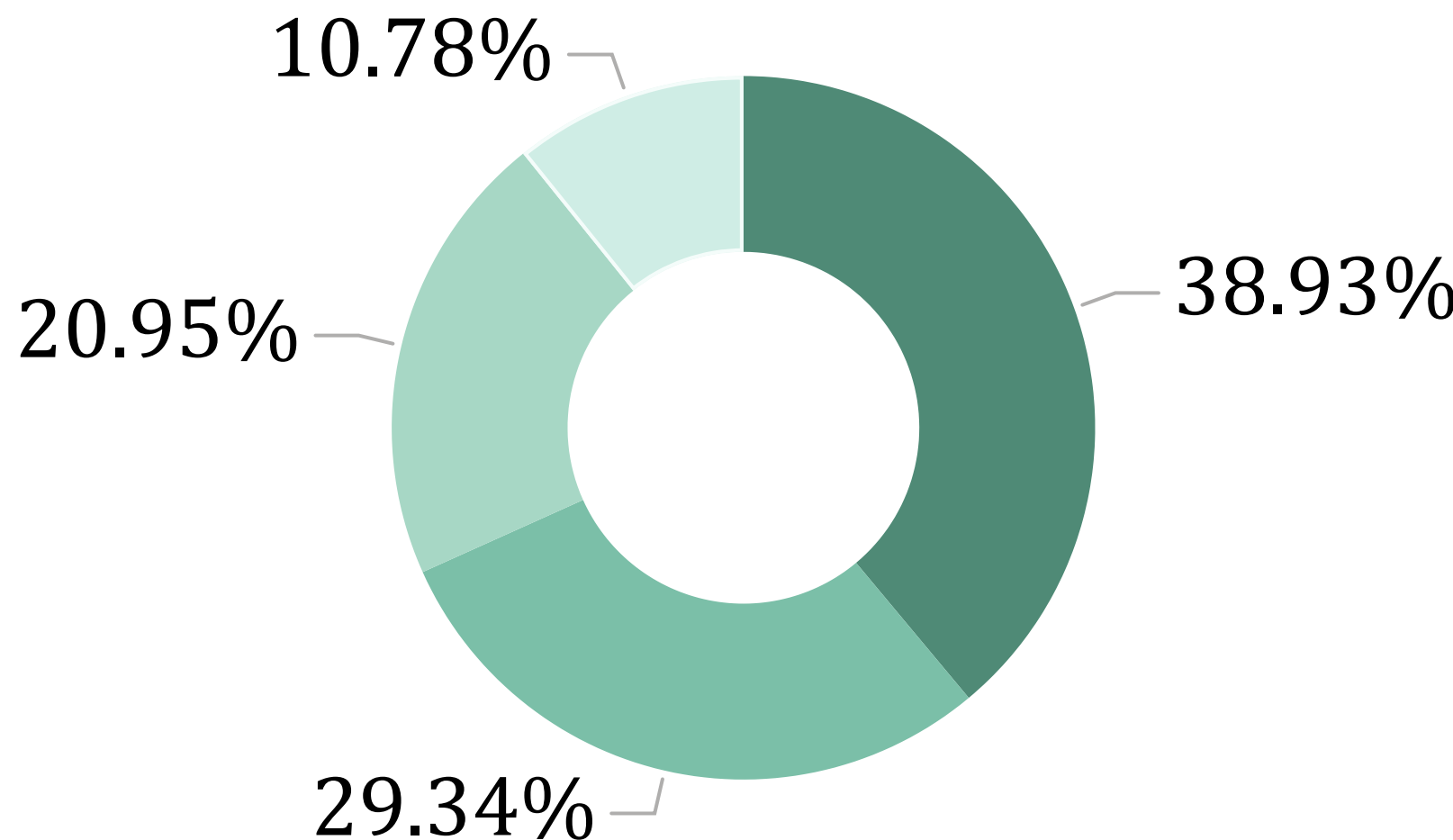Total Tickets | Average Tickets Per Day | Resolution Time
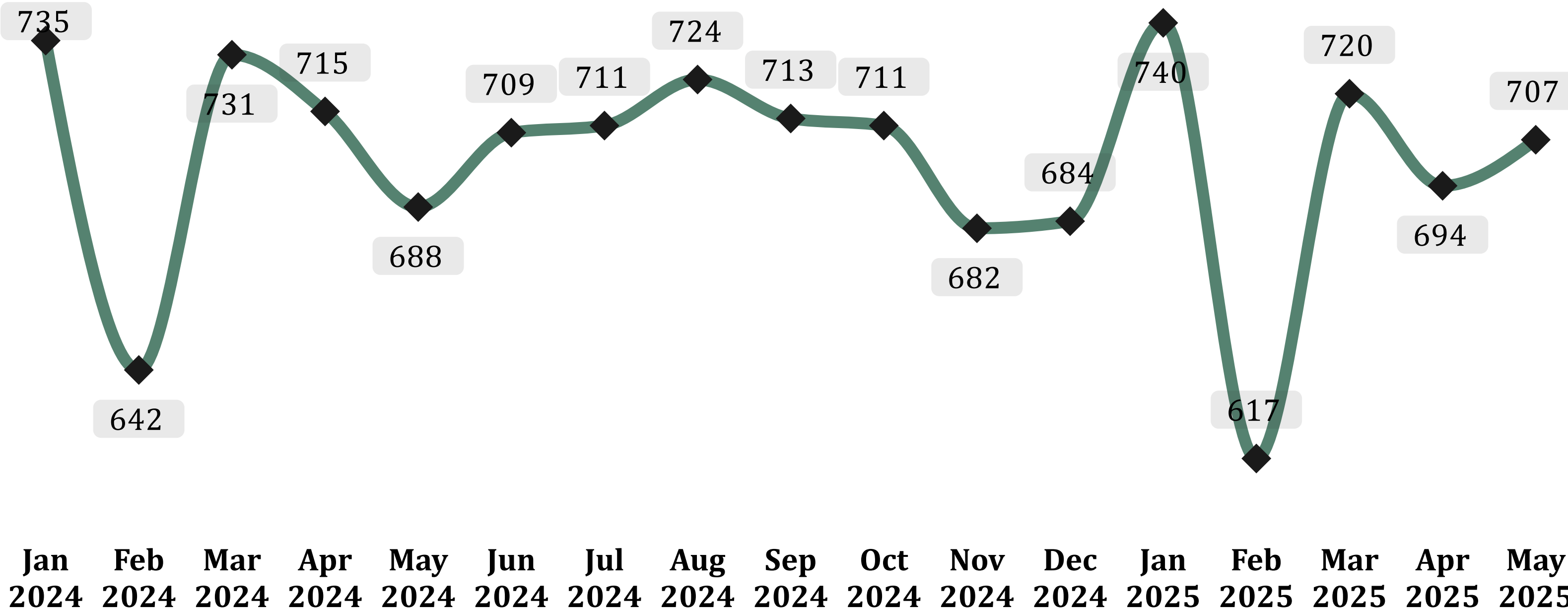
Ticket Distribution by Priority

● medium ● high ● low

- 20.13%
- 41.53%
- 38.34%
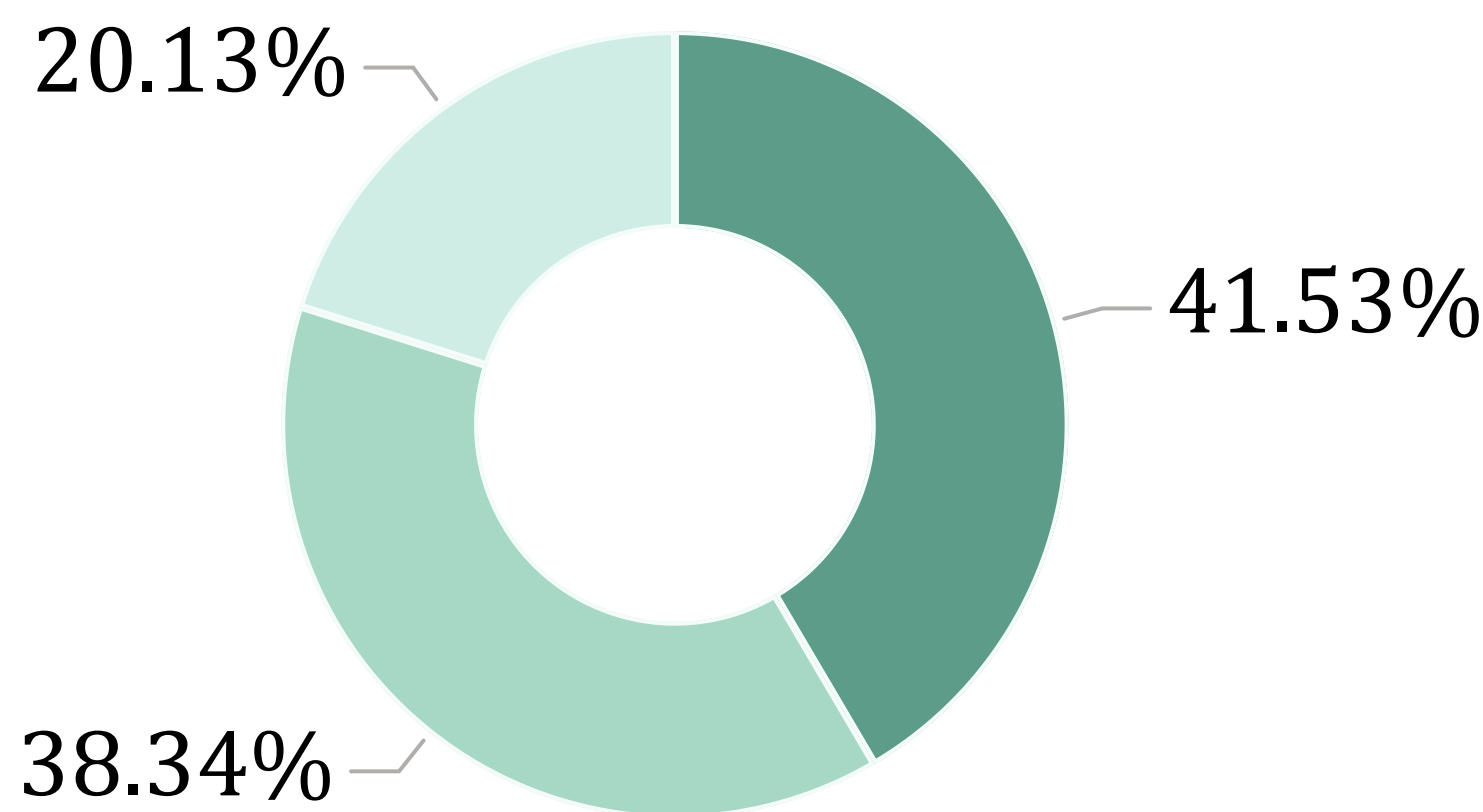
Ticket Volume by Type

● Incident ● Request ● Problem ● Change

- 10.78%
- 38.93%
- 20.95%
- 29.34%

Ticket Volume: Month-on-Month

Month	Value
Jan 2024	735
Feb 2024	642
Mar 2024	731
Apr 2024	715
May 2024	688
Jun 2024	709
Jul 2024	711
Aug 2024	724
Sep 2024	713
Oct 2024	711
Nov 2024	682
Dec 2024	684
Jan 2025	740
Feb 2025	617
Mar 2025	720
Apr 2025	694
May 2025	707

Ticket Volume by Country

Country	Value
Belgium	1240
Italy	1190
Poland	1180
France	1179
Sweden	1238
Latvia	1232
Portugal	1167
Austria	1137
Spain	1222
Netherlands	1138

Daily Ticket Volume

Day	Value
Monday	1735
Tuesday	1761
Wednesday	1629
Thursday	1664
Friday	1714
Saturday	1701
Sunday	1719

Ticket Volume by Queue

Queue	Value
Technical Support	3412
Product Support	2232
Customer Service	1859
IT Support	1391
Billing and Payme...	1302
Returns and Exch...	582
Service Outages a...	442
Sales and Pre-Sales	330
Human Resources	205
General Inquiry	168
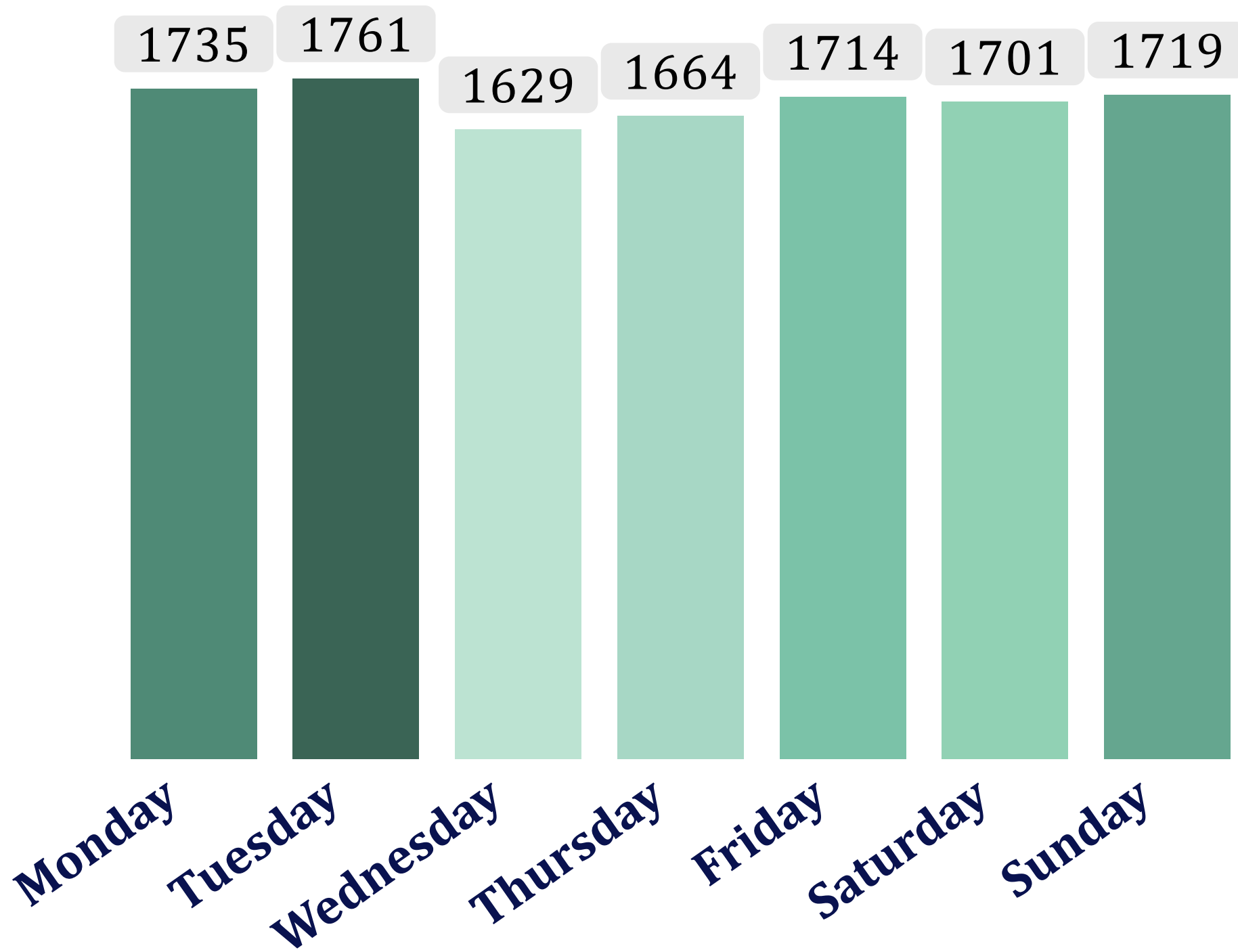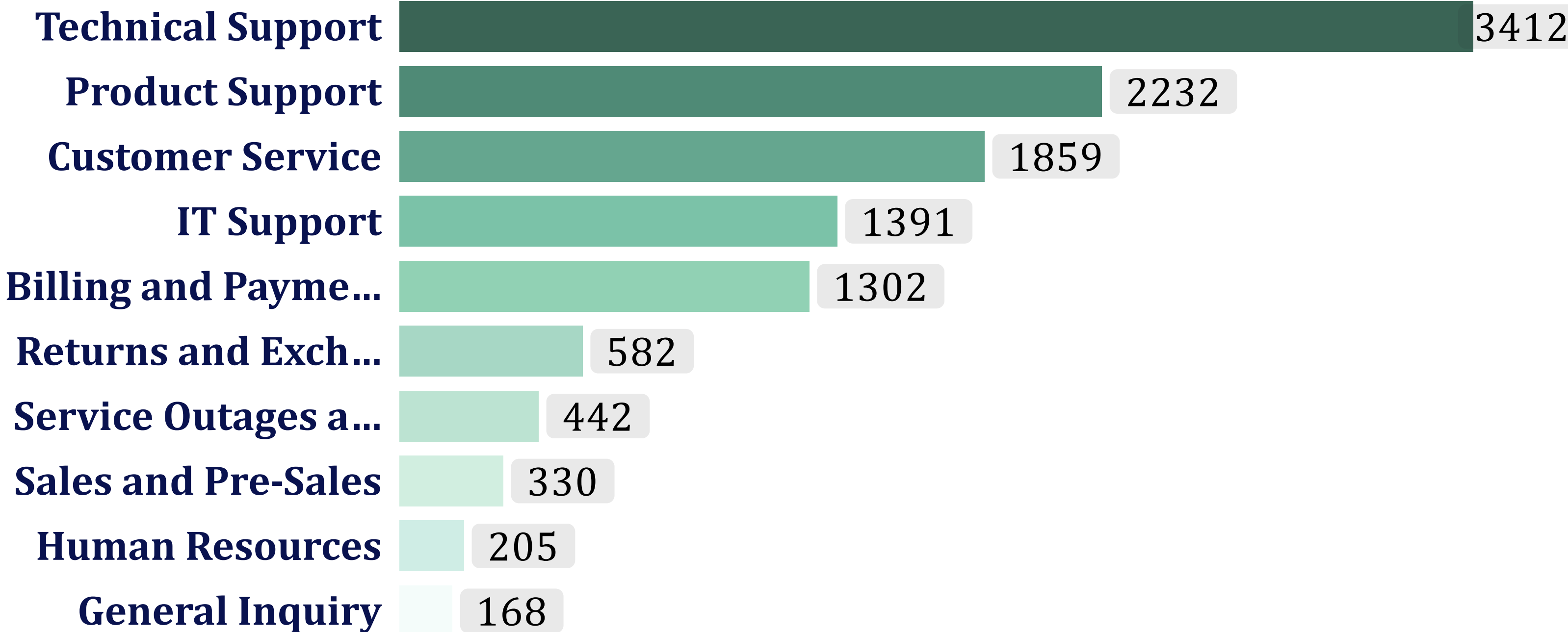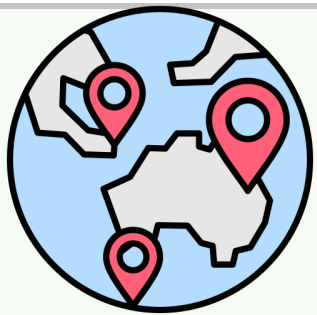
Global Ticket Trends

Total Tickets
11923

Total Countries
10

Avg. Tickets per Nation
1.19K

Leading Ticket Country
Belgium

Month
All

| 2024 | 2025 |

| Austria | Belgium | France | Italy | Latvia | Netherlands | Poland | Portugal | Spain | Sweden |

Country-wise Ticket Volume & Daily Average
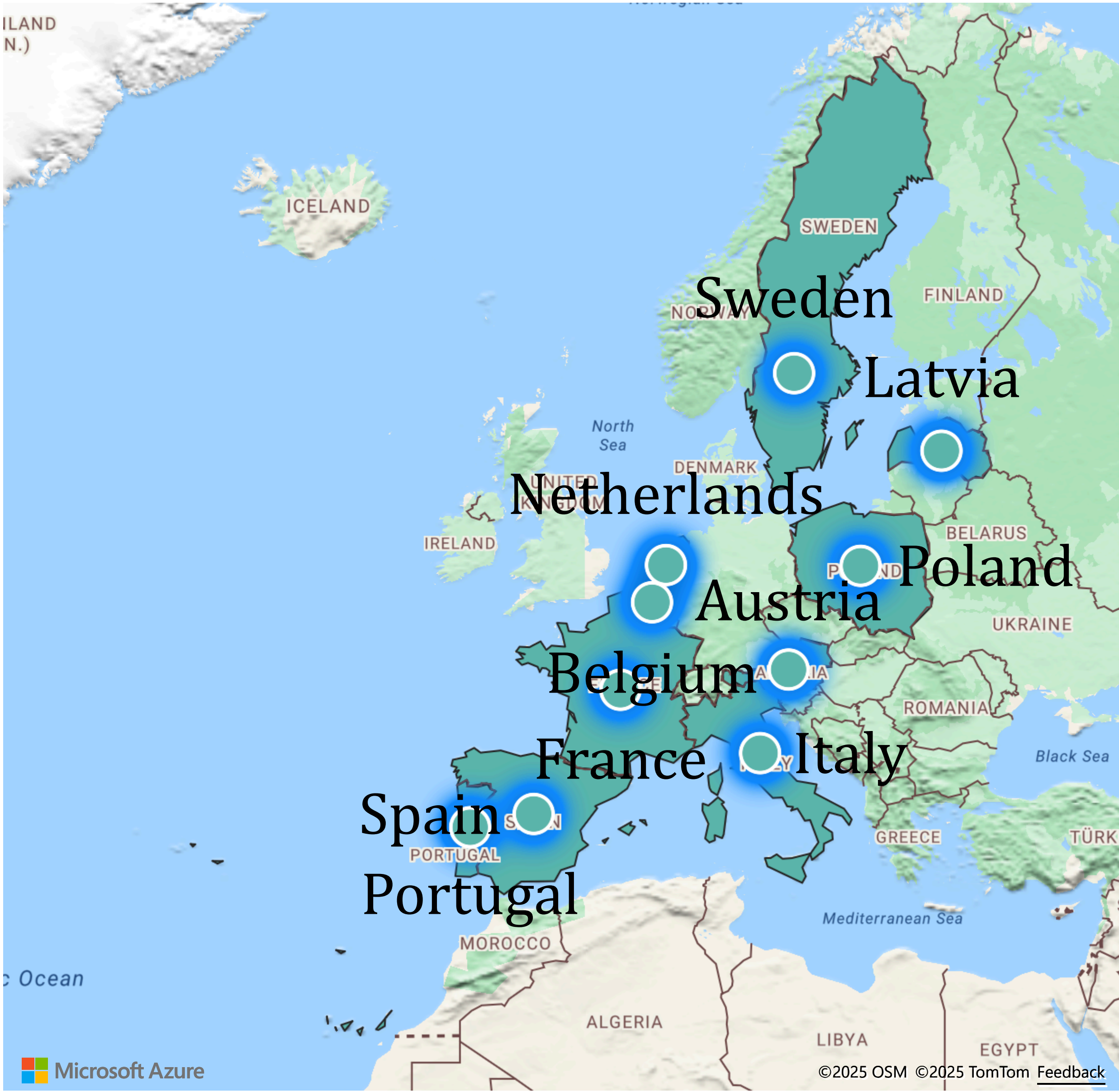
Country	Total_Tickets	.	ResolutionTime
Austria	1137		2.79
Belgium	1240		2.83
France	1179		2.82
Italy	1190		2.82
Latvia	1232		2.80
Netherlands	1138		2.80
Poland	1180		2.85
Portugal	1167		2.83
Spain	1222		2.82
Sweden	1238		2.82
Total	11923	11923	2.82

Ticket Volume by Country & Type

● Request ● Problem ● Incident ● Change

Country	Request	Problem	Incident	Change
Belgium	337	249	532	122
Sweden	383	256	472	127
Latvia	369	244	485	134
Spain	356	241	486	139
Italy	349	271	462	108
Poland	360	269	421	130
France	363	256	456	104
Portugal	331	248	438	150
Netherlands	316	236	437	149
Austria	334	228	453	122