Average Cycle Time(Hrs)

20.95

Median Cycle Time(Hrs)
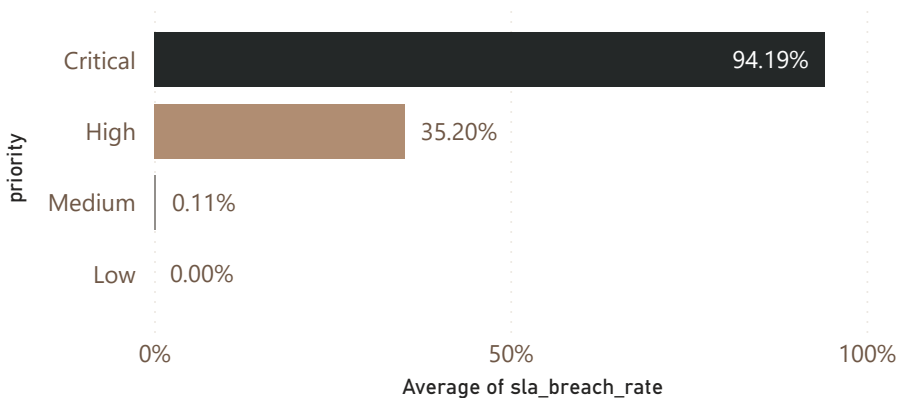
20.65

SLA Breach Rate
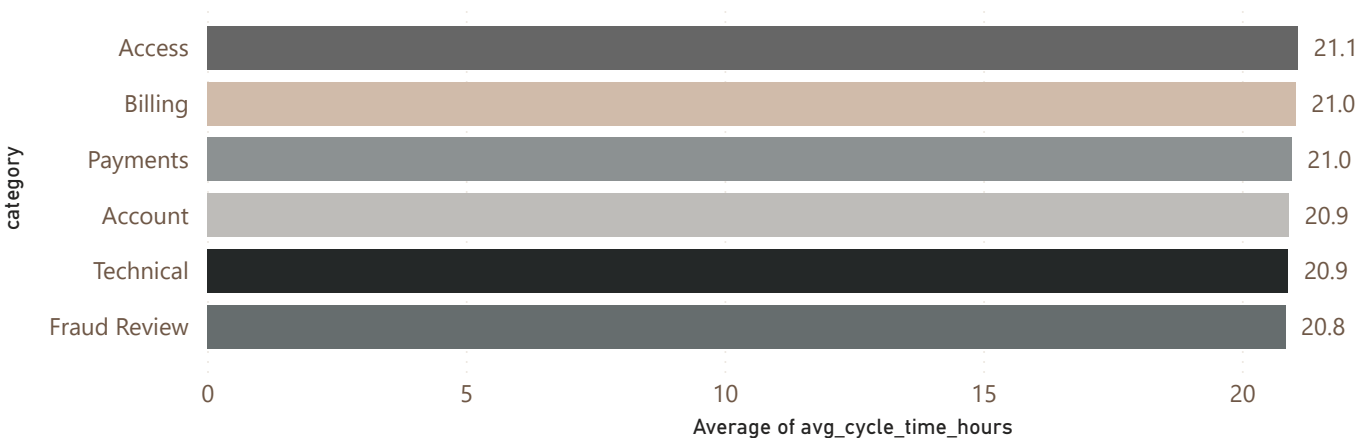
11.92%

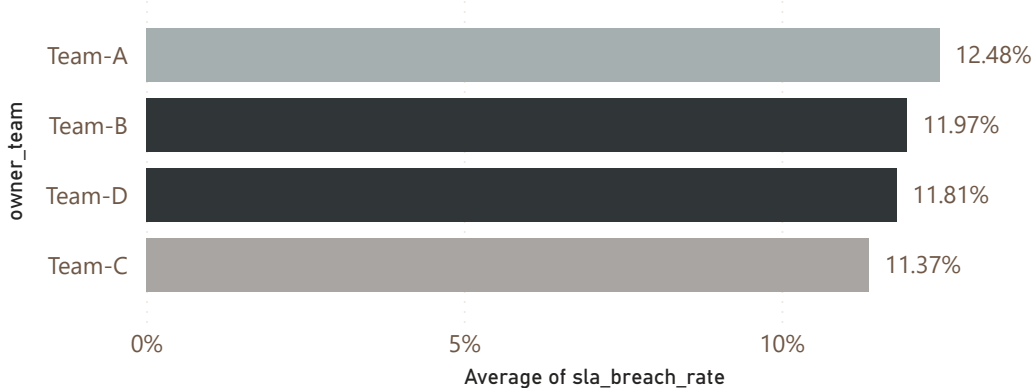## Valid Records

100.00%

Average of sla_breach_rate by priority

priority	Average of sla_breach_rate
Critical	94.19%
High	35.20%
Medium	0.11%
Low	0.00%

Average of avg_cycle_time_hours by category

category	Average of avg_cycle_time_hours
Access	21.1
Billing	21.0
Payments	21.0
Account	20.9
Technical	20.9
Fraud Review	20.8

Average of sla_breach_rate by owner_team

owner_team	Average of sla_breach_rate
Team-A	12.48%
Team-B	11.97%
Team-D	11.81%
Team-C	11.37%

Sum of tickets by bottleneck_stage

bottleneck_stage	Sum of tickets
work	15.9K
review	2.7K
triage	1.2K
intake	0.1K