

Resolution Delays & Client Risk – SaaS Support Dashboard



Ticket Priority

Not Assigned

P1 Critical

P2 High

P3 Normal

Months

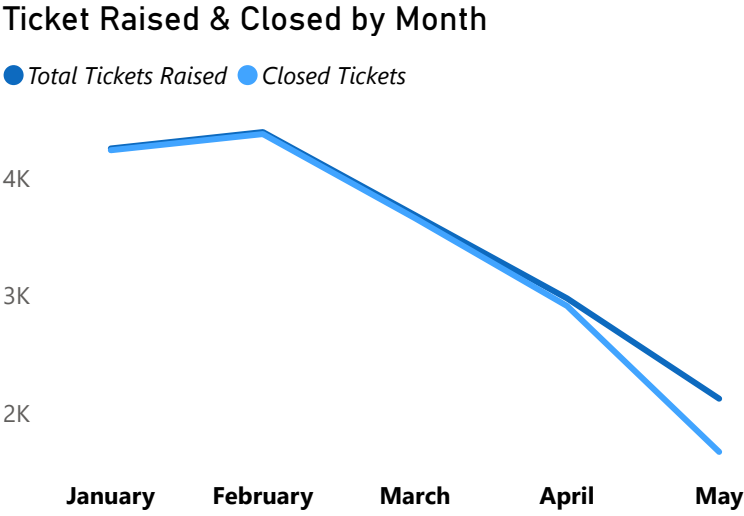
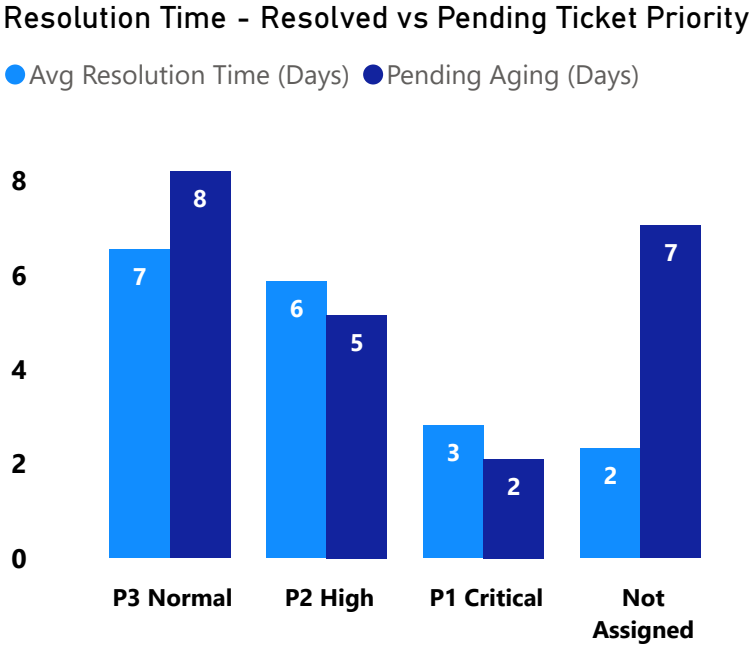
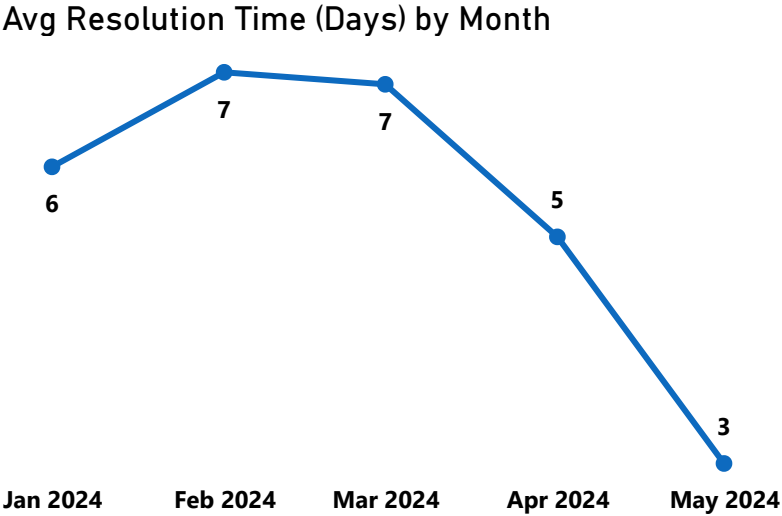
April

February

January

March

May



Ticket Status	Pending Aging (Days)
On Hold	27
Open with CSD	24
Pending for clarification from AM	13
Pending for clarification from Client	13
Reopened	13

Executive Summary

82% of tickets are P3 Normal. Previously, these were resolved in an average of 7 days (for closed tickets). However, current pending P3 tickets now show an increased aging time of 8 days — indicating a recent slowdown in resolution.

P3 Pending ones Aging Duration ranging from mostly 7-120 Days.

Spike in P3 resolution time is being noticed due to P3 tickets are either on hold (27 Days) or with CS team, aged 24–32 days.

Churn risk linked to delays: \$3.3L ARR at risk; 29% churned and 27% potential churn clients had late P3 resolutions.

Action Required : Enforce SLAs and streamline CS workflows to speed up P3 ticket resolution.