

24/06/2024 16:03:56

LastRefresh VN Time

DateClosed

01/07/2023

31/12/2024

HJSupportTeam

All

Status

All

CategoryType

All

Origin

All

Customer

All

RevenueCohortSegme...

All

Formula to calculate Average of Time to Resolve

Total cases resolved = # cases closed - # cased resolved in 0 second

Avg. Time to Resolved (hours) = SUM[Time_open (hours)] / [Total cases resolved]

Avg. Time to Resolved (days) = Avg. Time to Resolved (hours) / 24

Region

All

Country

All

Reset

Atlas

DIC

eBroker

ECU

OneTime

TC.NET

TrueAuto

Cases Closed

69361

Closed in 0 Second

18923

TC.NET

TC.NET Core - Frontline Support | TC.NET Core - Production Integratio...

Country

US | UK | Denmar...

Range Average

1.67

Avg. Time to Resolved (Days) | TC.NET

2.33

1.57

1.60

1.78

1.75

1.51

1.49

1.78

1.43

1.52

1.55

1.81

Jul

Aug

Sep

Oct

Nov

Dec

Jan

Feb

Mar

Apr

May

Jun

2023

2024

URL	Number	AssignedTo	AssignedToEmail	HJSupportTeam	P
🔗	12966942	Justin Timpy	justin.timpy@truecommerce.com	TC.NET Core - Frontline Support	TC
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🔗	15366093	Io Nauven	io.nauven@truecommerce.com	TC NFT Core - Production Intearation Support	TC

% Days to Resolve (Benchmark)

54282 (78%)

4782 (7%)

4518 (7%)

3082 (4%)

Under 1 Day

1-2 Days

2-3 Days

3-6 Days

6+ Days