Ticket analysis

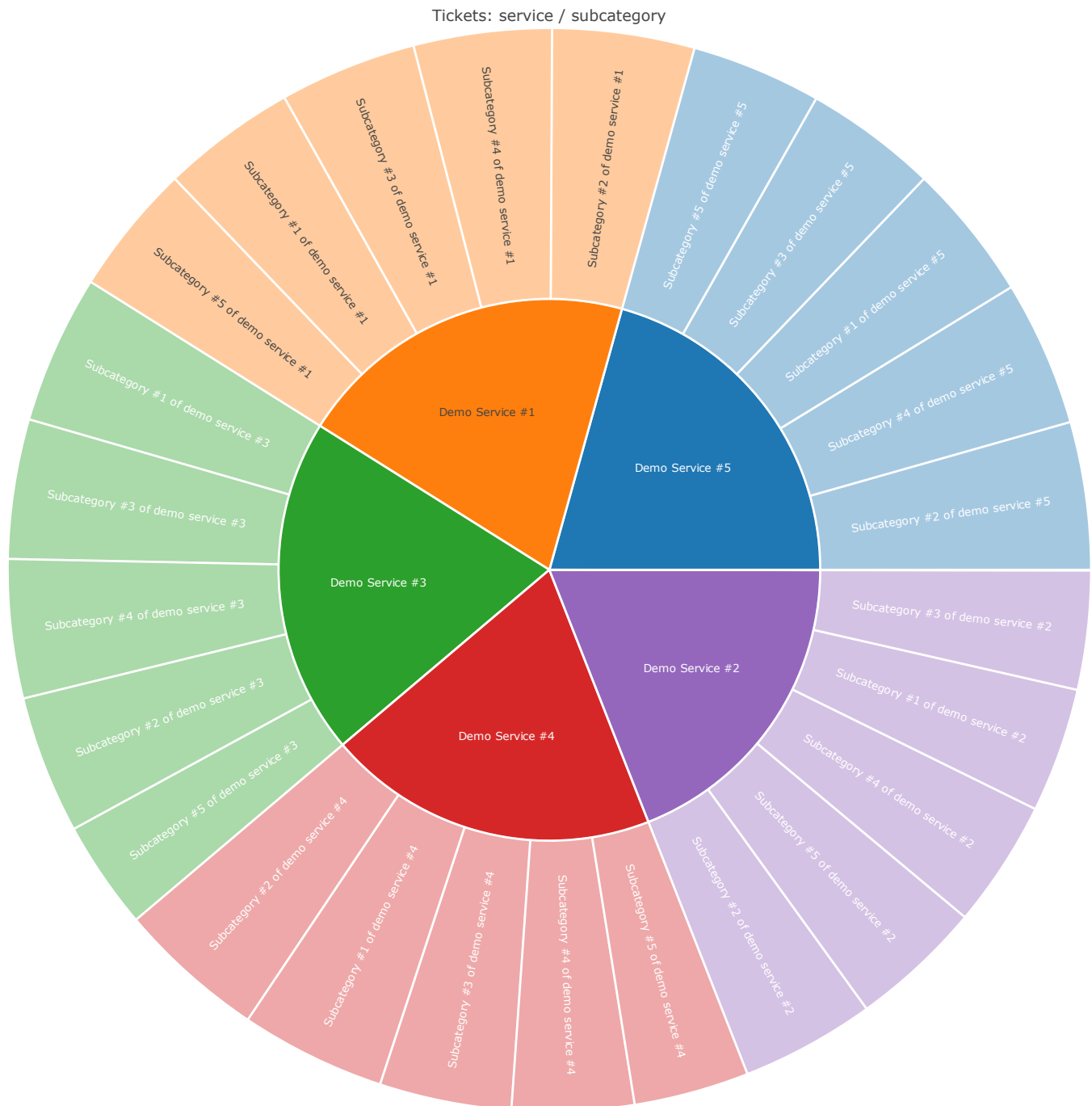An in-depth analysis of the ticket selection.

Tickets by service and subcategory

The below graphs visualize the number of tickets created for each service, and for each service subcategory.
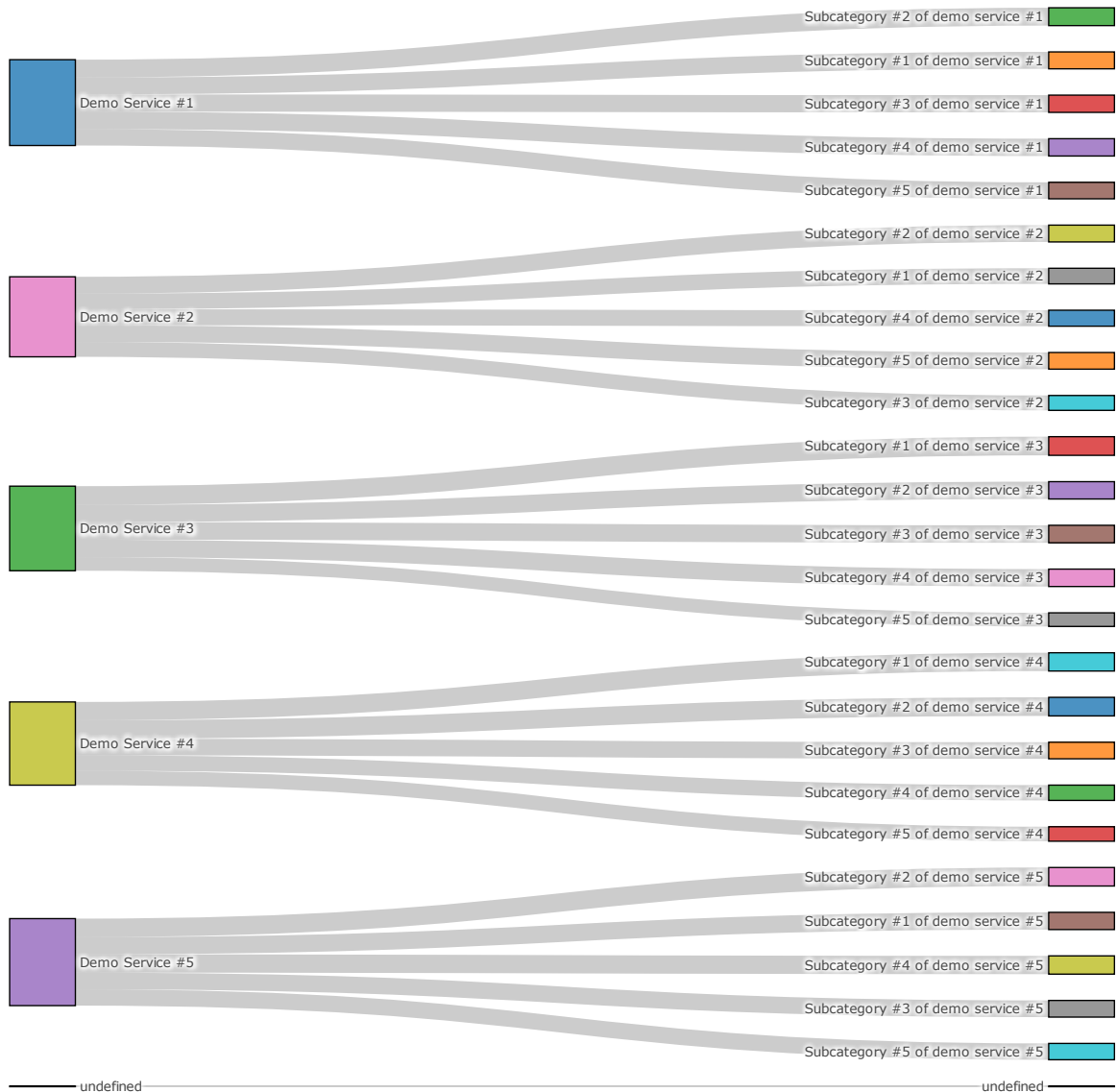Easily identify the most popular services and subcategories, or the least used ones.

Possible actions:

- Remove barely used services or subcategories.
- Add more services or subcategories for those which cover too many tickets.
- Create or update knowledge base articles.
- Provide extra training for staff or customers.
- …

Tickets: service / subcategory

Tickets: service / subcategory

Demo Service #1	Subcategory #2 of demo service #1
	Subcategory #1 of demo service #1
	Subcategory #3 of demo service #1
	Subcategory #4 of demo service #1
	Subcategory #5 of demo service #1
Demo Service #2	Subcategory #2 of demo service #2
	Subcategory #1 of demo service #2
	Subcategory #4 of demo service #2
	Subcategory #5 of demo service #2
	Subcategory #3 of demo service #2
Demo Service #3	Subcategory #1 of demo service #3
	Subcategory #2 of demo service #3
	Subcategory #3 of demo service #3
	Subcategory #4 of demo service #3
	Subcategory #5 of demo service #3
Demo Service #4	Subcategory #1 of demo service #4
	Subcategory #2 of demo service #4
	Subcategory #3 of demo service #4
	Subcategory #4 of demo service #4
	Subcategory #5 of demo service #4
Demo Service #5	Subcategory #2 of demo service #5
	Subcategory #1 of demo service #5
	Subcategory #4 of demo service #5
	Subcategory #3 of demo service #5
	Subcategory #5 of demo service #5

undefined

undefined

Tickets by year, month

The below graph visualizes for each year and month how many tickets were created.
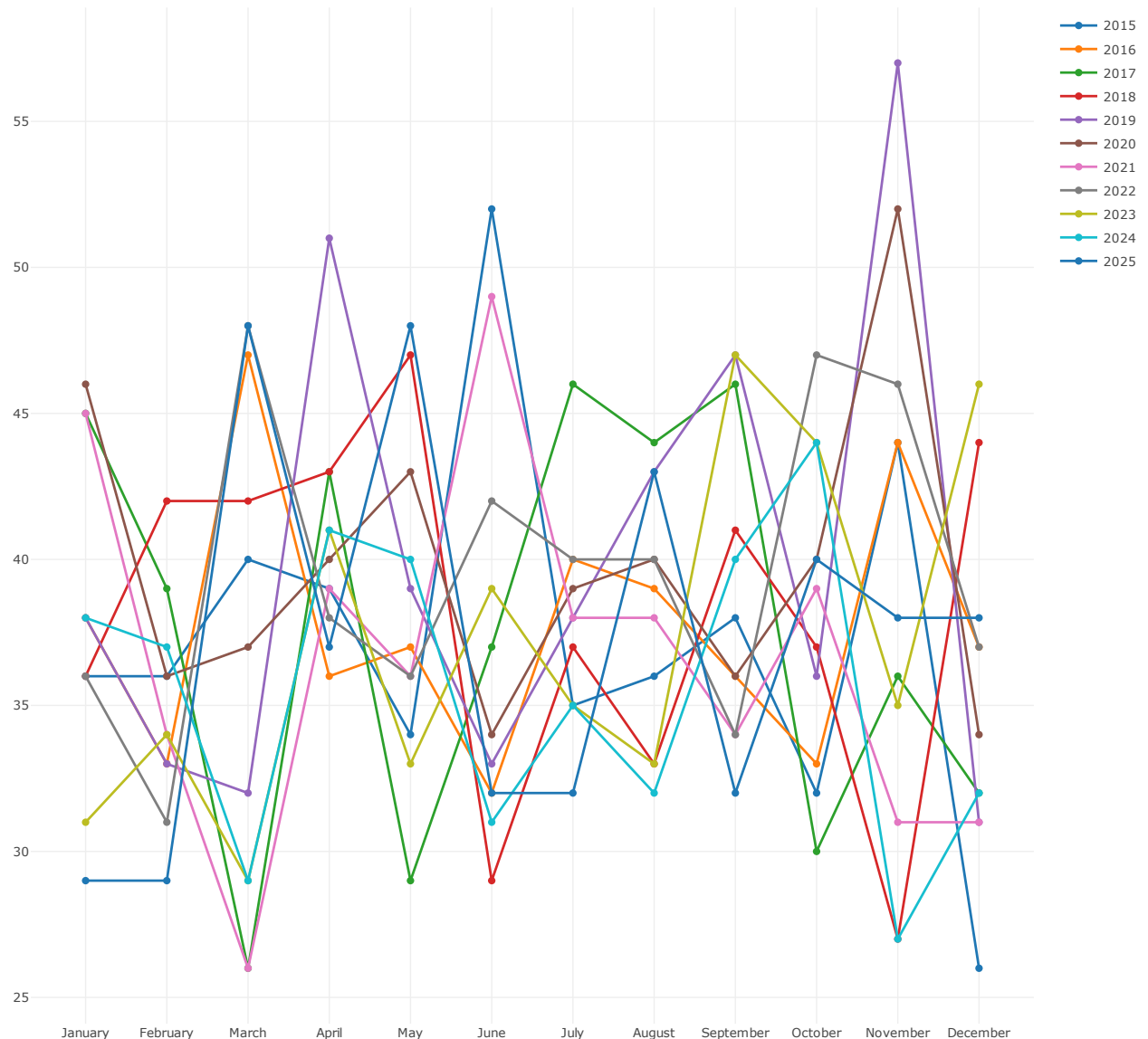It may be possible to see patterns (e.g. calmer period during the Summer vacations and holiday periods), or peaks.
It may also visualize if there are more or less tickets created this year.

Possible actions:

- Adjust the schedule of agents to cover for peaks.
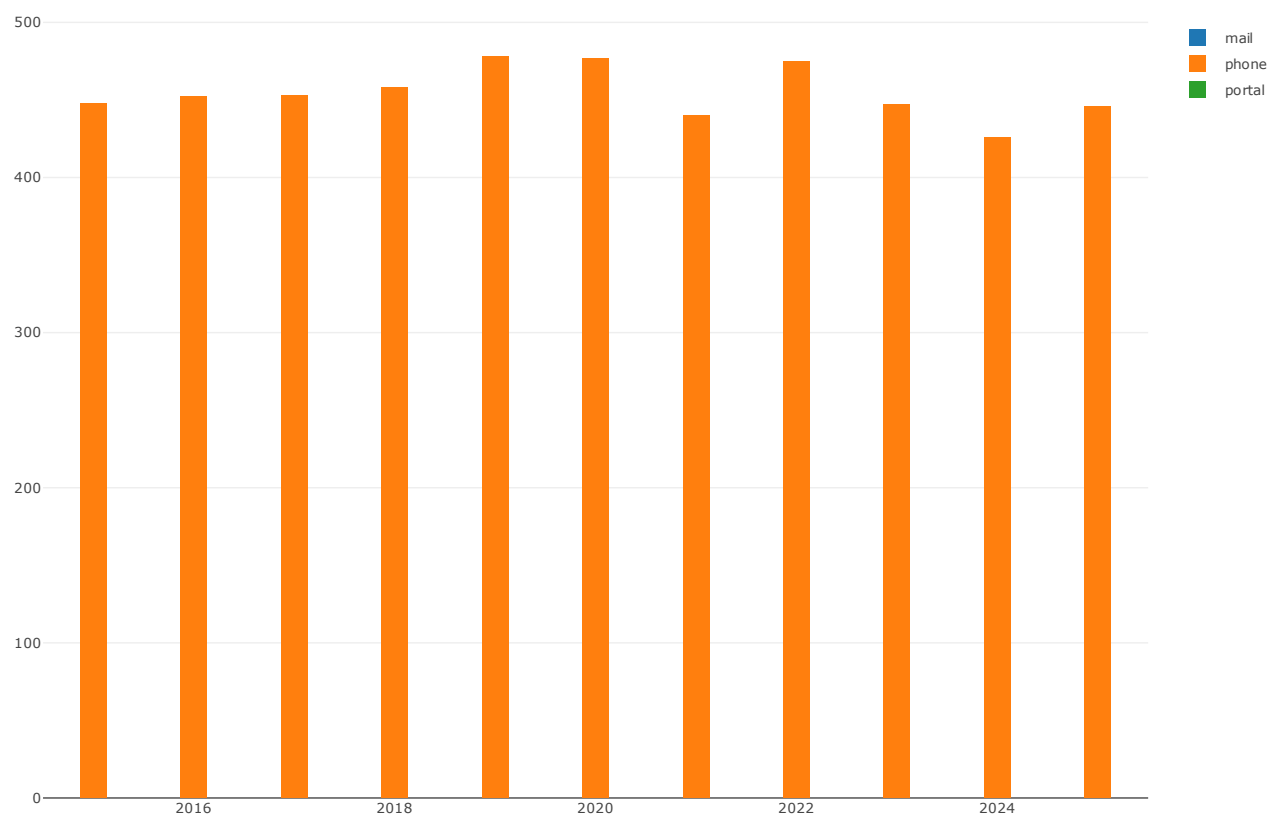- ...

Tickets: year / month

Tickets by origin, year

The below graph visualizes for each year and month how many tickets logged through a certain origin.

Possible actions:

- Promote certain workflow.
- Improve knowledge base.
- …

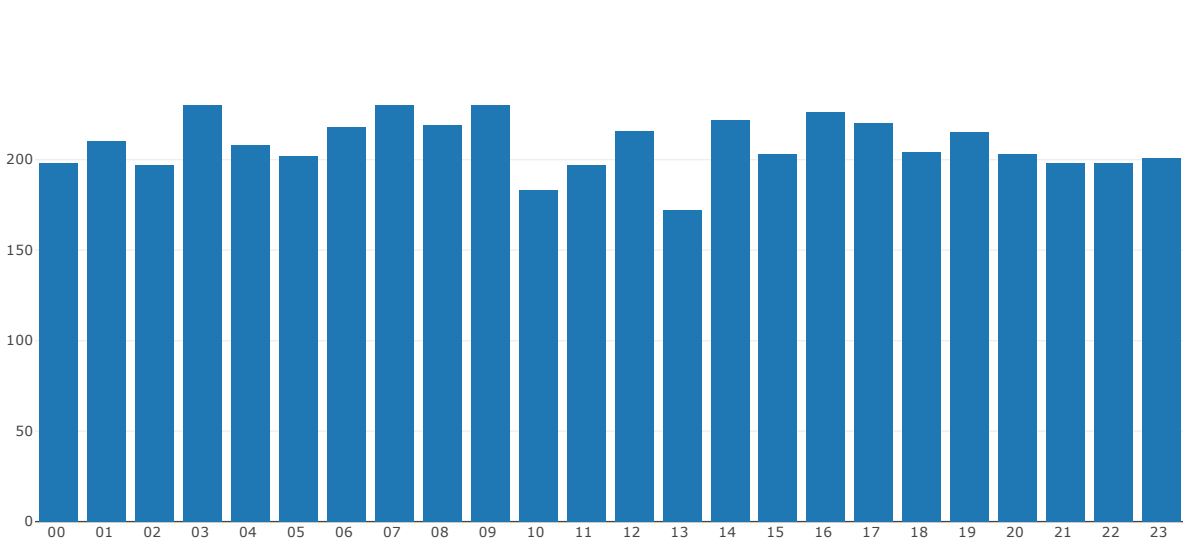Tickets: by origin / year

Tickets by hour

The below graph visualizes how many tickets were created each hour of the day.
It could be used to schedule the presence of agents, or tweak communication to customers.

Possible actions:

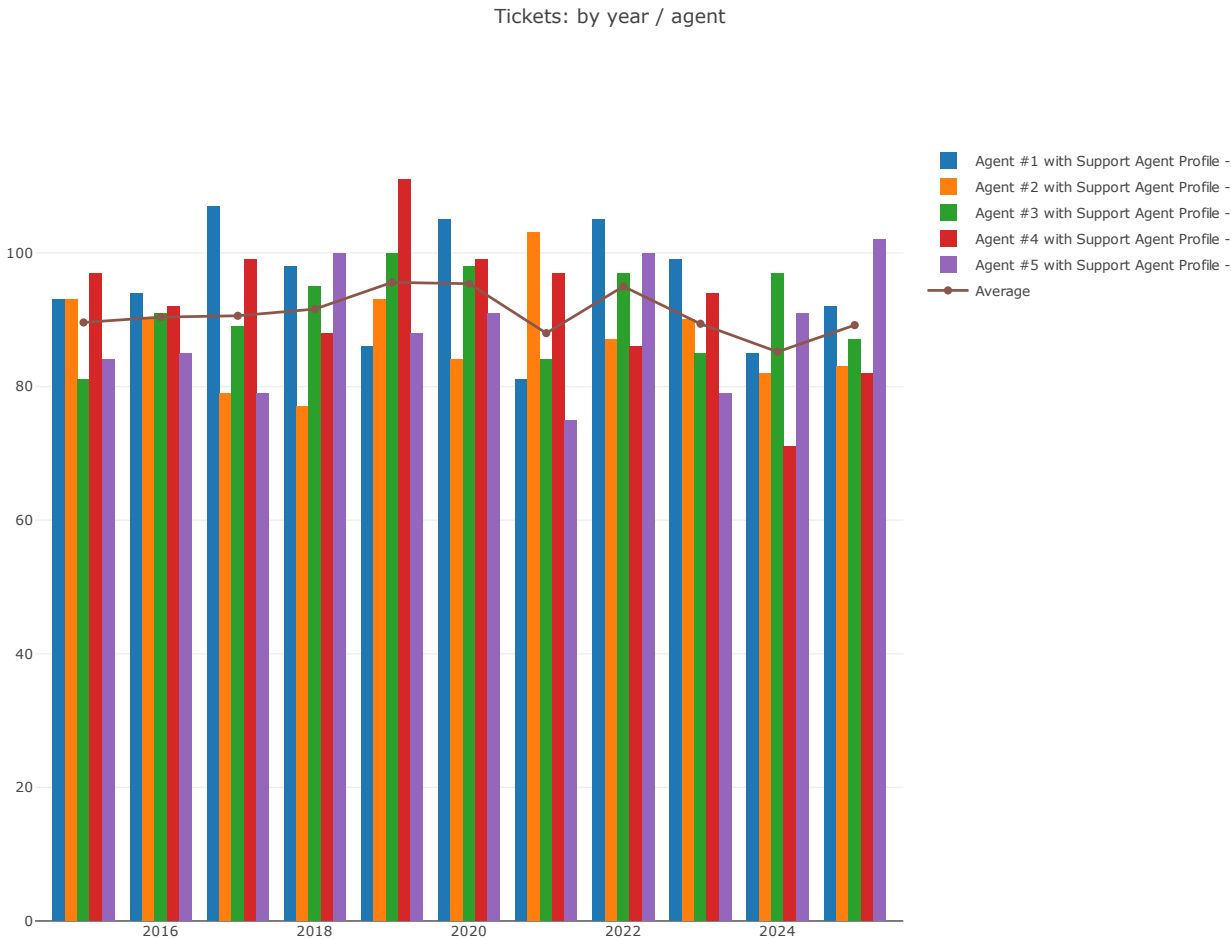- Adjust the schedule of agents to cover for peaks.
- …

Tickets: by hour

Tickets by year, agent

The below graph visualizes how many tickets stayed assigned each year to a specific agent.

Possible actions:

- Divide work.
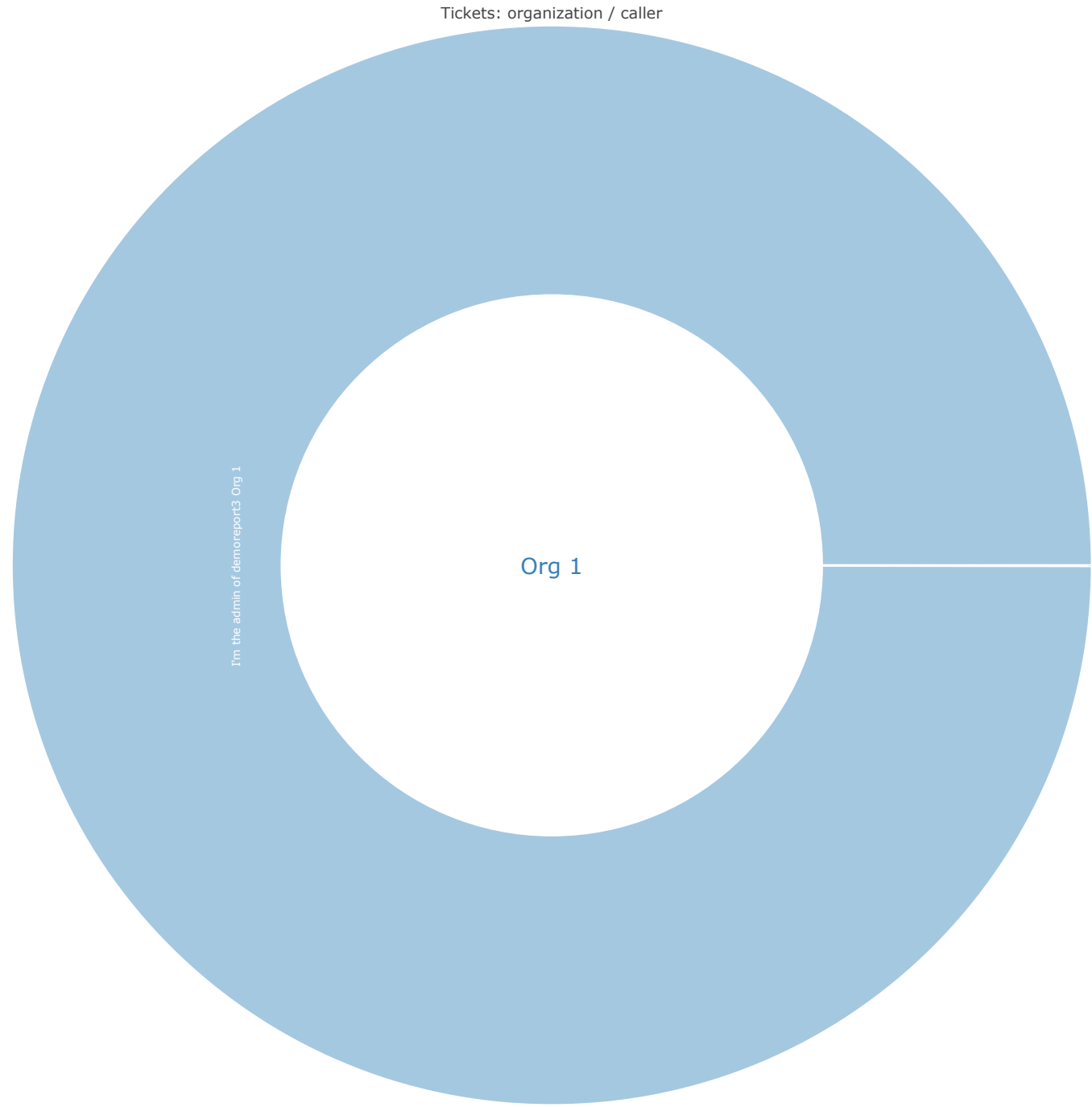- Provide extra training for staff.
- …

Tickets: by year / agent

Tickets by organization and caller

The below graph visualizes the number of tickets created by each
organization and caller.

Possible actions:

- Provide extra training for specific customers.
- Make support contract adjustments.
- …

Tickets: organization / caller

Org 1

I'm the admin of demoreport3 Org 1

Tickets by day of week and hour

The below graph visualizes the number of tickets per day of the week and hour.

Possible actions:

- Planning work load.
- …

Tickets: day of week / hour

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