

SLA Compliance Overview: Identifying Gaps Across Departments, Ticket Priorities & Global Regions.

- SLA compliance
- Agent Performance

Department

CXC

HR

IT Support

Sales

Month-Year

Jan 2024

Type

All

Tickets Value

Total Tickets

125

Within SLA

97

SLA Target

75%

SLA Performance

77.60%

Meeting Target

Violations: 28

High Priority Ticket

Total Tickets

26

Within SLA

26

SLA Target

75%

SLA Performance

100.00%

Meeting Target

Violations: 0

Medium Priority Ticket

Total Tickets

68

Within SLA

41

SLA Target

75%

SLA Performance

60.29%

Below Target

Violations: 27

Low Priority Ticket

Total Tickets

31

Within SLA

30

SLA Target

75%

SLA Performance

96.77%

Meeting Target

Violations: 1

Out of total of 1 months from Jan-2024 to Jan-2024 ,SLA was achievd for 1 months, failing short in 0 month(s) .

Month	Within SAL %	SLA Target
Jan 2024	78%	75%
Feb 2024	73%	75%
Mar 2024	70%	75%
Apr 2024	74%	75%
May 2024	77%	75%
Jun 2024	75%	75%
Jul 2024	71%	75%
Aug 2024	69%	75%
Sep 2024	70%	75%
Oct 2024	77%	75%
Nov 2024	73%	75%
Dec 2024	71%	75%
Jan 2025	71%	75%
Feb 2025	71%	75%
Mar 2025	67%	75%
Apr 2025	69%	75%
May 2025	50%	75%

Out of a total of 10 countries, 7 achieved the SLA target, while 3 fell below the desired threshold.

Country	Url	Total Ticket	SLA	SAL %	
Austria		8	5	63%	
Belgium		14	11	79%	
France		12	10	83%	
Italy		14	9	64%	
Latvia		13	10	77%	
Netherlands		16	14	88%	
Poland		19	16	84%	
Portugal		6	5	83%	
Spain		10	8	80%	
Sweden		13	9	69%	
Total		125	125	97	78%

M	Jan 2024						
W	Sun	Mon	Tue	Wed	Thu	Fri	Sat
1		01	02	03	04	05	06
2	07	08	09	10	11	12	13
3	14	15	16	17	18	19	20
4	21	22	23	24	25	26	27
5	28	29	30	31			

SAL Complainece by Ticket Type

Ticket Type	Within SAL %	SLA Target
Request	82%	75%
Problem	81%	75%
Incident	73%	75%
Change	69%	75%

SLA compliance

Agent Performance

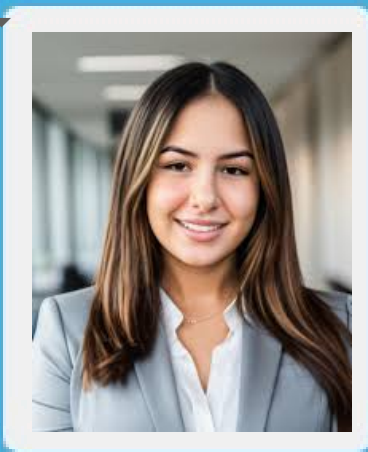
Department

- ☒ CXC
- ☐ HR
- ☐ IT Support
- ☐ Sales

Priority

- ☐ High
- ☐ Low
- ☐ Medium

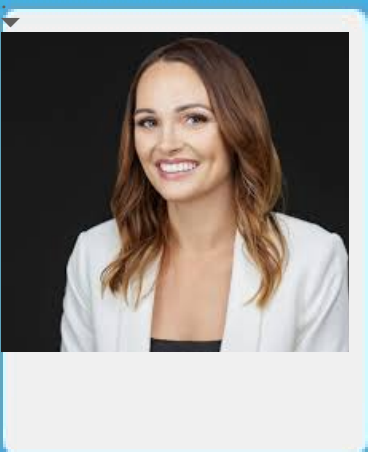
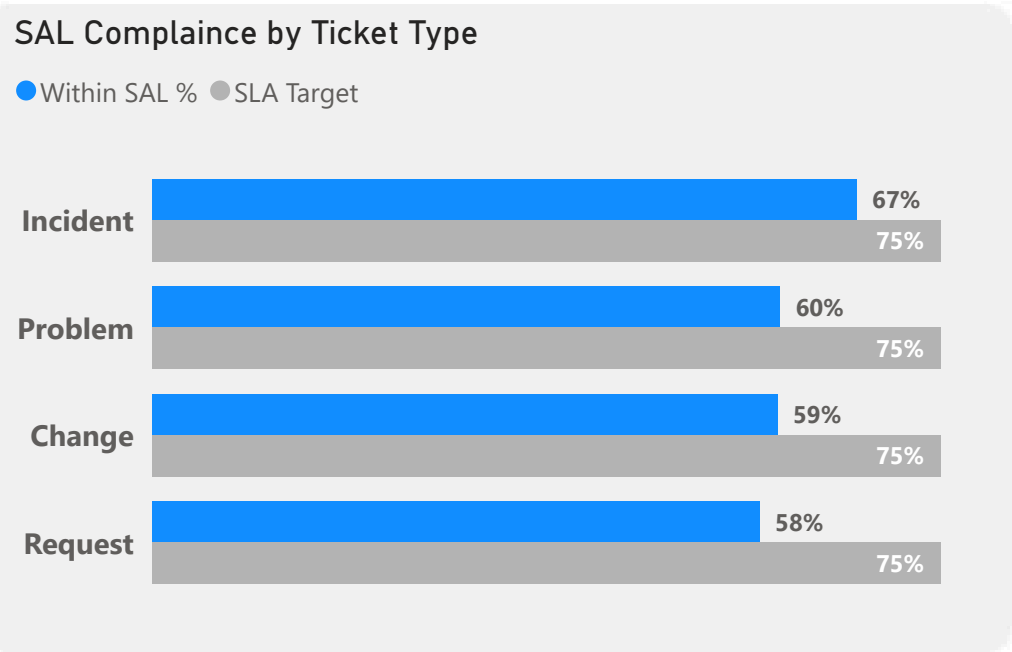
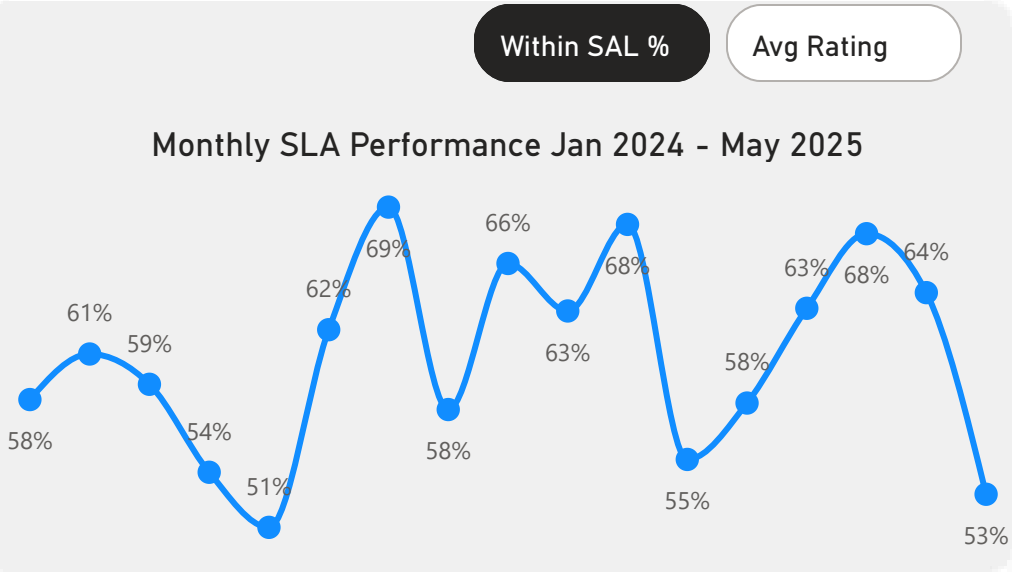
Clear all slicers



Cam Harmony

Within SLA
61%

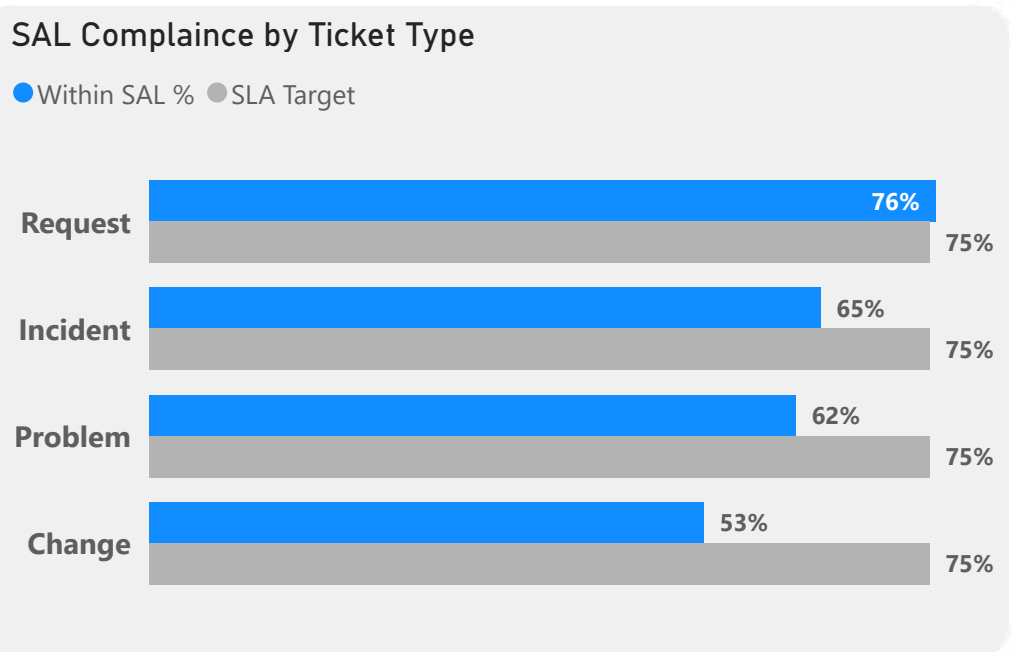
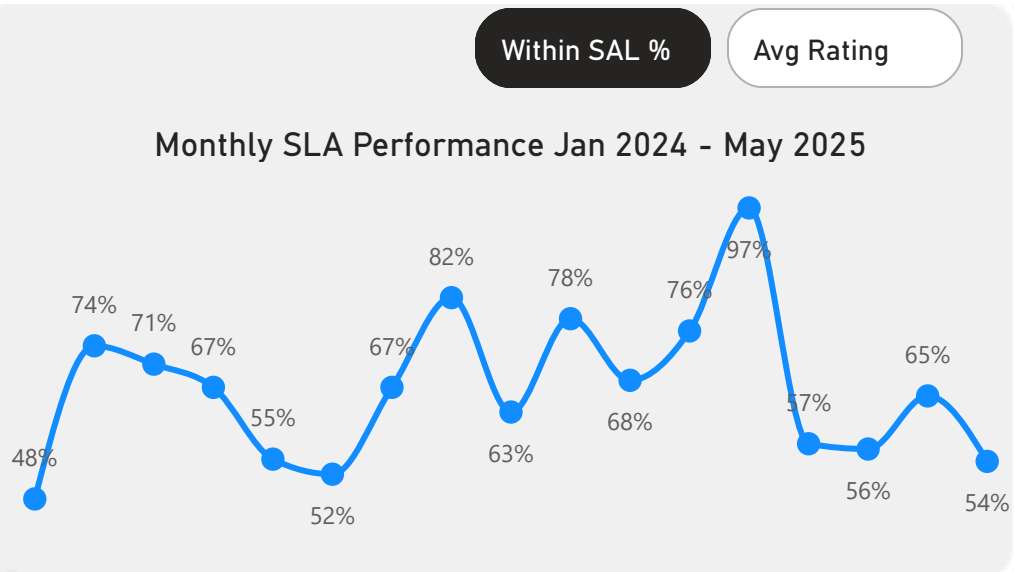
Outside SAL
39%



Jennifer Rogers

Within SLA
67%

Outside SAL
33%



Von Trafford

Within SLA
74%

Outside SAL
26%

