

ANALYSIS - DASHBOARD

1

Count of Group

3

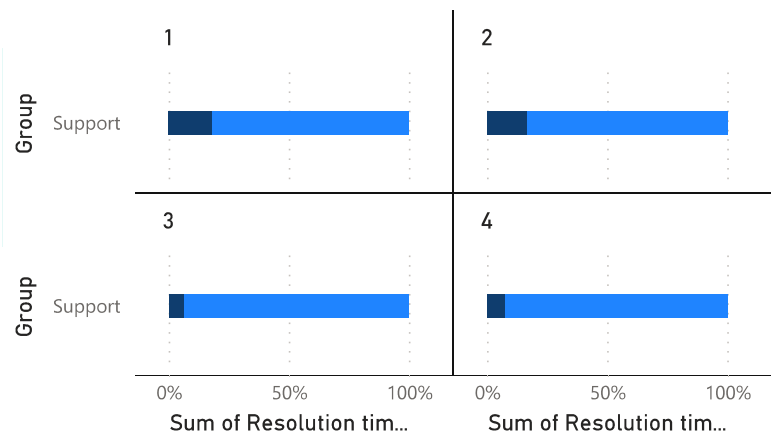
Count of Priority

Full Resolution time
in mins

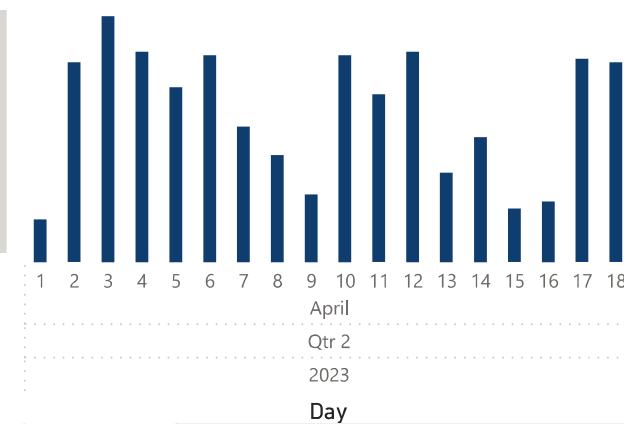
20.16M

Resolution time and Sum of First resolution time in minutes
within business hours by Group and Satisfaction Score

● Sum of Resolution time ● Sum of First resolution time in minutes within busin...



Count of Solved Date by Year, Quarter, Month and
Day



Priority

All

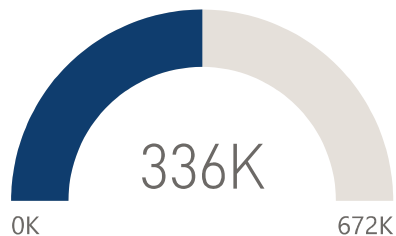
Satisfaction
score

All

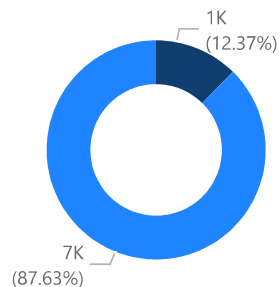
Manual Tagging of
Categories(list)

All

Resolution time and
Satisfaction rating

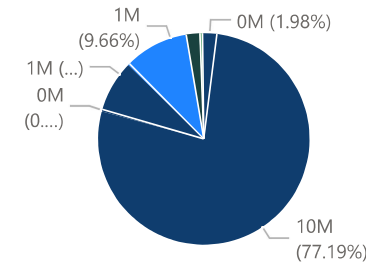


Reopens and Replies



● Reopens
● Replies

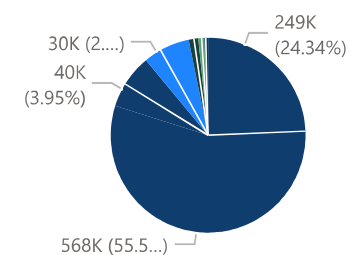
Resolution time and First reply time in minutes
by Satisfaction Score



Satisfaction Score

● Offered
● 4
● 5
● 3
● 1
● 2

Resolution time and First reply time in
minutes within business hours by Satisfaction
Score



Satisfaction Score

● Offered
● 4
● 5
● 3
● 1