# Technical Support Center

| Source | Priority | Status | Topic | Year | Month Name | Day |
|---|---|---|---|---|---|---|
| All | All | All | All | All | All | All |

**Total Tickets**
**2328**

| Open | In Progress | Resolved | Closed |
|---|---|---|---|
| **18** | **400** | **738** | **1K** |
| 0 from Yesterday | 0 from Yesterday | +4 from Yesterday | 0 from Yesterday |

| High | Medium | Low |
|---|---|---|
| **416** | **721** | **1191** |

## Source

Phone 10%
Chat 37%
Email 53%

## Number of Tickets by Weekday vs Weekend

Weekend 0.35K
Week... 1.98K
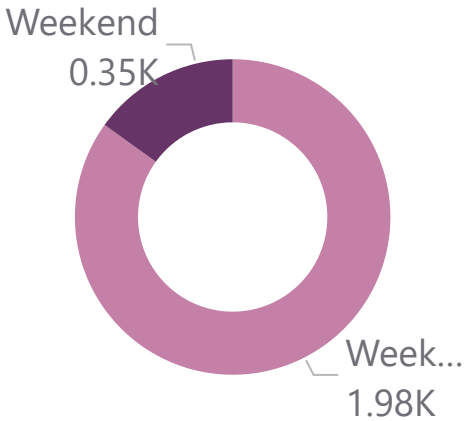
## Ticket Distribution by Standard vs After Hours

- Standard Work Hours — 41%
- Non-Work Hours (Overnight) — 26%
- Non-Work Hours (Late Night) — 15%
- Early Work Hours — 9%
- Late Work Hours — 8%
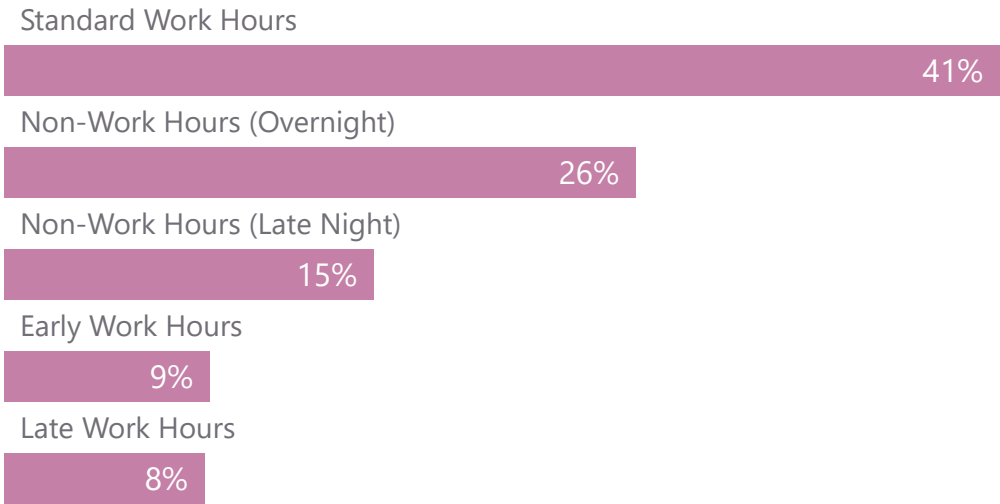
## Total Distribution by Product Group

- Ready to use Software — 43%
- Custom software development — 28%
- Other — 15%
- Training and Consulting Services — 14%

## Monthly Ticket Trend

| Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 224 | 158 | 203 | 173 | 218 | 203 | 202 | 194 | 164 | 200 | 213 | 176 |
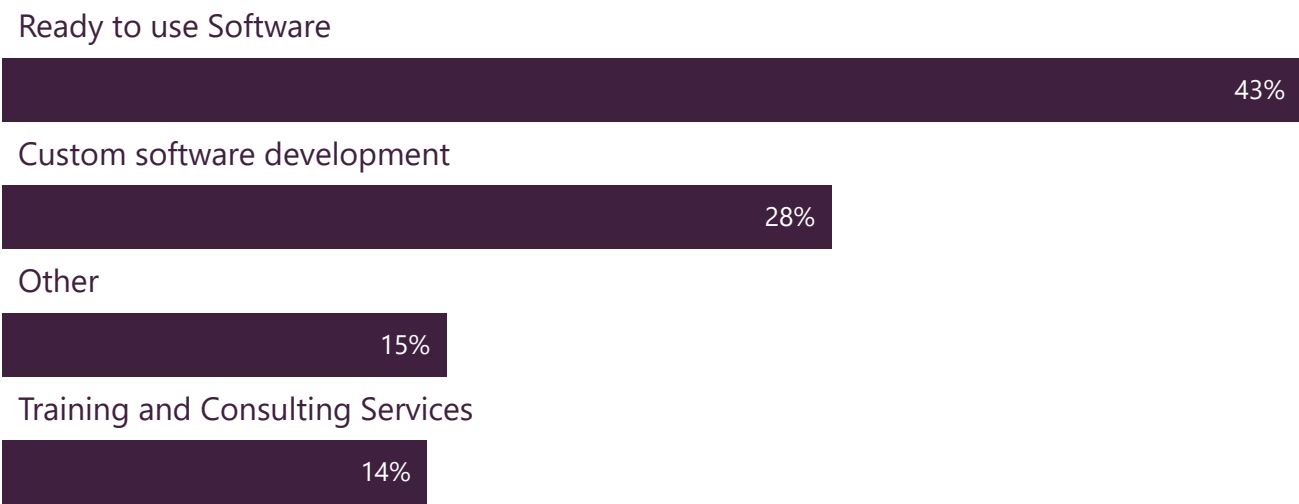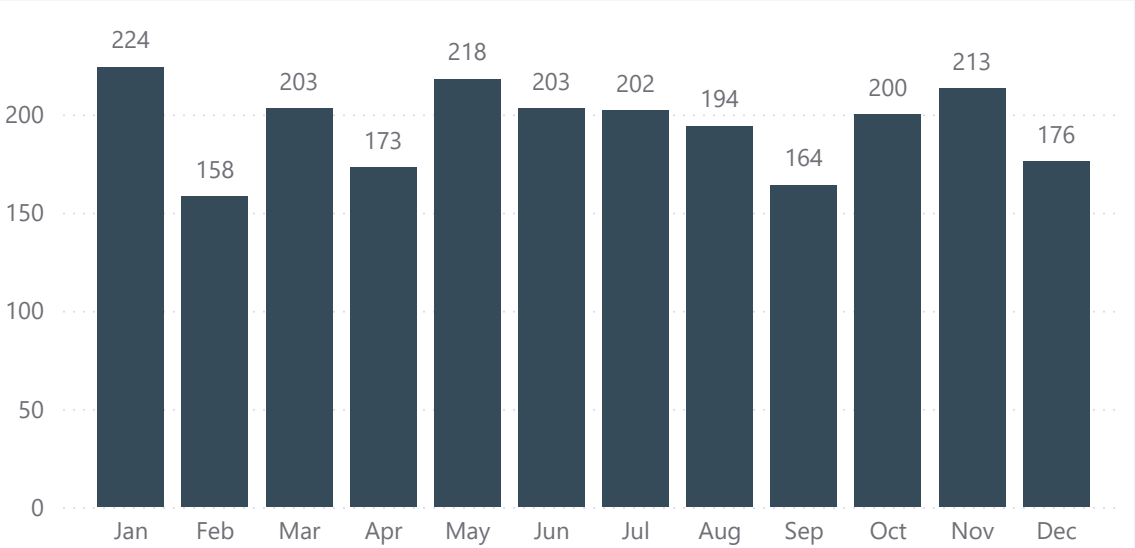
## Ticket Creation Matrix Distribution by Day of the Week and Time of Day

| Week Day | 12AM | 1AM | 2AM | 3AM | 4AM | 5AM | 6AM | 7AM | 8AM | 9AM | 10AM | 11AM | 12PM | 1PM | 2PM | 3PM | 4PM | 5PM | 6PM | 7PM | 8PM | 9PM | 10PM | 11PM | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Sun | 11 | 10 | 6 | 10 | 7 | 5 | 4 | 9 | 15 | 3 | 7 | 9 | 9 | 7 | 6 | 9 | 10 | 9 | 6 | 6 | 9 | 7 | 11 | 4 | **186** |
| Mon | 12 | 13 | 15 | 15 | 22 | 19 | 17 | 26 | 16 | 16 | 17 | 15 | 18 | 12 | 17 | 27 | 24 | 14 | 17 | 23 | 15 | 15 | 14 | 11 | **410** |
| Tue | 24 | 17 | 15 | 11 | 16 | 23 | 14 | 18 | 18 | 13 | 14 | 21 | 15 | 14 | 7 | 19 | 17 | 18 | 10 | 14 | 14 | 17 | 17 | 14 | **377** |
| Wed | 21 | 21 | 20 | 18 | 17 | 24 | 13 | 22 | 19 | 19 | 22 | 20 | 16 | 11 | 9 | 24 | 16 | 21 | 22 | 18 | 21 | 15 | 15 | 14 | **438** |
| Thu | 16 | 19 | 20 | 19 | 15 | 15 | 14 | 17 | 15 | 10 | 13 | 8 | 21 | 9 | 11 | 12 | 15 | 17 | 13 | 16 | 10 | 19 | 19 | 12 | **368** |
| Fri | 13 | 14 | 14 | 16 | 17 | 16 | 7 | 6 | 7 | 9 | 13 | 18 | 24 | 13 | 16 | 7 | 26 | 13 | 17 | 11 | 15 | 19 | 19 | 21 | **384** |
| Sat | 11 | 12 | 10 | 7 | 8 | 6 | 6 | 7 | 7 | 9 | 4 | 3 | 4 | 7 | 5 | 9 | 7 | 5 | 12 | 6 | 4 | 4 | 4 | 5 | **165** |

# Technical Support Center

**Total Tickets**
## 2328

| Source | Priority | Status | Topic |
|--------|----------|--------|-------|
| All | All | All | All |

| Year | Month Name | Day |
|------|-----------|-----|
| All | All | All |

| Open | In Progress | Resolved | Closed |
|------|-------------|----------|--------|
| **18** | **400** | **738** | **1K** |
| 0 from Yesterday | 0 from Yesterday | +4 from Yesterday | 0 from Yesterday |

| High | Medium | Low |
|------|--------|-----|
| **416** | **721** | **1191** |

| Ticket ID | Flag | Topic | Source | Priority | Status | Created Date | Created Time | SLA For first response | SLA For Resolution | Agent Name | # of Agent interactions | Rating |
|-----------|------|-------|--------|----------|--------|--------------|--------------|------------------------|--------------------|------------|-------------------------|--------|
| 3999 | | Feature request | Email | High | Resolved | 12/30/2023 | 7:49:51 PM | Within SLA | Within SLA | Sheela Cutten | 2 | |
| 3998 | | Product setup | Email | Low | Resolved | 12/30/2023 | 1:16:56 PM | Within SLA | Within SLA | Kristos Westoll | 10 | |
| 3997 | | Feature request | Email | High | Resolved | 12/30/2023 | 4:51:54 AM | Within SLA | SLA Violated | Michele Whyatt | 1 | |
| 3996 | | Pricing and licensing | Email | Medium | Resolved | 12/30/2023 | 3:11:44 AM | Within SLA | Within SLA | Connor Danielovitch | 1 | |
| 3988 | | Product setup | Email | Low | Resolved | 12/29/2023 | 3:33:04 AM | Within SLA | Within SLA | Connor Danielovitch | 1 | |
| 3987 | | Product setup | Chat | Low | Resolved | 12/29/2023 | 3:20:30 PM | Within SLA | Within SLA | Heather Urry | 6 | |
| 3986 | | Purchasing and invoicing | Email | High | In progress | 12/29/2023 | 9:52:38 PM | Within SLA | Within SLA | Sheela Cutten | 1 | |
| 3985 | | Feature request | Chat | Low | Closed | 12/29/2023 | 4:29:15 PM | SLA Violated | Within SLA | Adolpho Messingham | 6 | ★★★★ |
| 3984 | | Bug report | Chat | Medium | Resolved | 12/29/2023 | 2:00:44 PM | Within SLA | Within SLA | Bernard Beckley | 5 | |
| 3983 | | Product setup | Email | High | Resolved | 12/29/2023 | 12:16:43 PM | Within SLA | Within SLA | Bernard Beckley | 7 | |
| 3982 | | Feature request | Email | High | Closed | 12/29/2023 | 4:43:21 PM | Within SLA | SLA Violated | Bernard Beckley | 1 | ★★★★ |
| 3981 | | Bug report | Chat | Low | Resolved | 12/29/2023 | 2:59:36 PM | Within SLA | SLA Violated | Sheela Cutten | 6 | |
| 3979 | | Pricing and licensing | Email | Low | Closed | 12/29/2023 | 2:27:25 PM | Within SLA | Within SLA | Michele Whyatt | 1 | ★★★ |
| 3978 | | Feature request | Email | Low | Closed | 12/29/2023 | 9:30:01 PM | Within SLA | Within SLA | Bernard Beckley | 1 | ★★ |
| 3976 | | Feature request | Chat | Medium | Resolved | 12/28/2023 | 12:19:41 PM | Within SLA | SLA Violated | Bernard Beckley | 6 | |
| 3975 | | Product setup | Email | High | Closed | 12/28/2023 | 7:21:47 PM | Within SLA | Within SLA | Michele Whyatt | 10 | ★★★★★ |
| 3973 | | Pricing and licensing | Email | High | Closed | 12/27/2023 | 3:22:32 PM | Within SLA | Within SLA | Nicola Wane | 5 | ★★ |
| 3972 | | Product setup | Chat | High | Resolved | 12/27/2023 | 6:55:02 PM | Within SLA | Within SLA | Adolpho Messingham | 2 | |
| **Total** | | | | | | | | | | | **12644** | |

# Technical Support Center

| Source | Priority | Status | Topic | Year | Month Name | Day |
|--------|----------|--------|-------|------|------------|-----|
| All | All | All | All | All | All | All |

## First Response SLA

| SLA Achieved | SLA Violated | Avg First Response |
|--------------|--------------|--------------------|
| **87%** | **13%** | **27 Min** |
| 2017 out of 2328 | 311 out of 2328 | +0 min from Yesterday |

## Resolution SLA

| SLA Achieved | SLA Violated | Avg Resolution Time |
|--------------|--------------|---------------------|
| **66%** | **34%** | **1 Day 09 Hour** |
| 1546 out of 2328 | 782 out of 2328 | +2 min from Yesterday |

### First Response

Select a Source to view Target SLAs

**Target SLA First Response**

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#### SLA Status by Ticket Priority

| Priority | SLA Violated | Within SLA |
|----------|--------------|------------|
| High | 49 | 367 |
| Low | 169 | 1022 |
| Medium | 93 | 628 |
| **Total** | **311** | **2017** |

#### SLA Status by Ticket Source

| Source | SLA Violated | Within SLA |
|--------|--------------|------------|
| Chat | 136 | 714 |
| Email | 114 | 1120 |
| Phone | 61 | 183 |
| **Total** | **311** | **2017** |

Select a Source to view Target SLAs

### Resolution

**Target SLA Resolution**

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#### SLA Status by Ticket Priority

| Priority | SLA Violated | Within SLA |
|----------|--------------|------------|
| High | 126 | 290 |
| Low | 403 | 788 |
| Medium | 253 | 468 |
| **Total** | **782** | **1546** |

#### SLA Status by Ticket Source

| Source | SLA Violated | Within SLA |
|--------|--------------|------------|
| Chat | 310 | 540 |
| Email | 386 | 848 |
| Phone | 86 | 158 |
| **Total** | **782** | **1546** |

| Country | Flag | Bug report | Feature request | Other | Pricing and licensing | Product setup | Purchasing and invoicing | Training request | Total |
|---------|------|-----------|-----------------|-------|------------------------|---------------|---------------------------|------------------|-------|
| Austria | | 13 | 20 | 20 | 37 | 41 | 11 | 1 | 143 |
| Bulgaria | | 10 | 20 | 14 | 28 | 37 | 16 | 5 | 130 |
| Czech Republic | | 13 | 18 | 12 | 32 | 38 | 18 | 3 | 134 |
| France | | 12 | 29 | 14 | 31 | 45 | 22 | 5 | 158 |
| Germany | | 34 | 63 | 24 | 66 | 76 | 32 | 11 | 306 |
| Greece | | 13 | 30 | 9 | 30 | 36 | 24 | 2 | 144 |
| Italy | | 21 | 59 | 17 | 79 | 83 | 32 | 12 | 303 |
| Poland | | 35 | 54 | 21 | 63 | 73 | 30 | 11 | 287 |
| Republic of Ireland | | 18 | 19 | 17 | 36 | 38 | 16 | 4 | 148 |
| Slovenia | | 17 | 29 | 12 | 33 | 43 | 22 | 3 | 159 |
| Spain | | 15 | 19 | 12 | 27 | 45 | 13 | 2 | 133 |
| United Kingdom | | 24 | 56 | 30 | 63 | 75 | 28 | 7 | 283 |

# Technical Support Center

| Source | Priority | Status | Topic | Year | Month Name | Day |
|--------|----------|--------|-------|------|------------|-----|
| All | All | All | All | All | All | All |

## Average Resolution Time (Hours) by Topic
From ticket creation time to resolution time

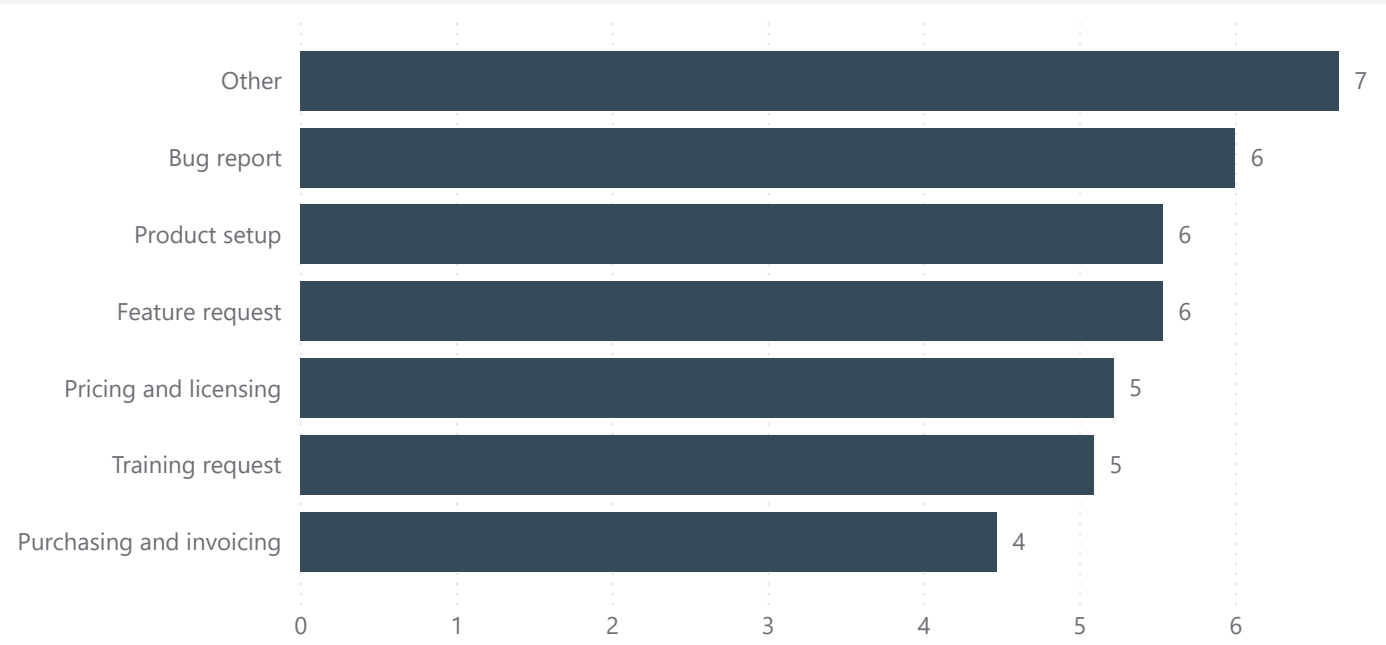| Topic | Hours |
|-------|-------|
| Training request | 39 |
| Pricing and licensing | 37 |
| Feature request | 34 |
| Purchasing and invoicing | 33 |
| Other | 31 |
| Product setup | 31 |
| Bug report | 30 |
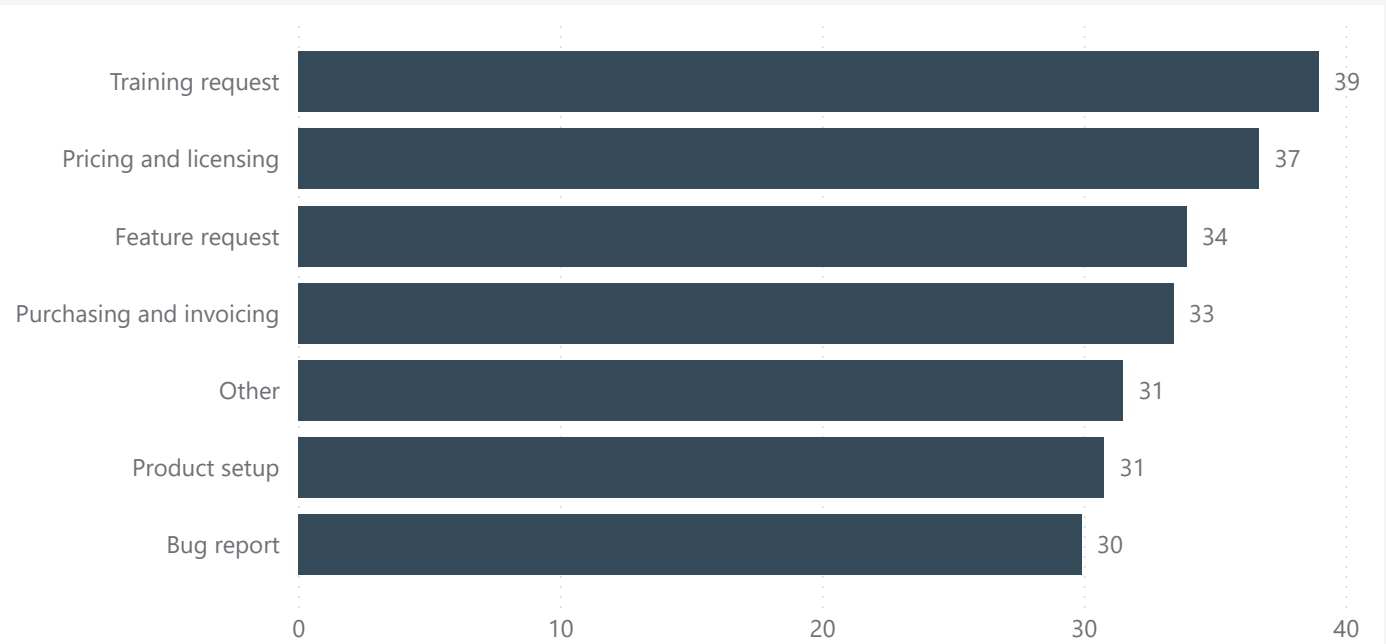
## Performance by Agent | FR - First Response | R - Resolution

| Agent Name | Total Tickets | Avg SLA R mins | #FR Within SLA | #FR Violated SLA | #R Within SLA | #R Violated SLA |
|------------|--------------|----------------|----------------|------------------|---------------|-----------------|
| Adolpho Messingham | 196 | 33 | 162 | 34 | 126 | 70 |
| Bernard Beckley | 359 | 34 | 317 | 42 | 237 | 122 |
| Connor Danielovitch | 347 | 36 | 305 | 42 | 214 | 133 |
| Heather Urry | 177 | 26 | 151 | 26 | 135 | 42 |
| Kristos Westoll | 332 | 35 | 284 | 48 | 220 | 112 |
| Michele Whyatt | 186 | 33 | 168 | 18 | 126 | 60 |
| Nicola Wane | 367 | 34 | 317 | 50 | 234 | 133 |
| Sheela Cutten | 364 | 31 | 313 | 51 | 254 | 110 |

## Average Number of Agent Interactions by Topic
From ticket creation time to resolution time

| Topic | Interactions |
|-------|-------------|
| Other | 7 |
| Bug report | 6 |
| Product setup | 6 |
| Feature request | 6 |
| Pricing and licensing | 5 |
| Training request | 5 |
| Purchasing and invoicing | 4 |

## Performance by Agent | Rating Received by Agents

| Agent Name | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|------------|---|----|-----|------|-------|
| Adolpho Messingham | 13 | 10 | 25 | 24 | 28 |
| Bernard Beckley | 20 | 19 | 47 | 57 | 38 |
| Connor Danielovitch | | | 53 | 53 | 65 |
| Heather Urry | 11 | 11 | 22 | 29 | 19 |
| Kristos Westoll | 26 | 36 | 21 | 45 | 41 |
| Michele Whyatt | 14 | 6 | 18 | 36 | 17 |
| Nicola Wane | 28 | 19 | 35 | 58 | 41 |
| Sheela Cutten | 1 | 27 | 46 | 75 | 38 |