Pending Days 414 412 409 408 405 403 400 414 409 405 403 400 Ticket Count by Pending Days Yes Yes Yes Yes õ õ õ Yes S Customer follow-up needed Engineering investigating Password reset provided Manual refund processed Issue resolved with bank Server issue being fixed 200 100 Pending investigation 400 300 200 Resolved via refund Security reset done Resolved via OTP Log files collected Needs escalation Sent manually Pending Days Ticket Count by Overdue 02-Jul-2024 07-Jul-2024 09-Jul-2024 12-Jul-2024 14-Jul-2024 19-Jul-2024 18-Jul-2024 16-Jul-2024 **Ticket Management Tracker** In Progr. ž Yes Not Started Medium Medium Medium Medium Medium High High High High Low High High Low Ficket Count by Status 03-Jul-2024 05-Jul-2024 06-Jul-2024 08-Jul-2024 09-Jul-2024 12-Jul-2024 10-Jul-2024 13-Jul-2024 14-Jul-2024 15-Jul-2024 16-Jul-2024 18-Jul-2024 20-Jul-2024 19-Jul-2024 21-Jul-2024 Completed In Progress 07-Jul-2024 01-Jul-2024 16-Jul-2024 02-Jul-2024 04-Jul-2024 05-Jul-2024 06-Jul-2024 08-Jul-2024 09-Jul-2024 10-Jul-2024 11-Jul-2024 12-Jul-2024 13-Jul-2024 14-Jul-2024 15-Jul-2024 Ramesh Ramesh Priya Kavya Aarav Priya Kavya Aarav Priya Low **Ficket Count by Priority** High Medium Mobile app crashes on login Subscription auto-renew fail Two-factor auth not working Payment not processed Cannot reset password Slow app performance Refund not received Website not loading Email not received Account hacked Missing invoice Account locked Incorrect billing Login error Rahul Sharma Ananya Gupta Sameer Khan Rohit Malhotra Manish Gupta Aditi Sharma Harish Kumar Abhay Mehta Divya Kapoor Neha Verma Karan Singh Arjun Patel Meera Iyer Sneha Nair TCK003 TCK006 TCK010 TCK011 TCK014 TCK002 TCK004 TCK005 TCK008 TCK009 TCK012 TCK001 TCK007 TCK015 TCK013