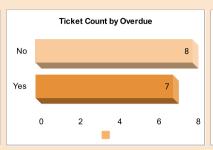
## Ticket Management Tracker

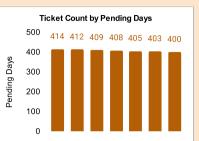
**Total Task** 

15









Ticket ID			Assigned To (Agent)	Start Date		Priority	Status	Resolution Date		Is Overdue	Pending Days
TCK001	Rahul Sharma	Payment not processed	Priya	01-Jul-2024	03-Jul-2024	High		02-Jul-2024	Resolved via refund	No	
TCK002	Ananya Gupta	Login error	Aarav	02-Jul-2024	05-Jul-2024	Medium	In Progress		Escalated	Yes	414
TCK003	Sameer Khan	App crash	Kavya	04-Jul-2024	06-Jul-2024	Low			Pending investigation	Yes	412
TCK004	Neha Verma	Account locked	Ramesh	05-Jul-2024	08-Jul-2024	High		07-Jul-2024	Password reset provided	No	
TCK005	Arjun Patel	Refund not received	Priya	06-Jul-2024	09-Jul-2024	High		09-Jul-2024	Manual refund processed	No	
TCK006	Meera lyer	Slow app performance	Kavya	07-Jul-2024	12-Jul-2024	Medium	In Progress		Engineering investigating	Yes	409
TCK007	Karan Singh	Incorrect billing	Aarav	08-Jul-2024	10-Jul-2024	High			Needs escalation	Yes	408
TCK008	Aditi Sharma	Two-factor auth not working	Priya	09-Jul-2024	13-Jul-2024	Low		12-Jul-2024	Bug fixed	No	
TCK009	Rohit Malhotra	Cannot reset password	Kavya	10-Jul-2024	14-Jul-2024	Medium		14-Jul-2024	Resolved via OTP	No	
TCK010	Sneha Nair	Mobile app crashes on login	Ramesh	11-Jul-2024	15-Jul-2024	High	In Progress		Log files collected	Yes	405
TCK011	Harish Kumar	Missing invoice	Aarav	12-Jul-2024	16-Jul-2024	Low		16-Jul-2024	Sent manually	No	
TCK012	Pooja Joshi	Email not received	Priya	13-Jul-2024	18-Jul-2024	Medium			Customer follow-up needed	Yes	403
TCK013	Abhay Mehta	Subscription auto-renew fail	Kavya	14-Jul-2024	20-Jul-2024	High		19-Jul-2024	Issue resolved with bank	No	
TCK014	Manish Gupta	Account hacked	Ramesh	15-Jul-2024	19-Jul-2024	High		18-Jul-2024	Security reset done	No	
TCK015	Divya Kapoor	Website not loading	Aarav	16-Jul-2024	21-Jul-2024	Medium	In Progress		Server issue being fixed	Yes	400