IT Support Ticket Analysis Dashboard
Ticket Operations Overview: Volume, Type, Queue, SLA Metrics

IT Support Operations Overview | Tag Insights and Regional Analysis

11919 Total Tickets	**2.82** Avg Resolution Time	**4570** High Priority Tickets	**Belgium** Top Country by Tickets	**Jan 2025** Top Month by Tickets	**38.34%** SLA Compliance Rate	**61.66%** SLA Breach Rate

Filters
Country: All | Priority: All | Type: All | Year: All | Queue: All | Clear all slicers

Total Tickets by Priority
- low 20.14%
- medium 41.52%
- high 38.34%

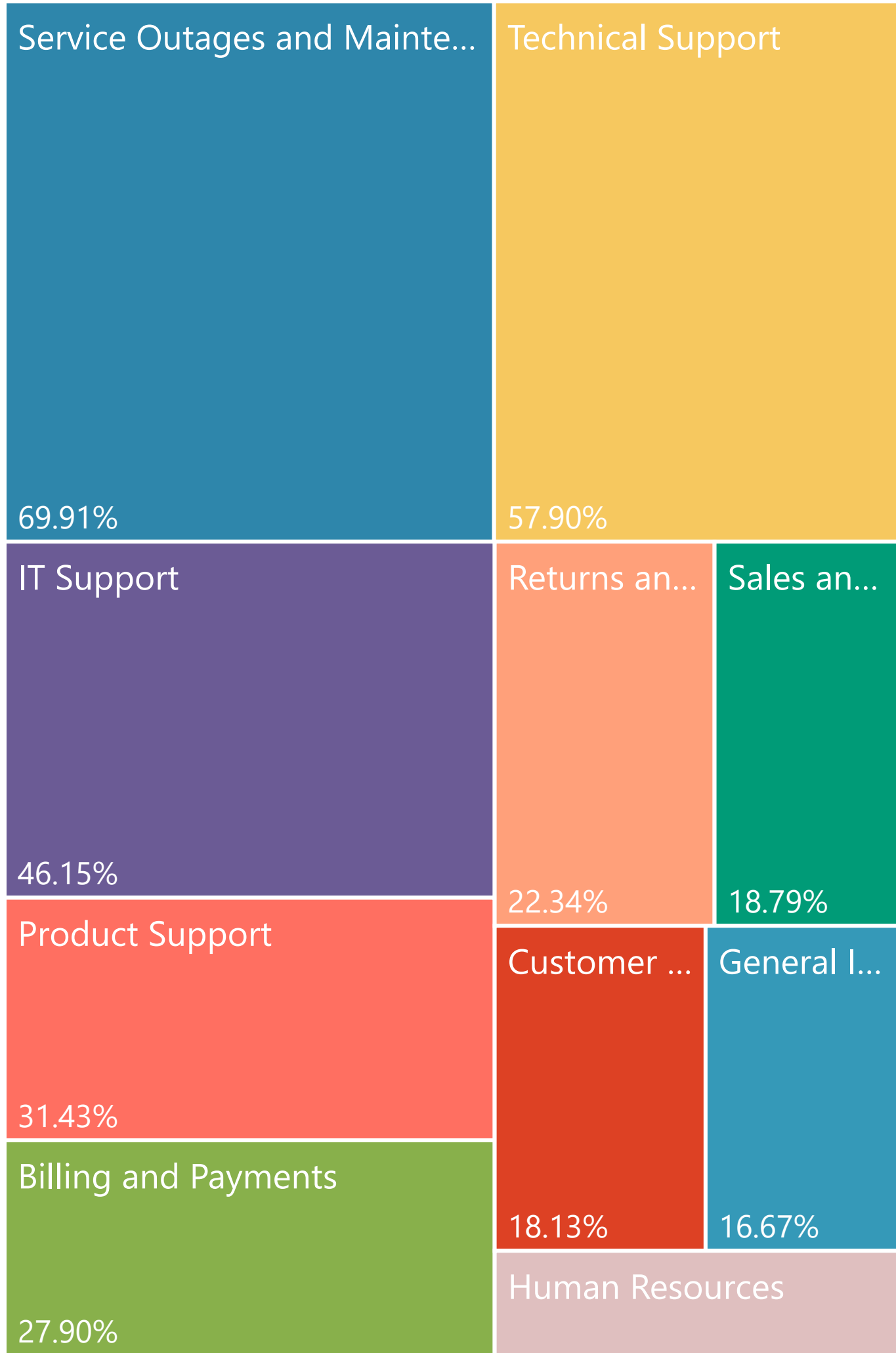### Total Tickets by Type
- Change 10.78%
- Problem 20.92%
- Incident 38.95%
- Request 29.35%
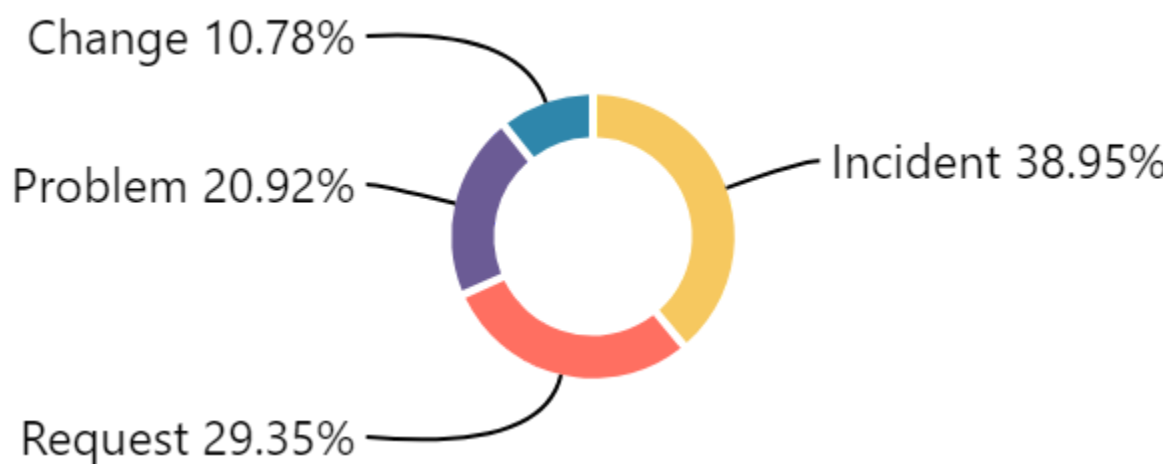
Total Tickets by Queue and Type
● Total Tickets - Change ● Total Tickets - Incident ● Total Tickets - Problem

4K — Back — Zoom-out — Lin

Categories: Techni..., Produc..., Custo..., IT Sup..., Billing..., Return..., Service..., Sales a..., Huma..., Genera...
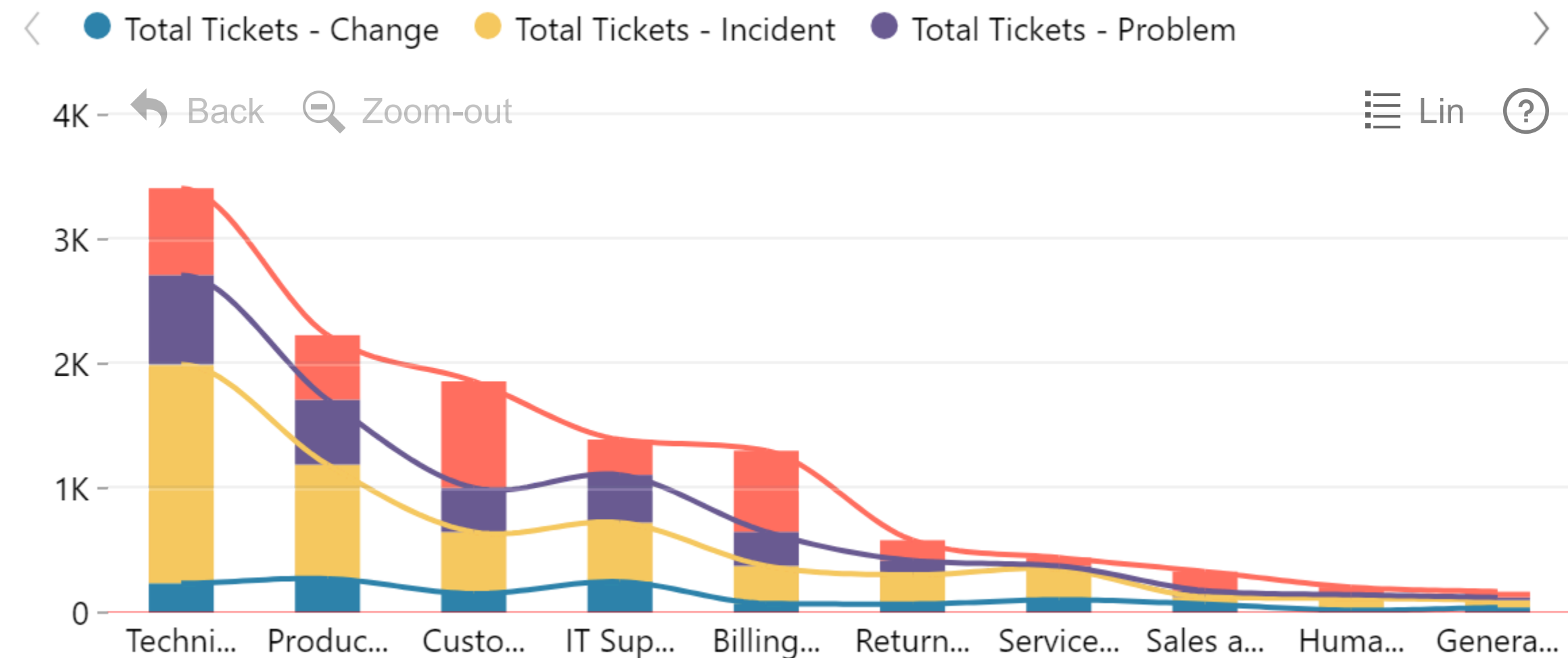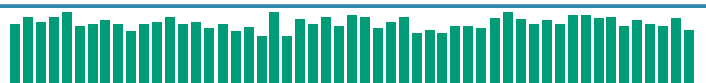
Total Tickets and Avg Resolution Time by Month
● Total Tickets ● Avg Resolution Time (Days)

Months: Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec
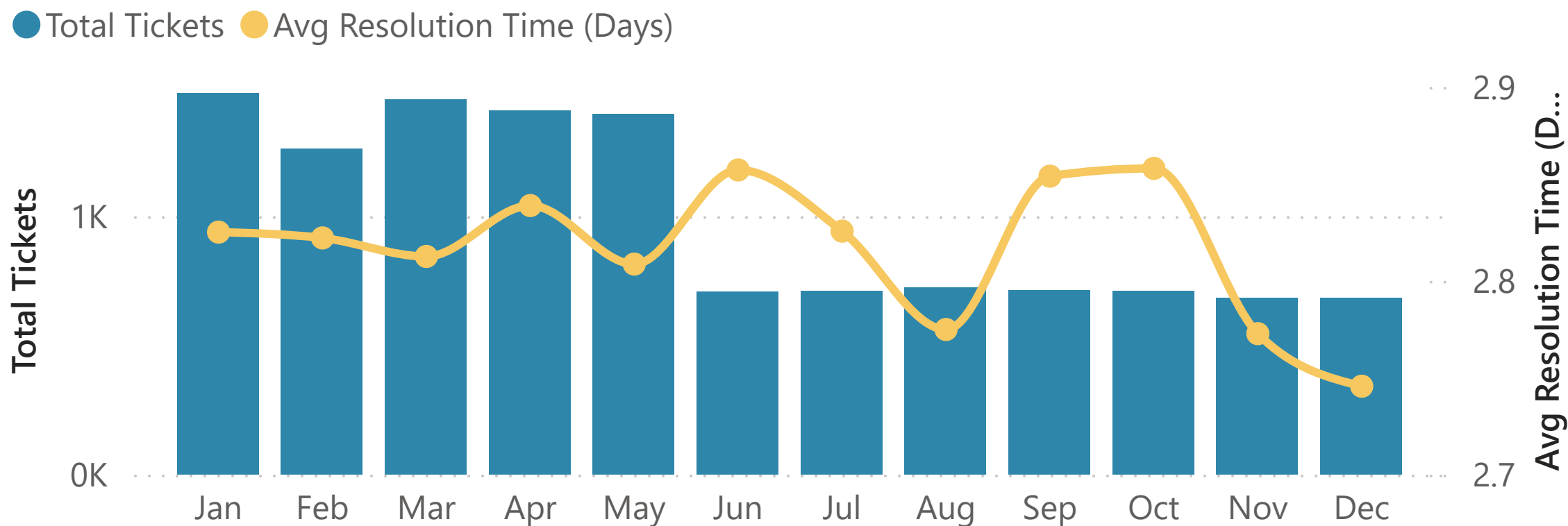
SLA Compliance Rate by Queue

Queue	Rate
Service Outages and Mainte...	69.91%
Technical Support	57.90%
IT Support	46.15%
Returns an...	22.34%
Sales an...	18.79%
Product Support	31.43%
Customer ...	18.13%
General I...	16.67%
Billing and Payments	27.90%
Human Resources	

Ticket Matrix by Queue, Priority and Type

Queue	Total Tickets	Avg Resolution Time	SLA Compliance Rate	Breached Ticket %
Technical Support	3411	2.54	57.90%	42.10%
Product Support	2230	2.87	31.43%	68.57%
Customer Service	1859	3.12	18.13%	81.87%
IT Support	1391	2.65	46.15%	53.85%
Billing and Payments	1301	2.93	27.90%	72.10%
Returns and Exchanges	582	3.13	22.34%	77.66%
Service Outages and Maintenance	442	2.43	69.91%	30.09%
Sales and Pre-Sales	330	3.16	18.79%	81.21%
Human Resources	205	3.34	11.22%	88.78%
General Inquiry	168	3.49	16.67%	83.33%
Total	**11919**	**2.82**	**38.34%**	**61.66%**

(rightmost column: Avg Resolution Time by Date — sparkline bars)

Avg Resolution Time (Days) by Weekday
Weekdays: Mon, Tue, Wed, Thu, Fri, Sat, Sun
Y-axis: 2.80, 2.82, 2.84
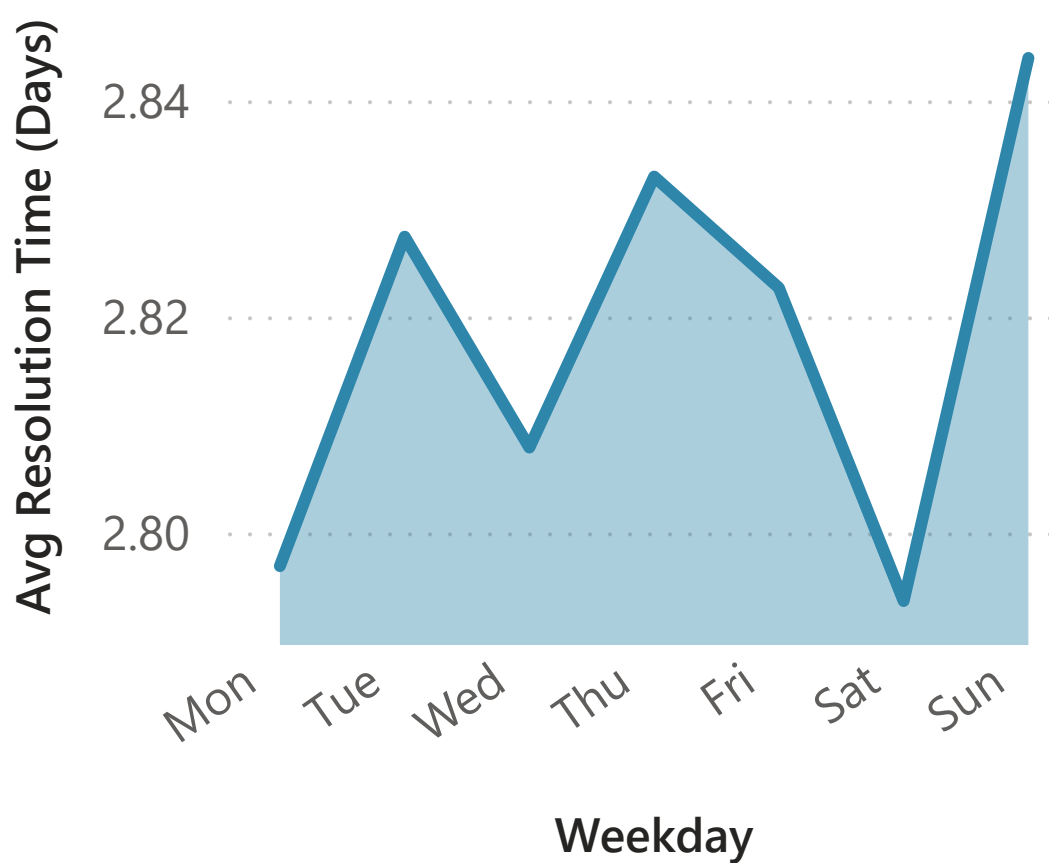
IT Support Ticket Analysis Dashboard
Tag Insights and Regional Analysis: Tags, Country and Ticket Volume Heatmap

IT Support Operations Overview

Tag Insights and Regional Analysis

11919 Total Tickets

2.82 Avg Resolution Time

4570 High Priority Tickets

Belgium Top Country by Tickets

Jan 2025 Top Month by Tickets

38.34% SLA Compliance Rate

61.66% SLA Breach Rate

Slicers

Country	Priority	Type	Year	Queue	
All	All	All	All	All	Clear all slicers

Top 10 Tickets by All Tag Categories

Tag Value (y-axis): Tech Support, IT, Documentation, Feedback, Performance, Bug, Technical, Security, Resolution, Feature

Total Tickets (x-axis): 0K, 2K, 4K

Ticket Volume Heatmap

Days	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Mon												
Tue												
Wed												
Thu												
Fri												
Sat												

Top 50 Tag Value by All Tag Categories

Word cloud: Performance, Documentation, Tech, Support, Security, IT, Feedback, Technical, Resolution, Network, Bug, Customer, Guidance, Marketing, Campaign, Encryption, Investigation, Breach, Analytics, Update, Login, Crash, Issue, Product, Billing, Incident, Account, Follow, Software, Communication, Disruption, Hardware, Up, Outage, Payment, Feature, Value, Sales, Strategy, Integration, Compliance, Alert, Training, Recovery, Virus, Refund, Investment, Maintenance

Tag Name

- [ ] Additional Tag
- [ ] Category Tag
- [ ] Documentation Tag
- [ ] Primary Tag
- [ ] Resolution Tag
- [ ] Secondary Tag

Avg Resolution Time by Country

Avg Resolution Time (Days) y-axis: 2.79, 2.80, 2.81, 2.82, 2.83, 2.84, 2.85

Country (x-axis): Austria, Netherlands, Latvia, Sweden, Spain, Italy, France, Portugal, Belgium, Poland

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Avg Resolution Time Breakdown by Country, Priority, Queue and Type

Country	Priority	Queue	💡 Type
Poland	medium	Billing and Payments	

Avg Resolution Time... 2.82

- Poland 2.85
- Belgium 2.83
- Portugal

- low 4.00
- medium 3.00
- high

- Billing and Payments 3.00
- Customer Service 3.00
- General Inquiry

- Incident 3.00
- Problem 3.00
- Request

11919

Total Tickets

2.82

Avg Resolution Time (Days)