



## MASSACHUSETTS HOSPITAL - TICKETS DASHBOARD

No of Tickets  
2,336

First Time Ticketers  
1,833

Returning Ticketers  
503

Resolved Tickets  
397

Active Tickets  
2,108

Tickets Resolved Immediately  
1,767

Tickets within SLA  
517

SLA Violated Tickets  
70

Tickets waiting on User  
308

Closed Tickets  
228

### Contact Reason

- ☐ Null
- ☐ Above 13 weeks
- ☐ Access to abortion services..
- ☐ Access to/buy pills
- ☐ Ask for somebody else
- ☐ Checking if abortion was su..
- ☐ Complications
- ☐ Contraception
- ☐ GBV
- ☐ Legal issues
- ☐ Menstrual cycle
- ☐ Pain management

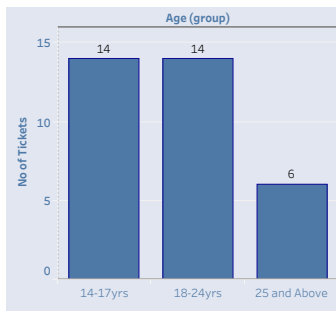
### Age Band

- ☒ Null
- ☐ 14-17yrs
- ☐ 18-24yrs
- ☐ 25 and Above

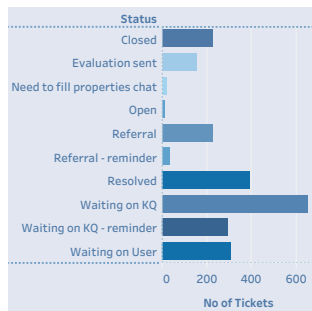
### Agent

All

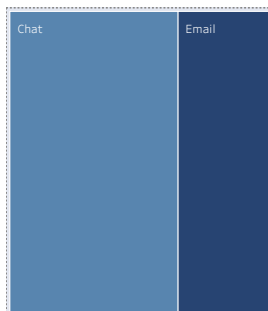
No of Ticket by Customer Age



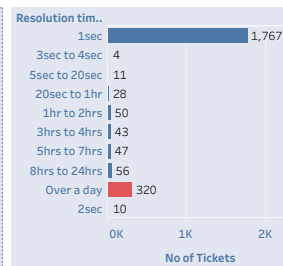
Ticket by Ticket Status



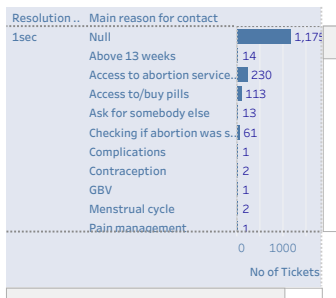
Ticket by Source



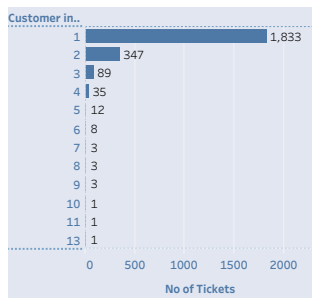
No of Ticket by Resolution Time



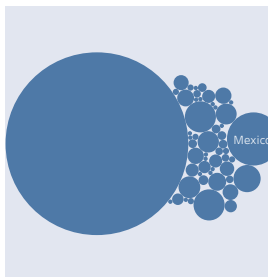
Ticket by Reason Description



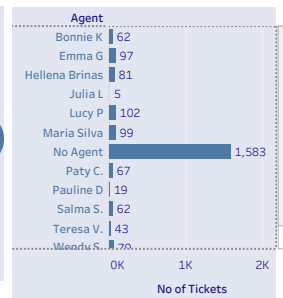
No of Tickets by Customer Return Times



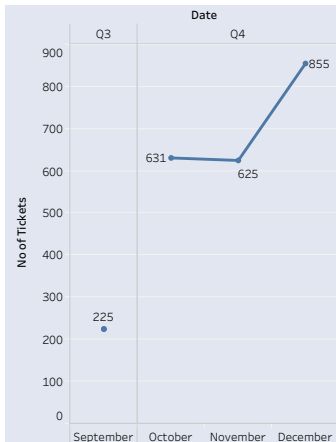
Ticket by Country



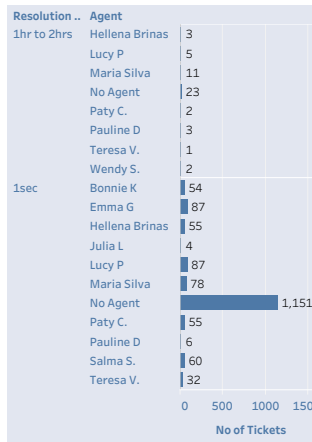
No of Ticket by Agent Name



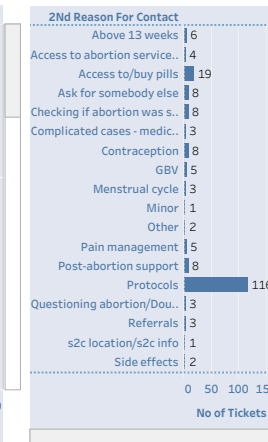
Trend of Ticket by Quarter and Months



No of Tickets by Resolution time and Agent



No of Tickets by 2nd Return Reason



No of Tickets by 3rd Return Reason

