Ticket Performance Dashboard

48.20%

| SLA Compliance (%) | SLA None-Compliance (%) |

Monthly SLA Compliance Trend
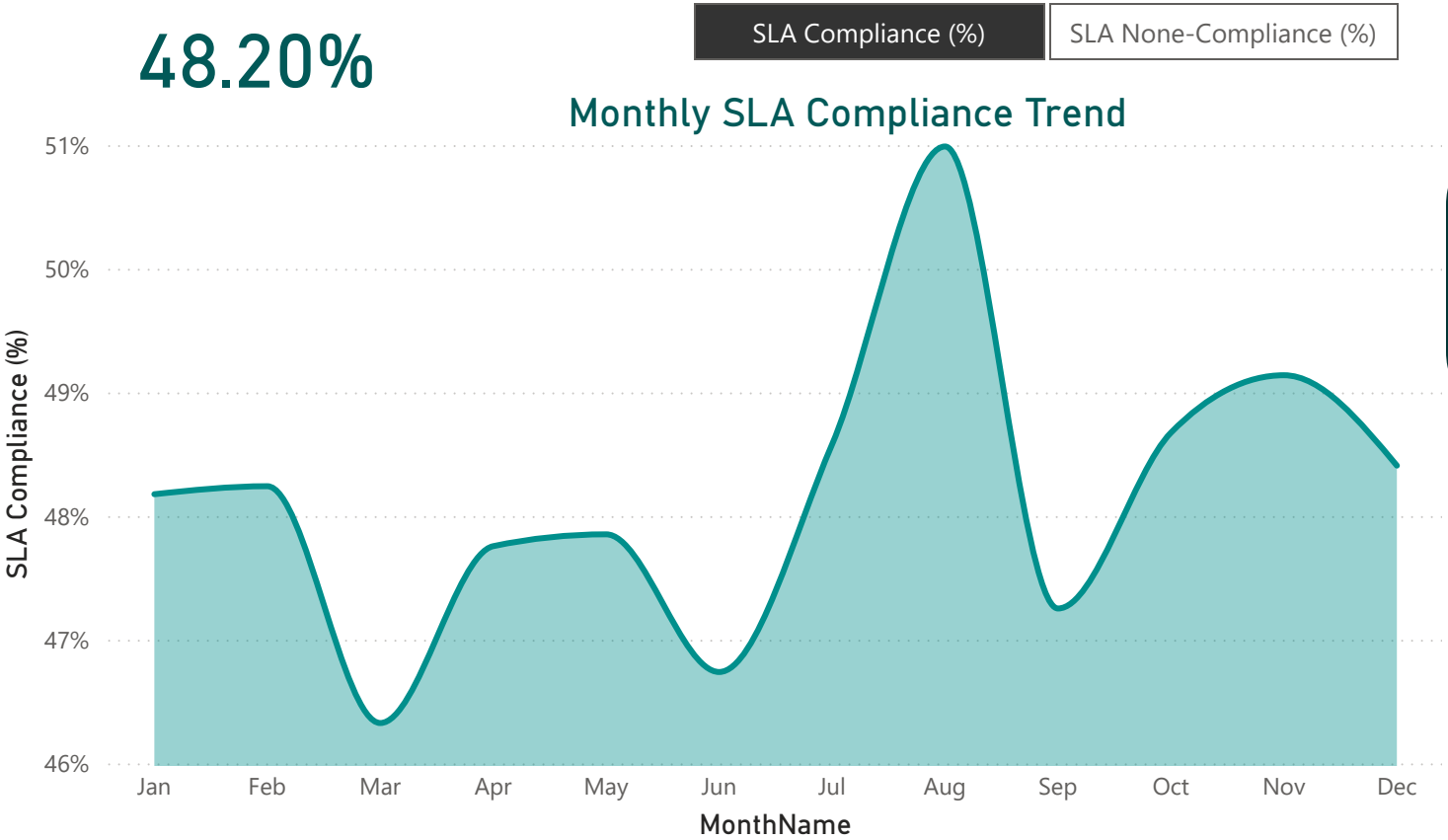
Compliance SLA Tickets

1,890 is the total compliance SLA changes between 2018 and 2017 which is 26.09% YoY change

9135
26.09%

Compliance SLA Commentary

None-Compliance SLA Tickets

2,149 is the total compliance SLA changes between 2018 and 2017 which is 28.02% YoY change

9819
28.02%

None-Compliance SLA Commentary

Total Ticket	Total Agent	AVG Resolution State	AVG Agent Age
19K	50	4.56	39.40

SLA Compliance Trend by priority

| 53.57% | 49.00% | 44.00% | 43.29% |
| High | Mid | Unassiged | Low |

Priority