

Technical Support Dashboard | Metrics Performance

Company Performance Indicators

1912/2330

Solved/Created

PM

180/213

82.1%

Closure Rate (CR)

PM

84.5%

66.4%

CR OnTime

PM

60.6%

80.9%

SLA Compliance

PM

71.7%

Agent Performance KPI's

3.5

AVG Survey Result

PM

3.6

33.2

Resolution time hrs

PM

37.9

26.1

Response time min

PM

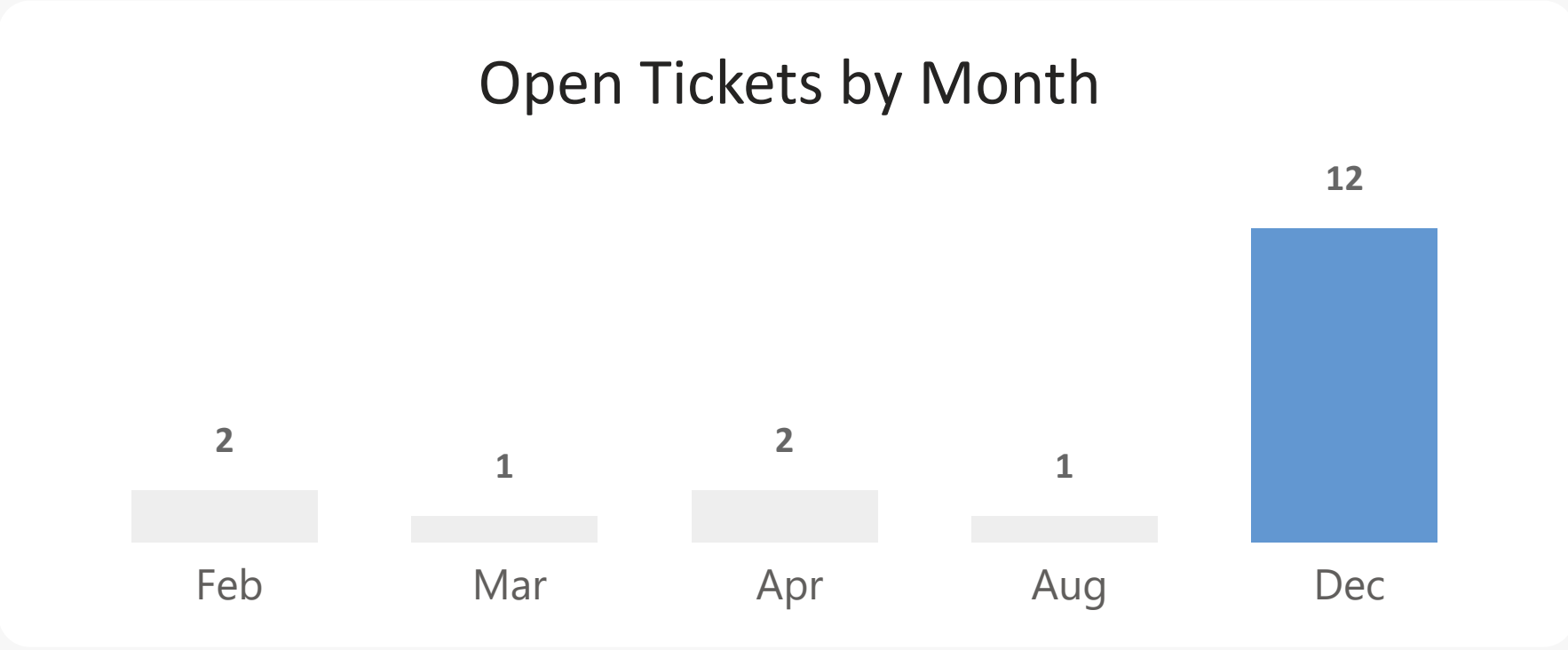
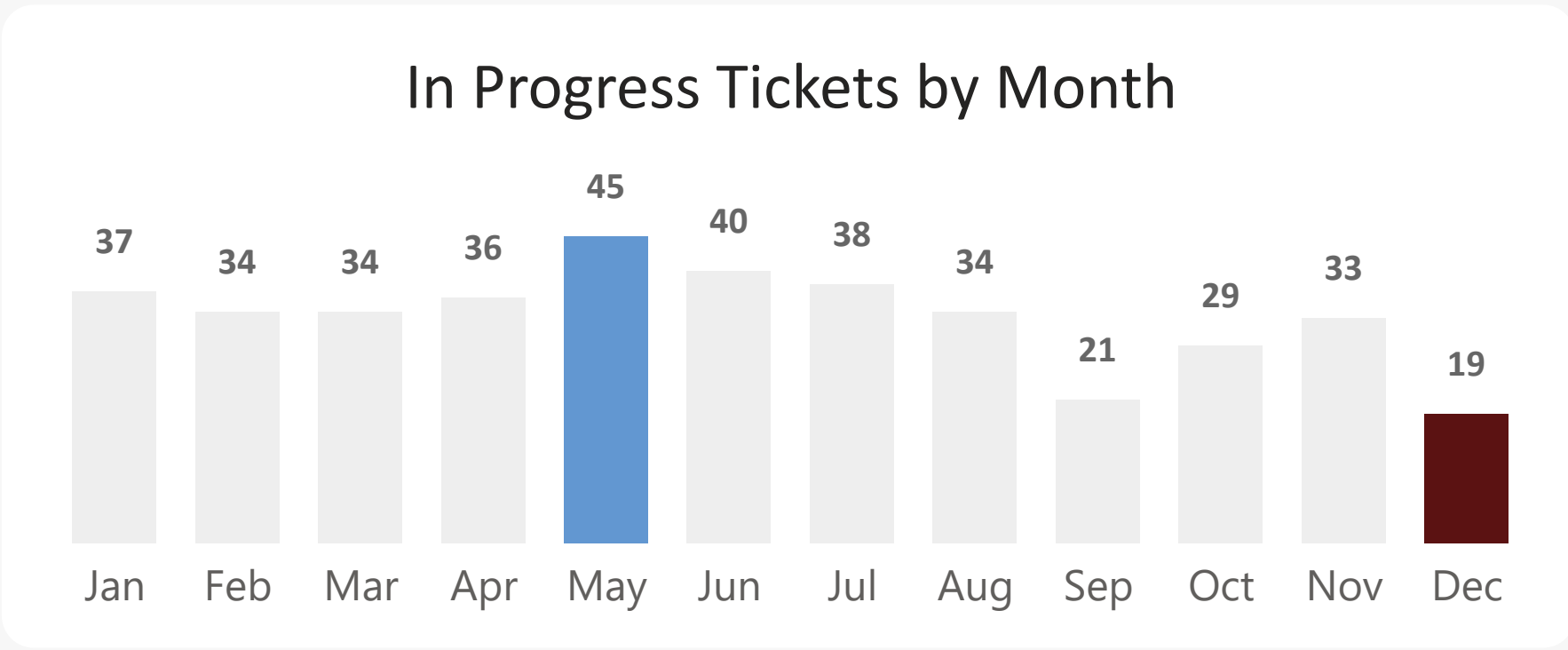
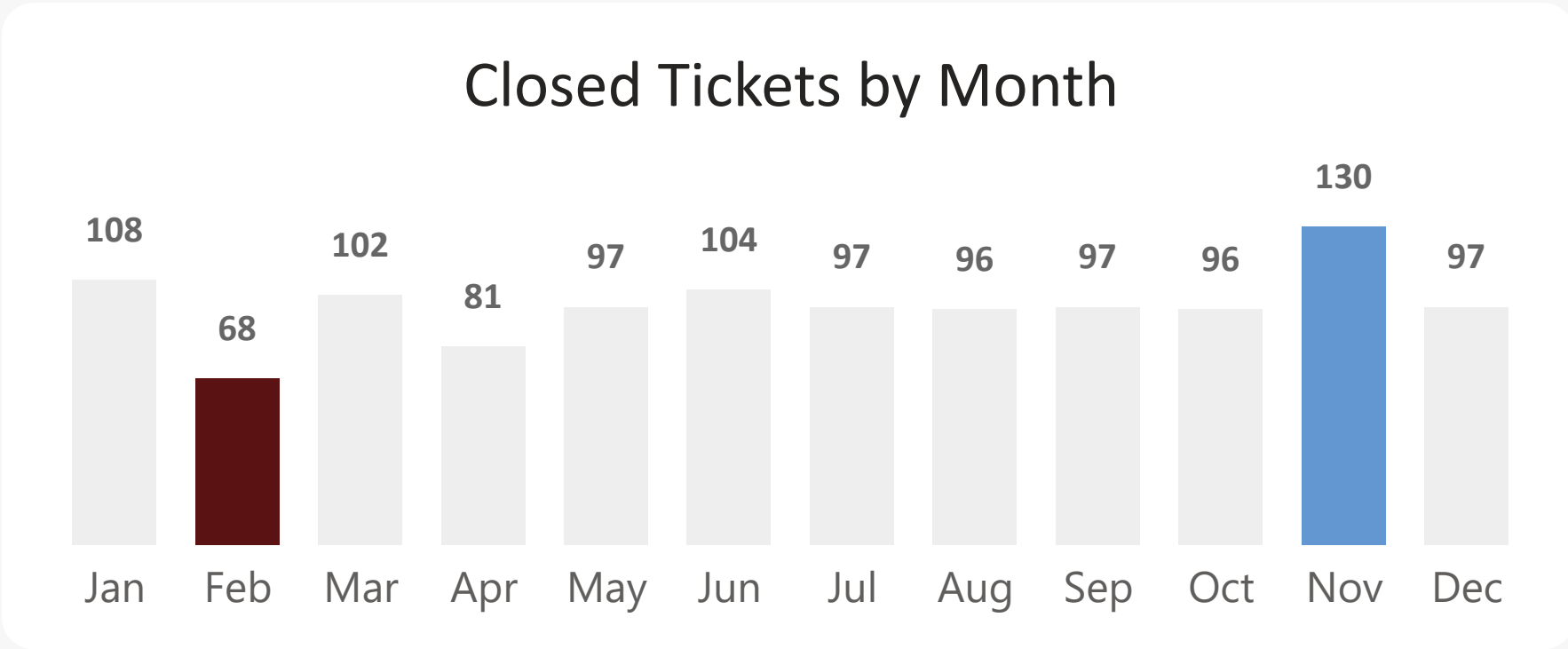
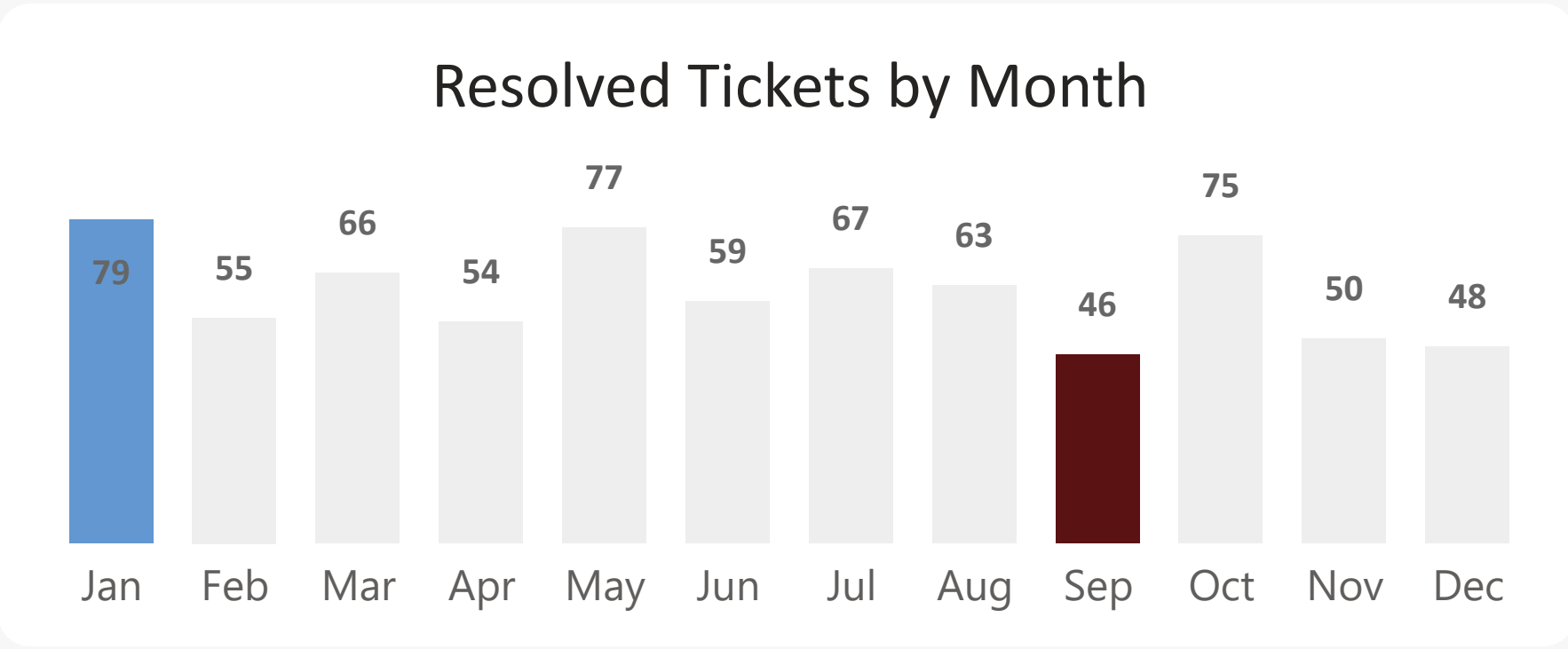
20.7

5.4

Agents Interactions

PM

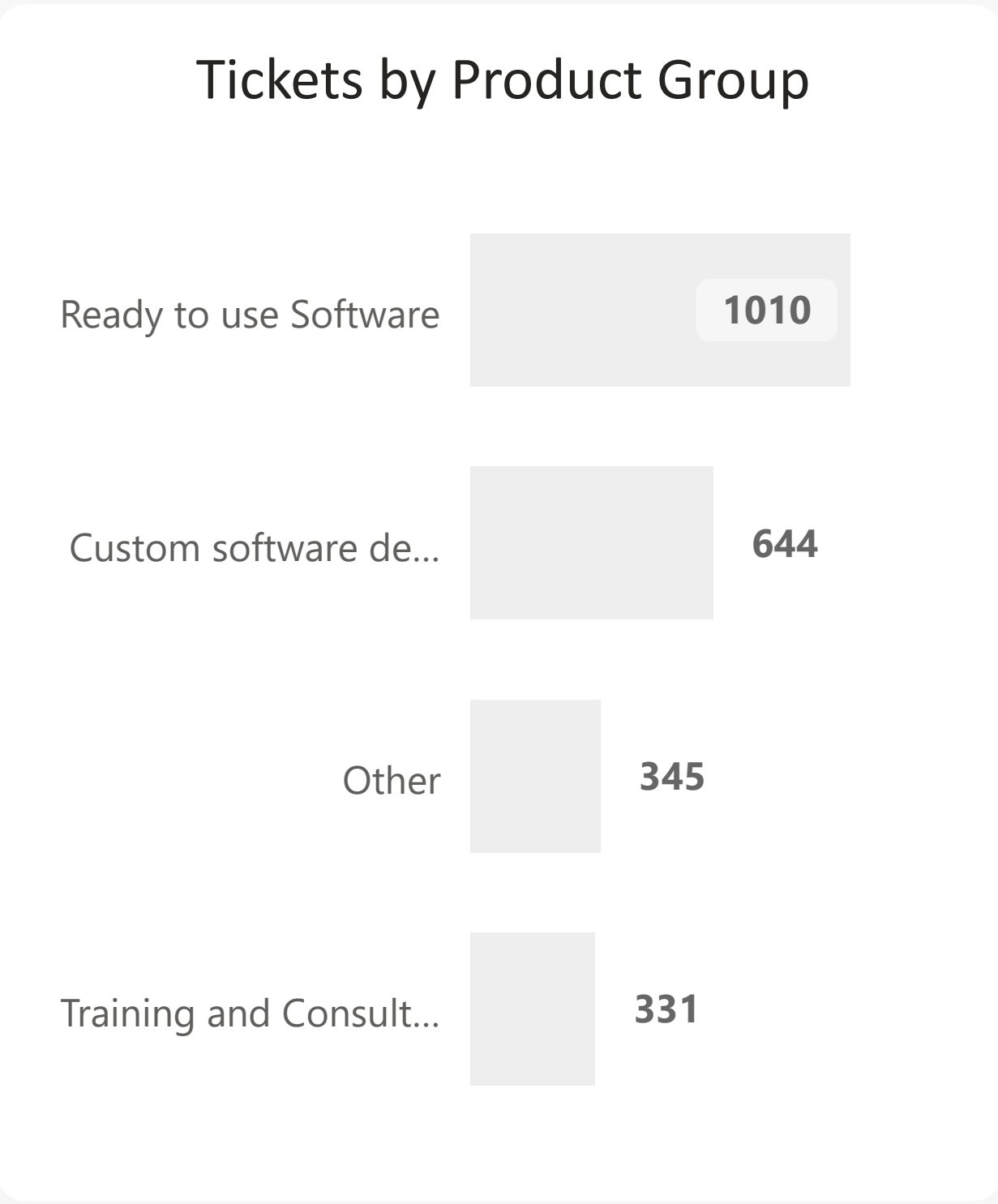
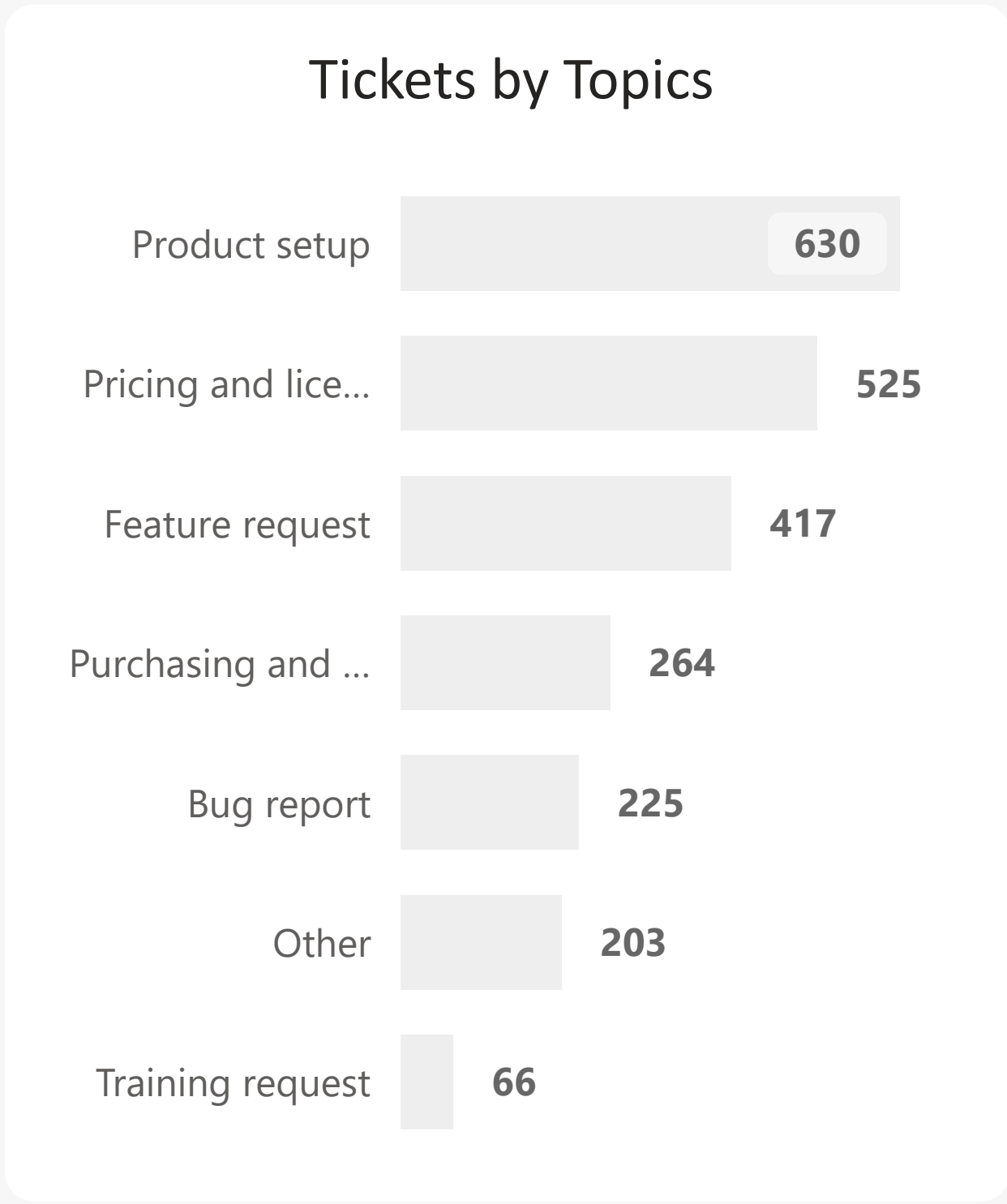
5.0



Metrics

Agents

Tickets



145/176

Solved/Created

PM

180/213

82.4%

Closure Rate (CR)

PM

84.5%

59.7%

CR On Time

PM

60.6%

72.4%

SLA Compliance

PM

71.7%

3.6

AVG Survey Result

PM

3.6

37.1

Resolution time hrs

PM

37.9

23.4

Response time min

PM

20.7

5.5

Agents Interactions

PM

5.0

48

Resolved

97

Closed

19

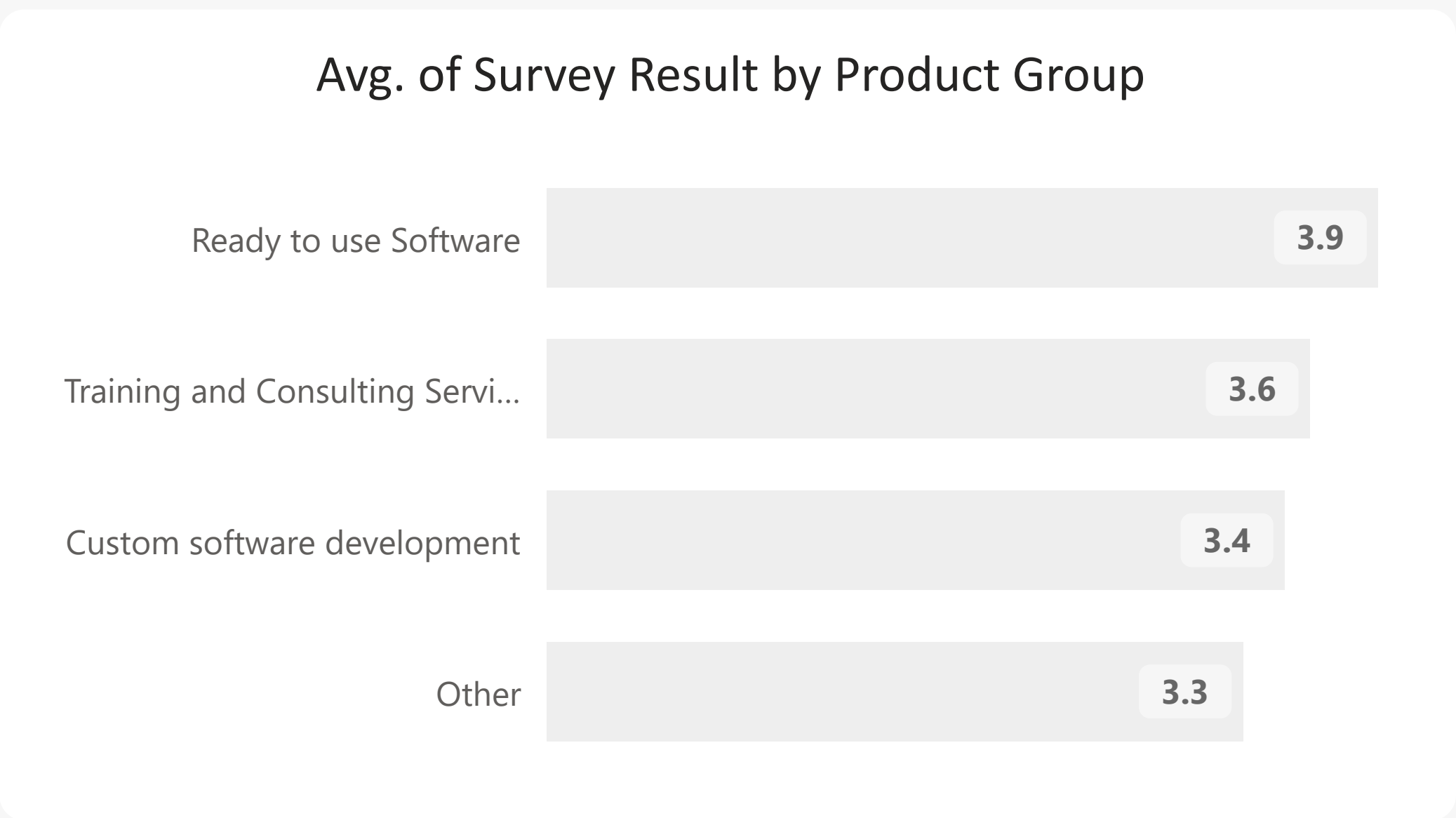
In Progress

12

Open

Agents along with KPI's

Agent Name	Tickets	Solved Closed	CR	CROT	SLA Compliance
Connor Danielovitch	26	<div><div></div></div> 20	76.92%	61.5%	80.0%
Heather Urry	10	<div><div></div></div> 10	100.00%	80.0%	80.0%
Kristos Westoll	24	<div><div></div></div> 20	83.33%	62.5%	75.0%
Adolpho Messingham	20	<div><div></div></div> 15	75.00%	55.0%	73.3%
Bernard Beckley	32	<div><div></div></div> 28	87.50%	62.5%	71.4%
Michele Whyatt	15	<div><div></div></div> 14	93.33%	66.7%	71.4%
Sheela Cutten	26	<div><div></div></div> 20	76.92%	53.8%	70.0%
Nicola Wane	23	<div><div></div></div> 18	78.26%	47.8%	61.1%
Total	176	145	82.39%	59.7%	72.4%



Avg. of Survey Result by Topic

Purchasing and invoicing

4.0

Other

3.7

Product setup

3.7

Feature request

3.6

Bug report

3.6

Pricing and licensing

3.5

Training request

3.0

Avg. of Survey Result by Country

Italy

4.4

Bulgaria

4.3

Poland

4.1

France

3.9

Slovenia

3.7

Austria

3.5

Czech R...

3.5

Germany

3.4

United ...

3.4

Spain

3.3

Republi...

2.8

Greece

2.8

SLA Resolution vs Survey Count

Within SLA

SLA Violated

73 (75.3%)

24 (24.7%)

SLA Response vs Survey Count

Within SLA

SLA Violated

87 (89.7%)

10 (10.3%)

1912/2330

Solved/Created

PM

180/213

82.1%

Closure Rate (CR)

PM

84.5%

66.4%

CR On Time

PM

60.6%

80.9%

SLA Compliance

PM

71.7%

3.5

AVG Survey Result

PM

3.6

33.2

Resolution time hrs

PM

37.9

26.1

Response time min

PM

20.7

5.4

Agents Interactions

PM

5.0

Ticket ID	Agent Name	Created Date	Created Time	Status	SLA For first response	SLA For Resolution	Survey results	Resolution Date
1012	Kristos Westoll	02-01-2023	02-01-2023 00:58:36	Closed	Within SLA	Within SLA	3	04-01-2023
1015	Connor Danielovitch	03-01-2023	03-01-2023 03:09:39	Closed	SLA Violated	Within SLA	4	04-01-2023
1016	Kristos Westoll	03-01-2023	03-01-2023 00:03:58	Closed	Within SLA	Within SLA	2	04-01-2023
1017	Sheela Cutten	03-01-2023	03-01-2023 14:25:42	Closed	Within SLA	Within SLA	2	04-01-2023
1018	Kristos Westoll	03-01-2023	03-01-2023 15:32:02	Closed	Within SLA	Within SLA	3	05-01-2023
1021	Bernard Beckley	03-01-2023	03-01-2023 09:27:35	Closed	Within SLA	Within SLA	4	04-01-2023
1024	Bernard Beckley	03-01-2023	03-01-2023 16:41:11	Closed	SLA Violated	Within SLA	5	03-01-2023
1025	Sheela Cutten	03-01-2023	03-01-2023 04:50:04	Closed	Within SLA	SLA Violated	3	07-01-2023
1026	Nicola Wane	04-01-2023	04-01-2023 10:49:27	Closed	Within SLA	Within SLA	4	04-01-2023
1029	Bernard Beckley	04-01-2023	04-01-2023 09:12:41	Closed	Within SLA	Within SLA	5	05-01-2023
1030	Connor Danielovitch	04-01-2023	04-01-2023 19:36:58	Closed	Within SLA	Within SLA	4	05-01-2023
1038	Bernard Beckley	05-01-2023	05-01-2023 04:18:55	Closed	Within SLA	Within SLA	3	05-01-2023
1041	Bernard Beckley	05-01-2023	05-01-2023 02:59:54	Closed	SLA Violated	Within SLA	2	05-01-2023
1043	Connor Danielovitch	05-01-2023	05-01-2023 03:31:45	Closed	Within SLA	Within SLA	5	06-01-2023
1044	Kristos Westoll	06-01-2023	06-01-2023 20:45:42	Closed	Within SLA	Within SLA	2	07-01-2023

Priority group

Priority ● High ● Low ● Medium

