

FP20 ANALYTICS

Country

All

Year

All

Quarter

All

Month Name

All

Week Type

All

Navigation

DETAILS

TIME ANALYSIS

GLANCE

Total Ticket Raised

11923

%High Priority Ticket

38.3%

Avg Resolution Day

2.82

Change

1285

Total Ticket

Incident

4642

Total Ticket

Problem

2498

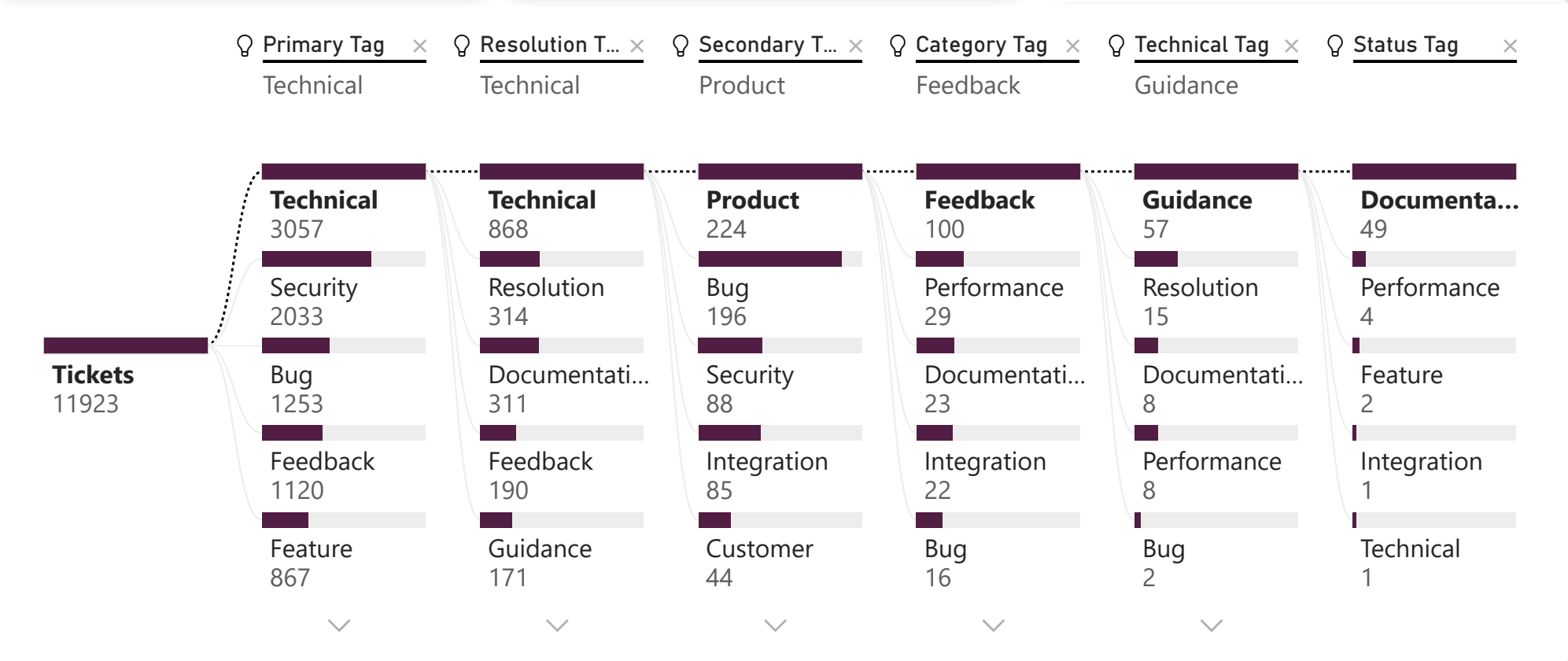
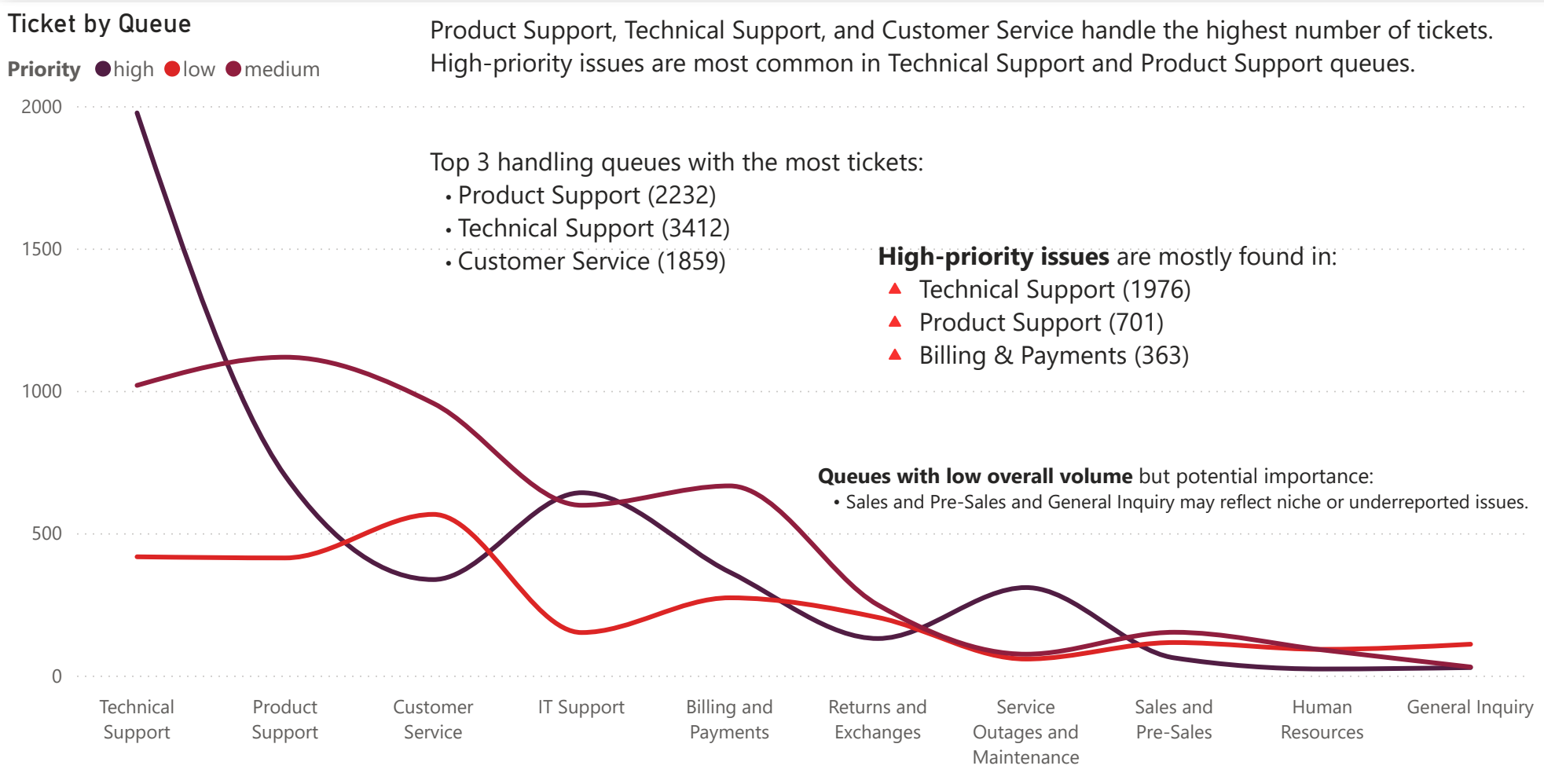
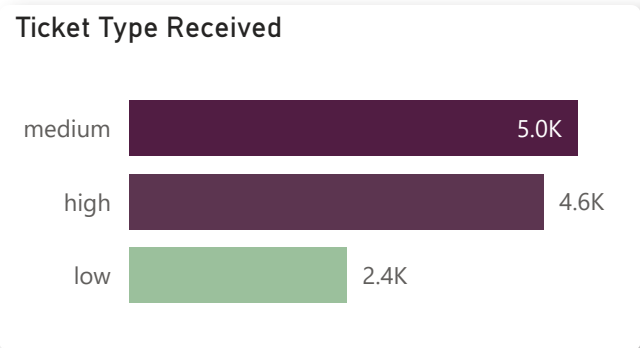
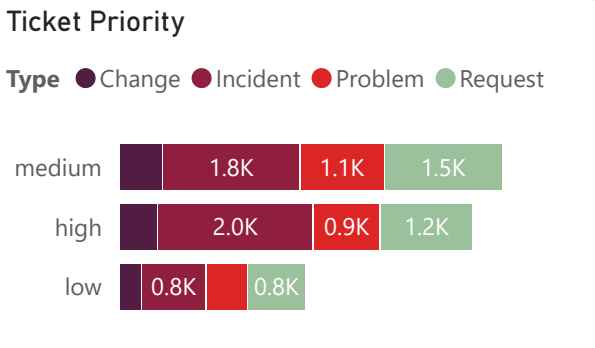
Total Ticket

Request

3498

Total Ticket

Support	high	low	medium
Technical Support	1976	417	1019
Service Outages and Maintenance	309	58	75
Sales and Pre-Sales	62	116	152
Returns and Exchanges	130	204	248
Product Support	701	413	1118
IT Support	642	151	598
Human Resources	23	92	90
General Inquiry	28	110	30
Customer Service	337	566	956
Billing and Payments	363	273	666



Ticket received by country Vs Priority

Country	high	low	medium	Total
Belgium	468	256	516	1240
Sweden	475	247	516	1238
Latvia	497	256	479	1232
Spain	453	229	540	1222
Italy	456	239	495	1190
Poland	422	242	516	1180
France	450	243	486	1179
Portugal	440	240	487	1167
Netherlands	463	236	439	1138
Austria	447	212	478	1137
Total	4571	2400	4952	11923

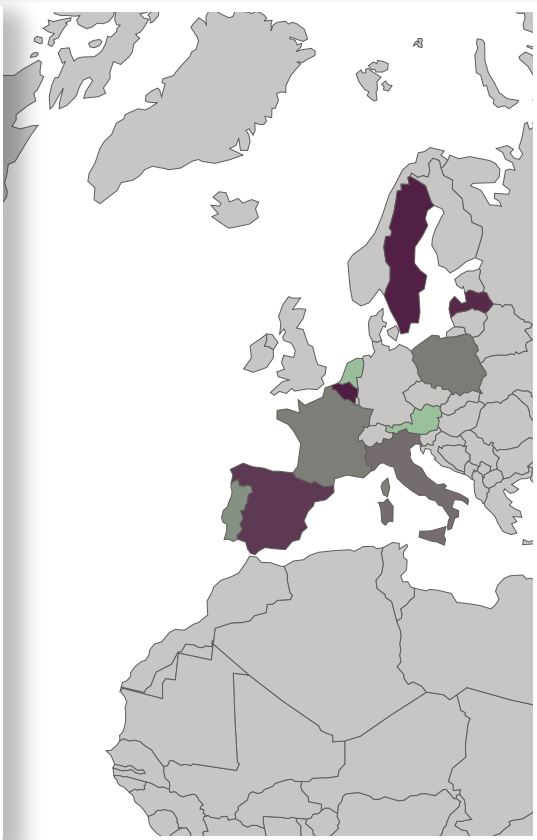
High Prior Country

Priority ● high ● low ● medium

Belgium

1240

37.74% 20.65% 41.61%



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Navigation



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FILTERS

Country

All

Year

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All

Month Name

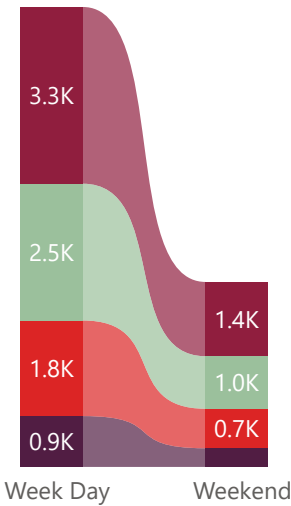
All

Week Type

All

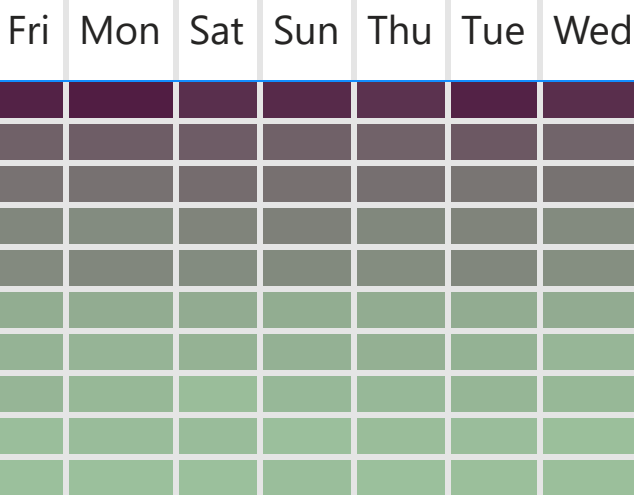
Ticket by Week Type and Ticket Type

Change Incident Problem Request



Queue

- Technical Support
- Product Support
- Customer Service
- IT Support
- Billing and Payments
- Returns and Exchanges
- Service Outages and Maintenance
- Sales and Pre-Sales
- Human Resources
- General Inquiry



Most Ticket Handled by Team

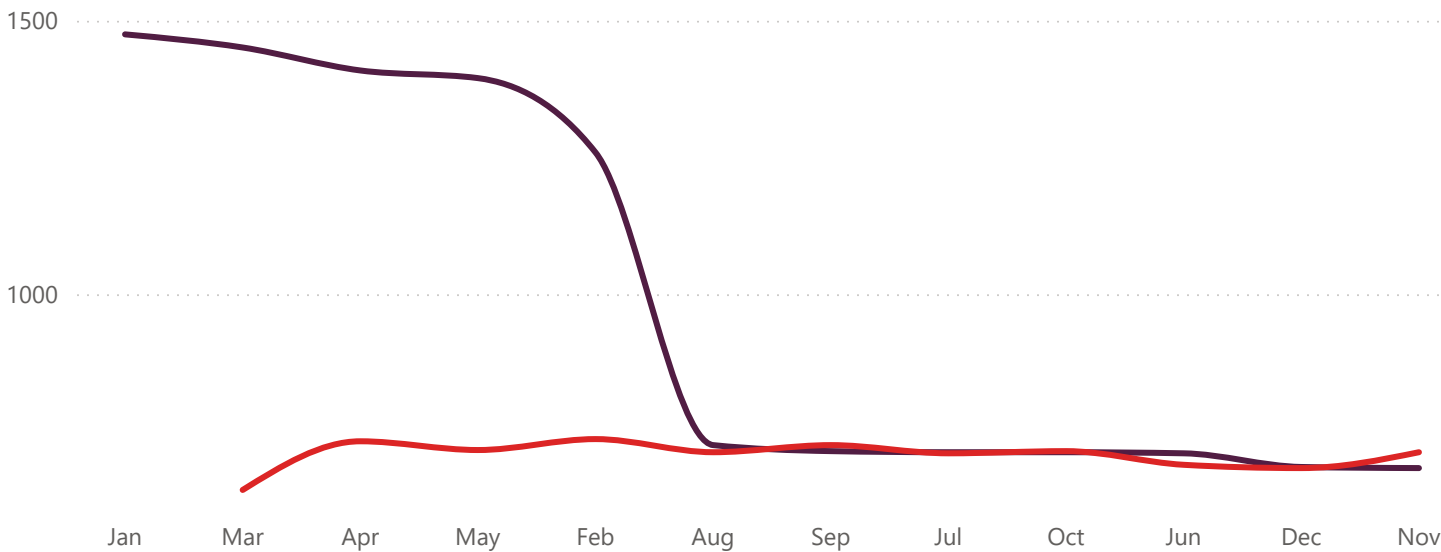
Change Incident Problem Request

Technical Support

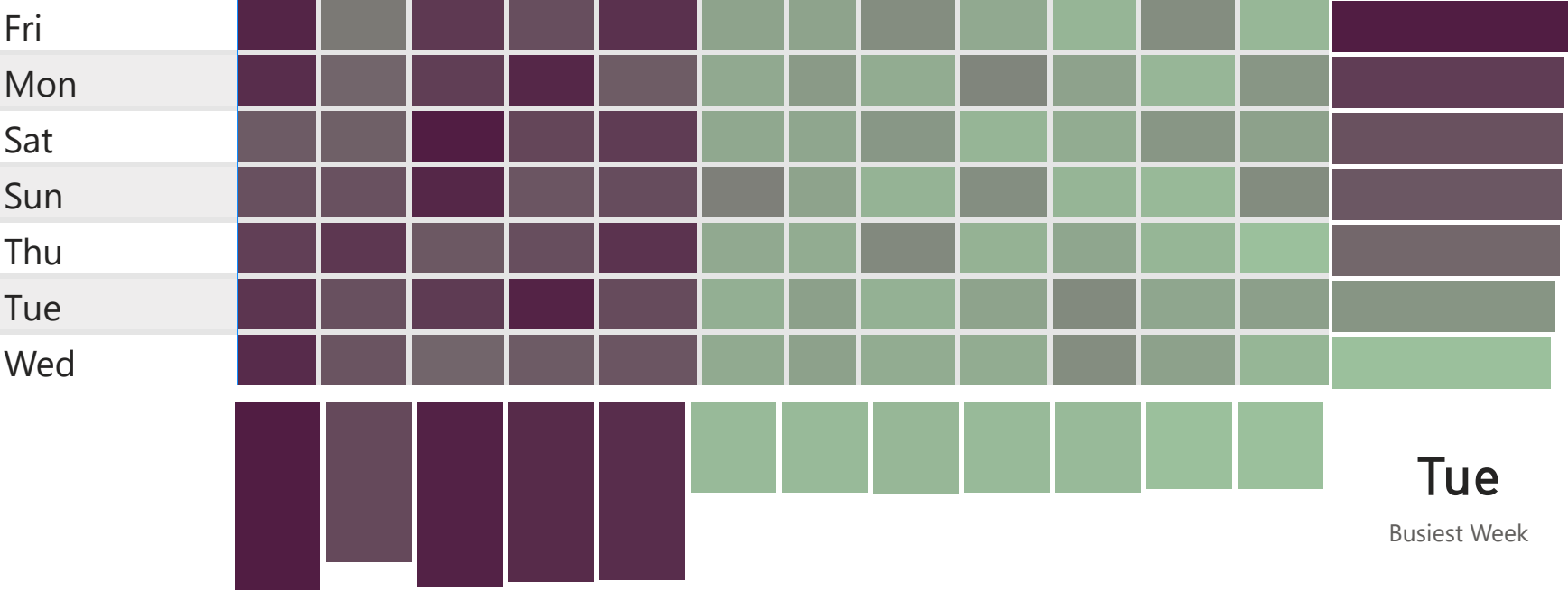


Ticket Trend

TotalTicket Month PY



Week Name Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec



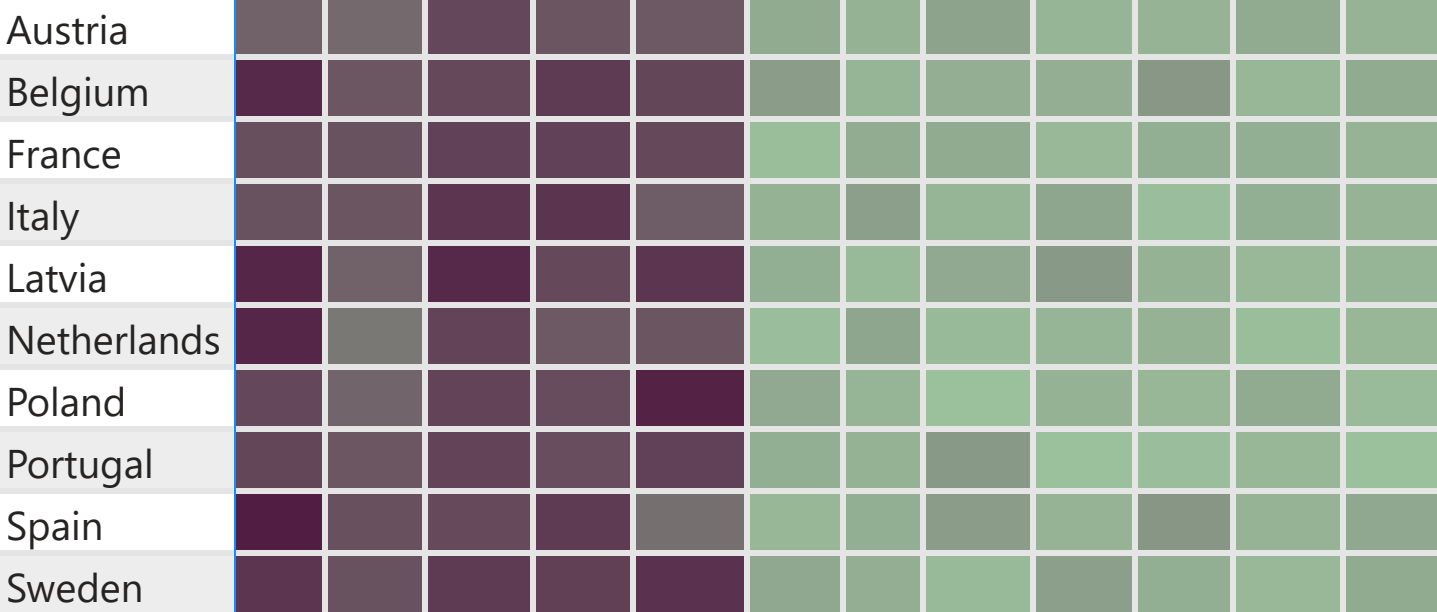
Most Ticket Raised In Month & Week

Change Incident Problem Request

Jan



Country Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec



Most Ticket Raised By the Country

Change Incident Problem Request

Belgium



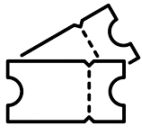
# FP20 ANALYTICS

## Navigation



Total Ticket Raised

11923



%High Priority Ticket

38.3%



Avg Resolution Day

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## FILTERS

Year

All

Quarter

All

Month Name

All

Week Type

All

Country	Ticket		%High Priority	%Medium Priority	%Low Priority	Change Request	Incident Request	Problem Request	Request Request	Avg Resolution Day	
Belgium	1240		37.7%	41.61%	20.65%	122	532	249	337	2.83	
Sweden	1238		38.4%	41.68%	19.95%	127	472	256	383	2.82	
Latvia	1232		40.3%	38.88%	20.78%	134	485	244	369	2.80	
Spain	1222		37.1%	44.19%	18.74%	139	486	241	356	2.82	
Italy	1190		38.3%	41.60%	20.08%	108	462	271	349	2.82	
Poland	1180		35.8%	43.73%	20.51%	130	421	269	360	2.85	
France	1179		38.2%	41.22%	20.61%	104	456	256	363	2.82	
Portugal	1167		37.7%	41.73%	20.57%	150	438	248	331	2.83	
Netherlands	1138		40.7%	38.58%	20.74%	149	437	236	316	2.80	
Austria	1137		39.3%	42.04%	18.65%	122	453	228	334	2.79	
Total	11923		38.3%	41.53%	20.13%	1285	4642	2498	3498	2.82	