



TICKET
SUPPORT

Ticket Subject

All

TICKET_COUNT

4000

AVG_RESOLUTION_TIME

7.71 Hrs

TOP_ISSUE_CATG

Software bug

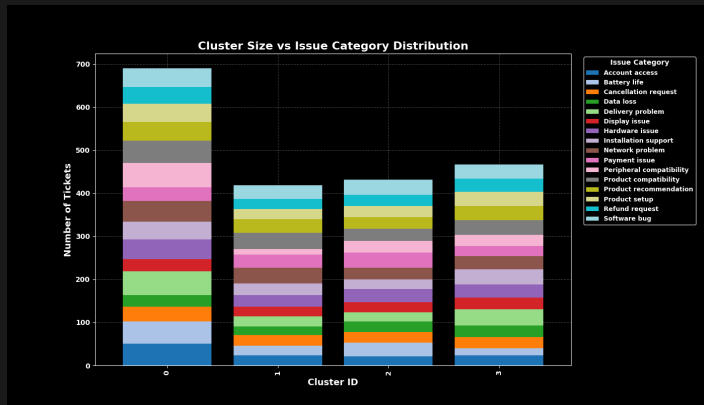
HIGH_PRIORITY_TICKETS

983

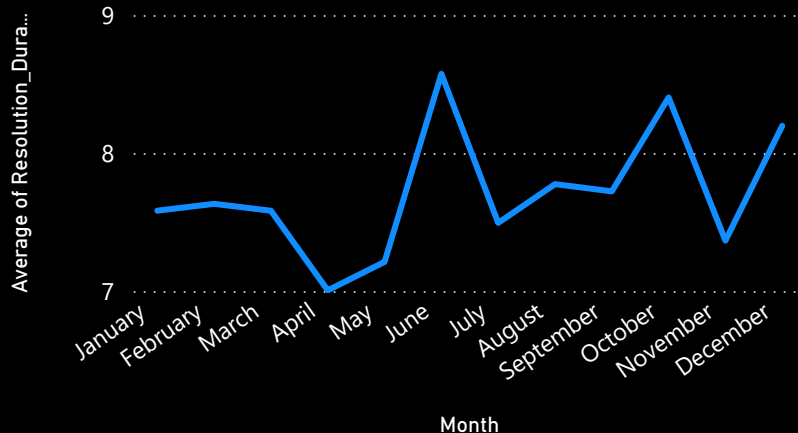
AVG_RESOLUTION_TIME(
High priority)

8.25 hrs

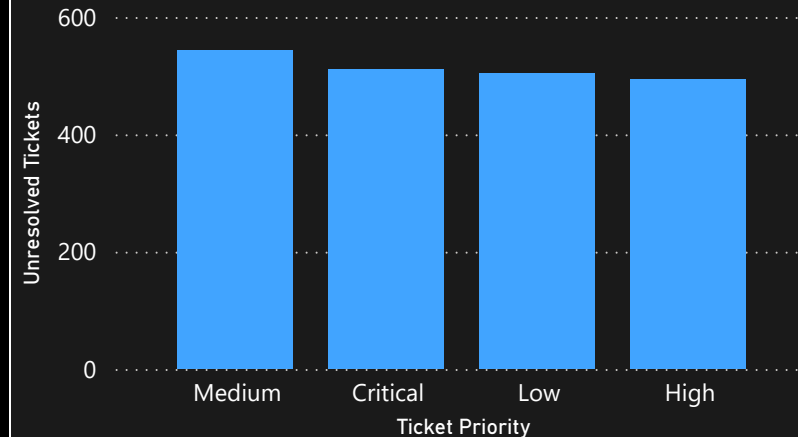
Priority_Score, Resolution_Duration, Customer
Satisfaction Rating and Ticket Subject



Average of Resolution_Duration by Month

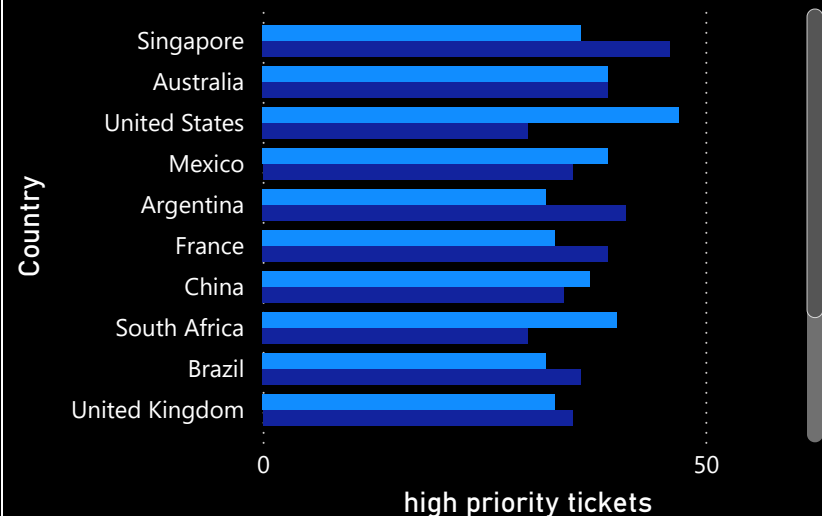


Unresolved Tickets by Ticket Priority



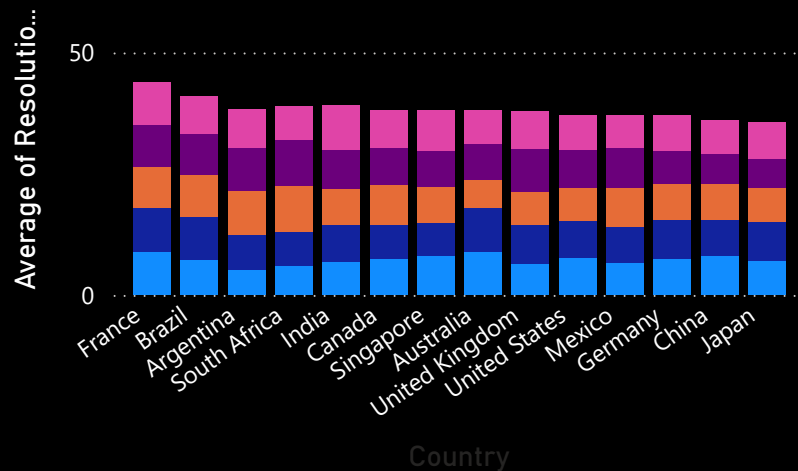
high priority tickets by Country and Ticket Status

Ticket Status ● Closed ● Unresolved



Average of Resolution_Duration by Country and
Ticket Type

Ticket Type ● Billing inquiry ● Cancellation ... ● Product in...



Priority_Score, Resolution_Duration and Customer
Satisfaction Rating

