

# Technical Support

Select Source

All

Select Priority

All

Select Status

All

Select Topic

All

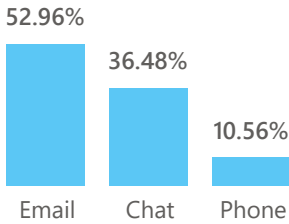
Select Week Num

All

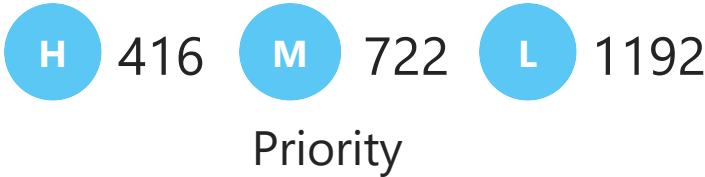
Select Week Day

All

Source



Total Ticket: 2330



Opened



18

+2312From Yesterday

In Progress



400

+1930From Yesterday

Resolved



739

+1591From Yesterday

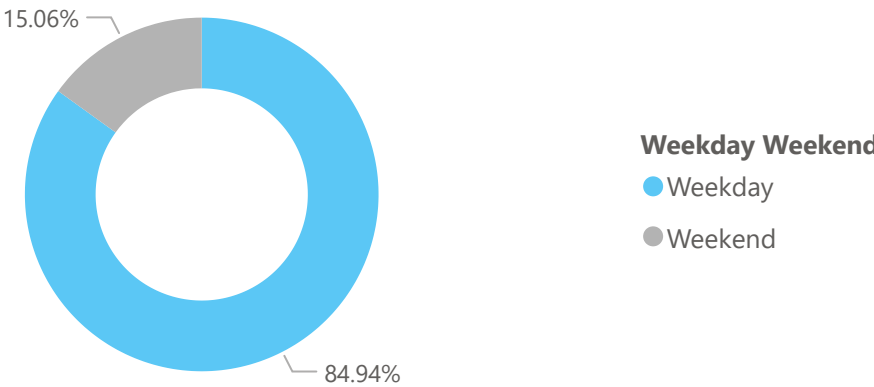
Closed Ticket



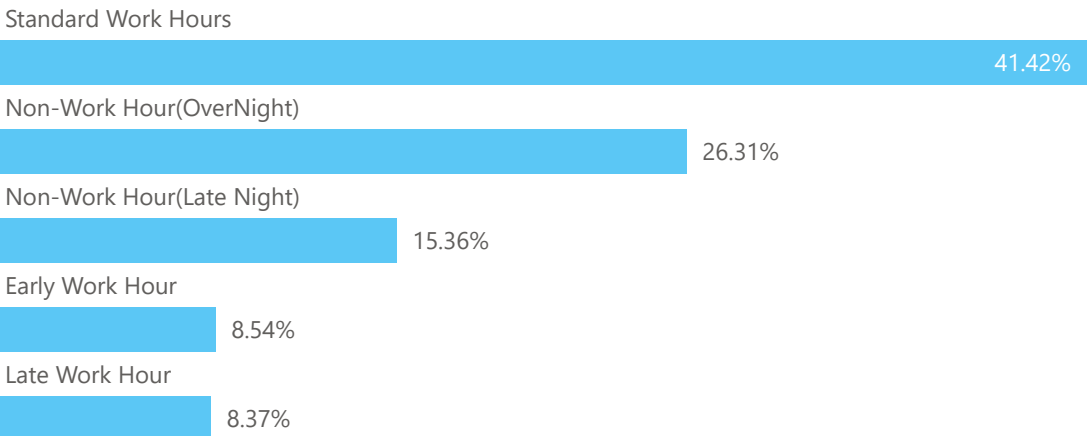
1K

+1157From Yesterday

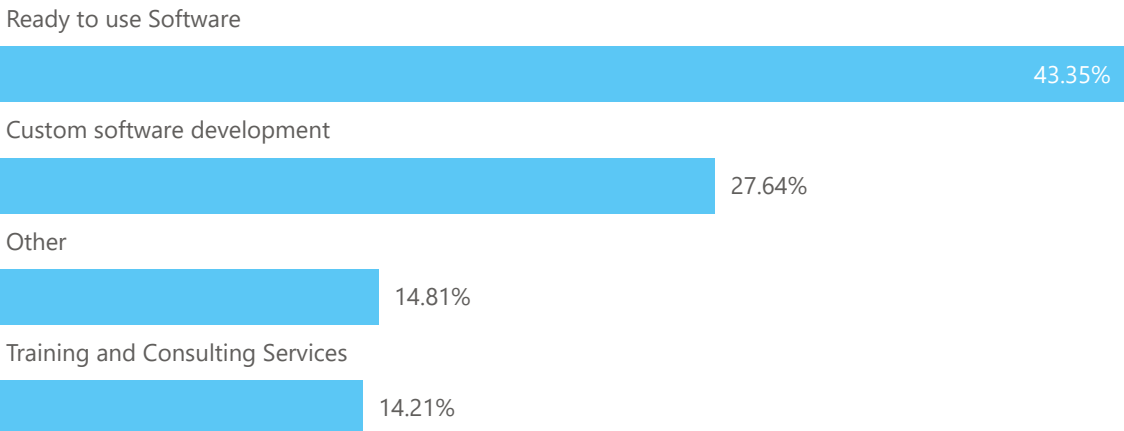
Total Ticket Created by Weekday & Weekend



Ticket Distribution During Standard Work Hours vs After Hours



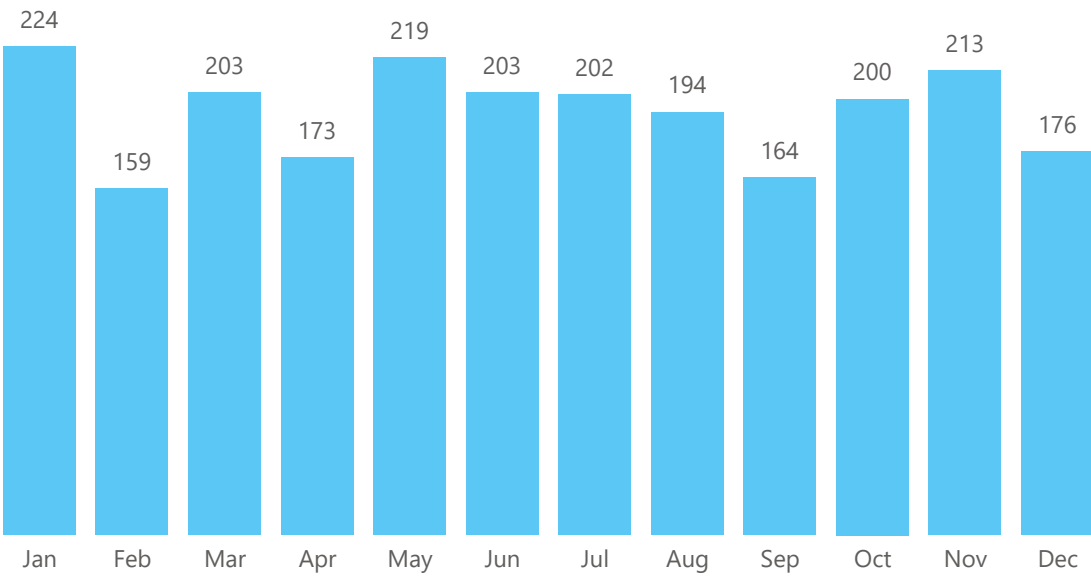
Ticket Distribution by Product Group



Ticket Creation Matric Distribution by Day of the Week and Time of the Day

Week Day	12AM	1AM	2AM	3AM	4AM	5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM	Total
Sun	11	10	6	10	7	5	4	9	15	3	7	9	9	7	6	6	10	9	6	6	9	7	11	4	
Mon	12	13	15	15	22	19	17	26	16	16	17	15	18	12	17	27	24	14	17	23	15	15	14	11	
Tue	24	17	15	11	16	23	14	18	18	13	14	21	15	14	7	19	17	18	10	14	11	17	17	14	
Wed	21	21	20	18	17	24	13	22	19	19	22	20	16	14	9	24	16	21	22	19	15	18	15	14	
Thu	16	19	20	19	15	16	14	17	15	10	13	8	21	9	12	24	15	17	19	13	16	10	19	12	
Fri	13	14	14	16	17	8	16	16	13	13	18	24	13	16	16	26	16	12	17	11	16	19	19	21	
Sat	11	12	10	7	8	6	6	7	7	9	4	3	4	7	5	9	6	7	6	12	6	4	4	5	

Monthly Ticket Trend



# Technical Support

Ticket Volumn

Ticket Log

Content & SLA's

Agent Performance

Select Source

Select Priority

Select Status

Select Topic

Select Week Num

Select Week Day

All

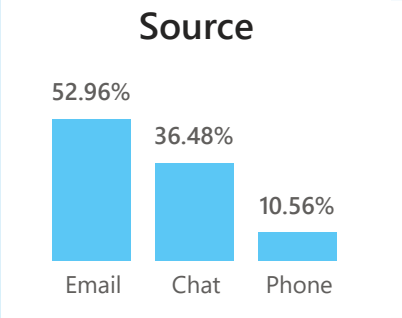
All

All

All

All

All



Total Ticket: 2330


H 416

M 722

L 1192

Priority


Opened



18

+2312From Yesterday


In Progress



400

+1930From Yesterday


Resolved



739

+1591From Yesterday

Closed Ticket



1K

+1157From Yesterday

Ticket ID		Topic	Source	Priority	Status	Created Date	Created Time	SLA For first response	SLA For Resolution	Agent Name	Agent Interactions	Rating
1012		Feature request	Email	Low	Closed	02-01-2023	00:58:36	Within SLA	Within SLA	Kristos Westoll	1	★★★
1015		Pricing and licensing	Email	Medium	Closed	03-01-2023	03:09:39	SLA Violated	Within SLA	Connor Danielovitch	10	★★★★★
1016		Product setup	Email	Low	Closed	03-01-2023	00:03:58	Within SLA	Within SLA	Kristos Westoll	1	★★
1017		Purchasing and invoicing	Email	Low	Closed	03-01-2023	14:25:42	Within SLA	Within SLA	Sheela Cutten	2	★★
1018		Product setup	Phone	Low	Closed	03-01-2023	15:32:02	Within SLA	Within SLA	Kristos Westoll	2	★★★
1021		Product setup	Email	Low	Closed	03-01-2023	09:27:35	Within SLA	Within SLA	Bernard Beckley	1	★★★★★
1024		Other	Chat	Medium	Closed	03-01-2023	16:41:11	SLA Violated	Within SLA	Bernard Beckley	60	★★★★★
1025		Bug report	Chat	Low	Closed	03-01-2023	04:50:04	Within SLA	SLA Violated	Sheela Cutten	3	★★★
1026		Bug report	Chat	Low	Closed	04-01-2023	10:49:27	Within SLA	Within SLA	Nicola Wane	2	★★★★★
1029		Feature request	Chat	Medium	Closed	04-01-2023	09:12:41	Within SLA	Within SLA	Bernard Beckley	60	★★★★★
1030		Feature request	Chat	Medium	Closed	04-01-2023	19:36:58	Within SLA	Within SLA	Connor Danielovitch	5	★★★★★
1038		Other	Chat	High	Closed	05-01-2023	04:18:55	Within SLA	Within SLA	Bernard Beckley	3	★★★
1041		Product setup	Chat	Low	Closed	05-01-2023	02:59:54	SLA Violated	Within SLA	Bernard Beckley	8	★★
1043		Pricing and licensing	Email	High	Closed	05-01-2023	03:31:45	Within SLA	Within SLA	Connor Danielovitch	3	★★★★★

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## First Response SLA

SLA Achieved

86.65%

2019 out of 2330

SLA Violated

13.35%

311 out of 2330

Avg Residual Time

4 Min

0 min from Yesterday

## Resolution SLA

SLA Achieved

66.39%

1547 out of 2330

SLA Violated

33.61%

783 out of 2330

Avg Residual Time

21 Min

0 min from Yesterday

First Response SLA	SLA of Order by Ticket Priority			SLA of Order by Ticket Source		
	Priority	SLA Violated	Within SLA	Source	SLA Violated	Within SLA
	High	2.10%	15.75%	Chat	5.84%	30.64%
	Low	7.25%	43.91%	Email	4.89%	48.07%
	Medium	3.99%	27.00%	Phone	2.62%	7.94%
	Total	13.35%	86.65%	Total	13.35%	86.65%

With 13.35% of SLA's being violated, this indicates that the Target SLA was exceeded. Of these violations, 7.25% were tied to tickets with low priority. when categorized by source 5.85% of the 13.35% violations are associated with Chat tickets.

Resolution SLA	SLA of Order by Ticket Priority			SLA of Order by Ticket Source		
	Priority	SLA Violated	Within SLA	Source	SLA Violated	Within SLA
	High	5.41%	12.45%	Chat	13.30%	23.18%
	Low	17.34%	33.82%	Email	16.57%	36.39%
	Medium	10.86%	20.13%	Phone	3.73%	6.82%
	Total	33.61%	66.39%	Total	33.61%	66.39%

With 33.61% of SLA's being violated, this indicates that the Target SLA was exceeded. Of these violations, 17.34% were tied to tickets with low priority. when categorized by source 16.57% of the 33.61% violations are associated with Email tickets.

## Global Tickets creation Statistics by Country and Topic

Country	Flag	Bug report	Feature request	Other	Pricing and licensing	Product setup	Purchasing and invoicing	Training request	Total
Germany		34	63	24	66	76	32	11	<div></div>
Italy		21	59	17	79	83	32	12	<div></div>
Poland		35	54	21	63	73	30	11	<div></div>
United Kingdom		24	56	30	63	75	28	7	<div></div>
Slovenia		17	29	12	33	43	22	3	<div></div>
France		12	29	14	31	45	22	5	<div></div>
Republic of Ireland		18	19	17	36	38	16	4	<div></div>
Austria		13	21	20	37	41	11	1	<div></div>
Greece		13	30	9	30	36	24	2	<div></div>
Czech Republic		13	18	12	32	38	18	3	<div></div>
Spain		15	19	12	27	45	13	2	<div></div>
Bulgaria		10	20	15	28	37	16	5	<div></div>

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Ticket Volumn

Ticket Log

Content & SLA's

Agent Performance

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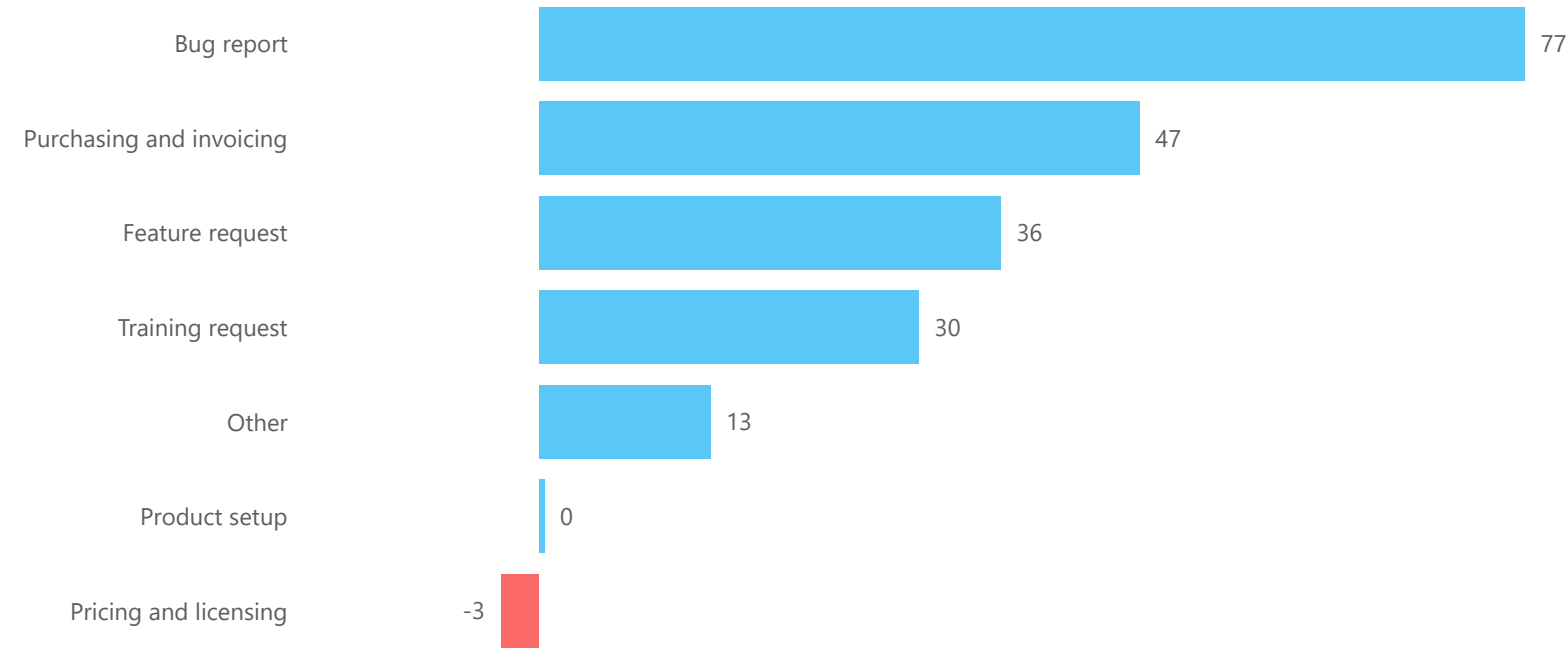
All

All

All

Avg Resolution Time(Minutes) by Different Topic

From Ticket Creation Time to Resolution Time



The agerage number of agent interaction to resolve a ticket by different ticket topics



Peformance by Agent | FR - First Response | R- Resolution

Agent Name	Total Ticket		Avg SLA R Mins	FR WithinSLA	FR ViolaedSLA	R Within SLA	R Violaed SLA
Adolpho Messingham	197		50.50	163	34	127	70
Bernard Beckley	359		7.71	317	42	237	122
Connor Danielovitch	347		30.87	305	42	214	133
Heather Urry	177		-26.95	151	26	135	42
Kristos Westoll	333		61.50	285	48	220	113
Michele Whyatt	186		45.95	168	18	126	60
Nicola Wane	367		11.56	317	50	234	133
Sheela Cutten	364		-6.28	313	51	254	110

Performance by Agent | Rating Received by Agent

Agent Name	★	★★	★★★	★★★★	★★★★★
Adolpho Messingham	13	10	25	24	29
Bernard Beckley	20	19	47	57	38
Connor Danielovitch			53	53	65
Heather Urry	11	11	22	29	19
Kristos Westoll	26	36	21	45	41
Michele Whyatt	14	6	18	36	17
Nicola Wane	28	19	35	58	41
Sheela Cutten	1	27	46	75	38