

50.74%

Low Priority

31.11%

Medium Priority

18.16%

High Priority

25

Average Response Time(min)

33

Average Resolution Time(hrs)

2

Average rating

Ticket Volume

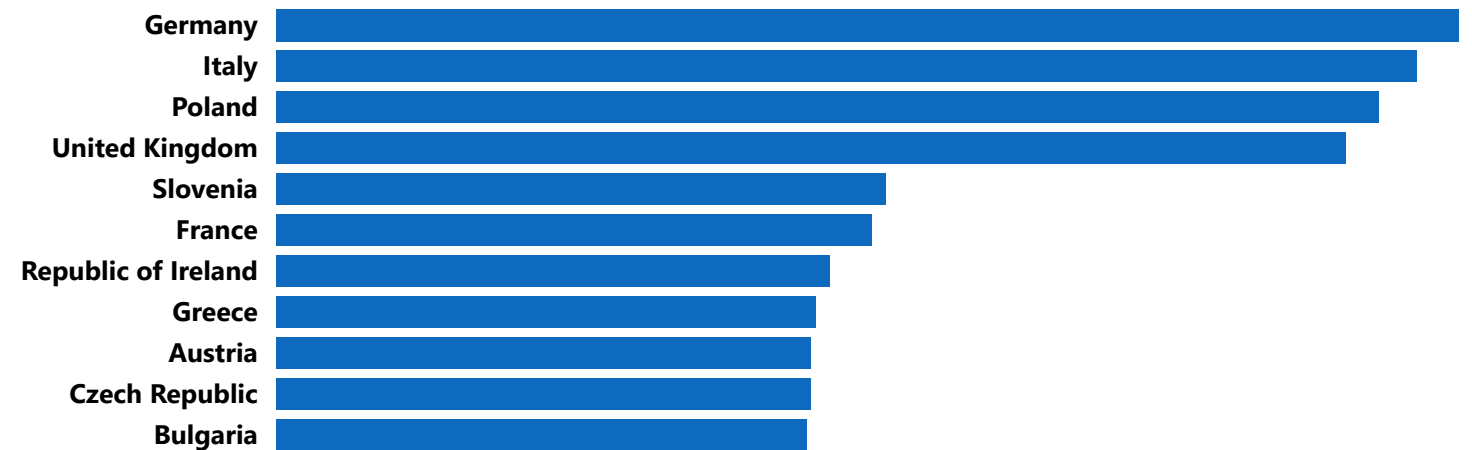
Ticket Content

SLA's

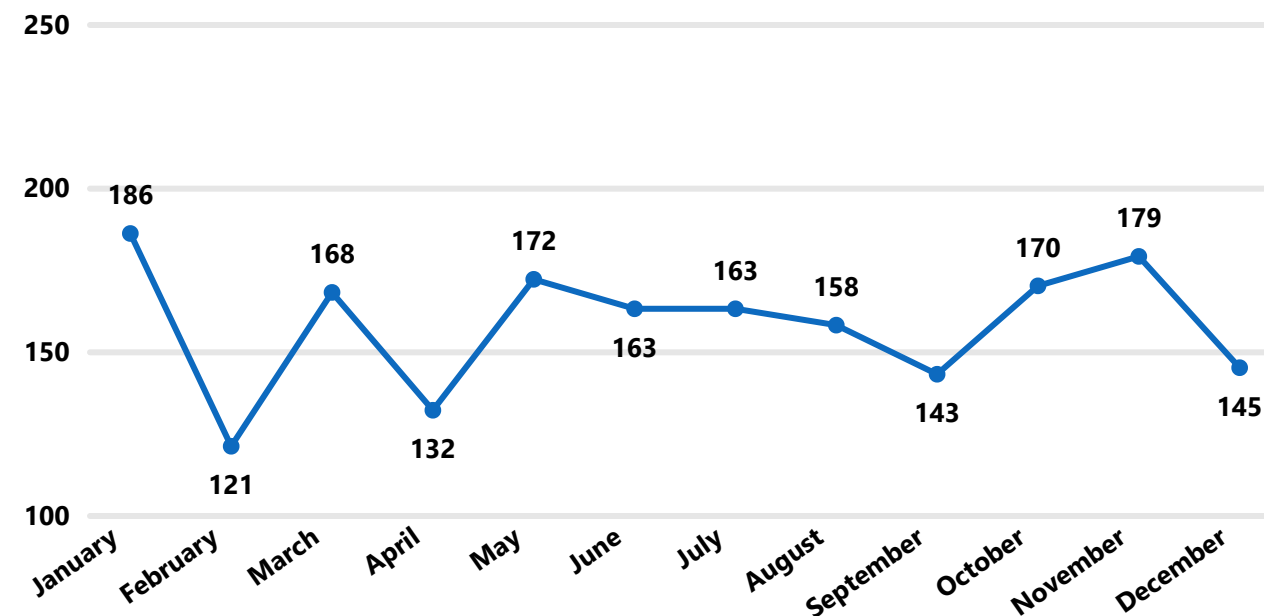
Time of the week Ticket Volume Average Resolution Time(hrs)

Weekday	1606	32.81
Weekend	294	33.62

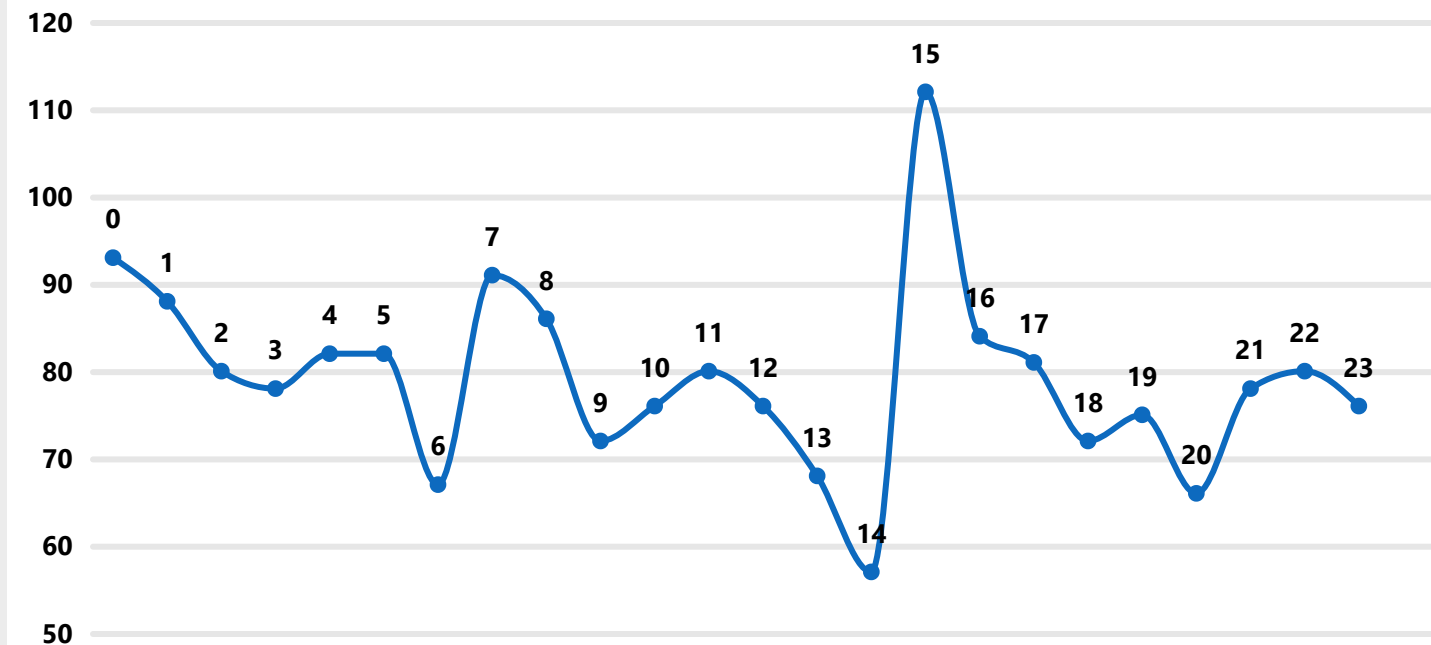
Ticket Volume by Country



Ticket Volume Trend



Peak Ticket Creation Time(24hr Period)



50.50%

Low Priority

31.48%

Medium Priority

18.02%

High Priority

28

Average Response Time(min)

33

Average Resolution Time(hrs)

2

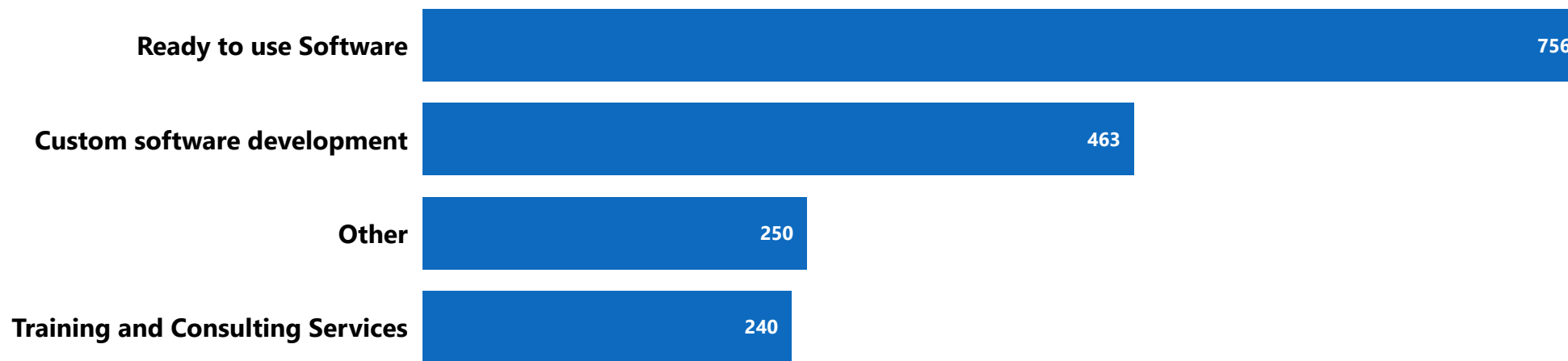
Average rating

Ticket Volume

Ticket Content

SLA's

Product Group



Topic	Ticket Volume	Avg rating	Avg Response Time(min)	Avg Resolution Time(hrs)
Training request	45	2	29.82	41.22
Pricing and licensing	379	2	28.69	35.83
Feature request	316	2	24.94	34.32
Purchasing and invoicing	198	2	27.61	32.47
Product setup	456	2	27.04	30.59
Other	144	2	36.63	30.28
Bug report	171	2	25.38	29.80

Source	Ticket Volume	Avg rating	Avg Response Time(min)	Avg Resolution Time(hrs)
Email	999	2	44.92	35.66
Chat	549	2	2.58	26.99
Phone	161	2	7.52	35.21

Ticket Volume

Ticket Content

SLA's

50.74%

Low Priority

31.11%

Medium Priority

18.16%

High Priority

25

Average Response Time(min)

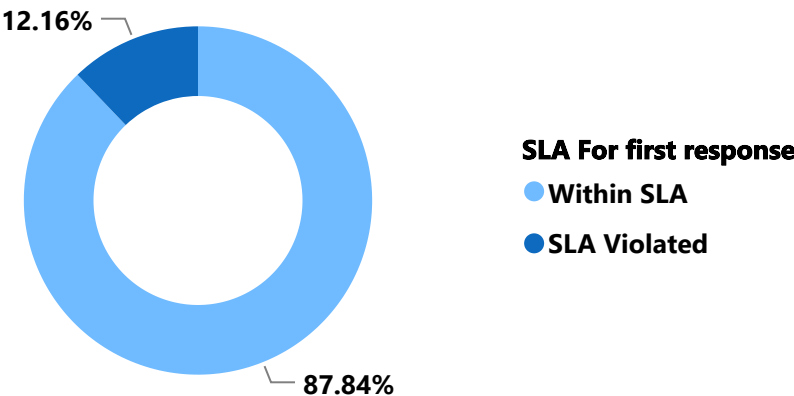
33

Average Resolution Time(hrs)

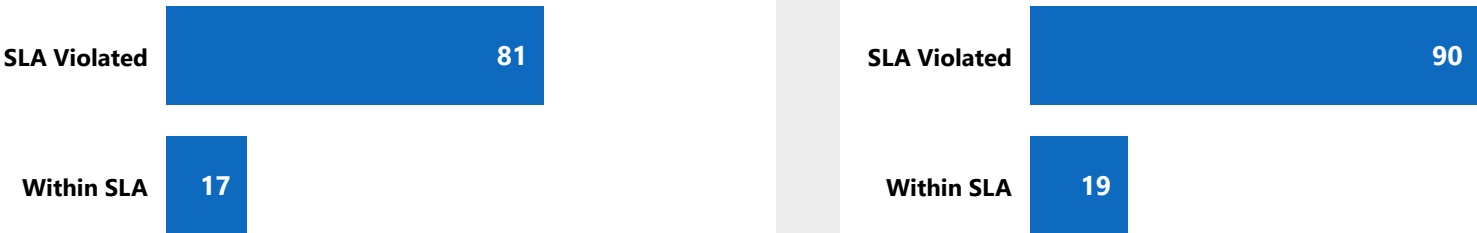
2

Average rating

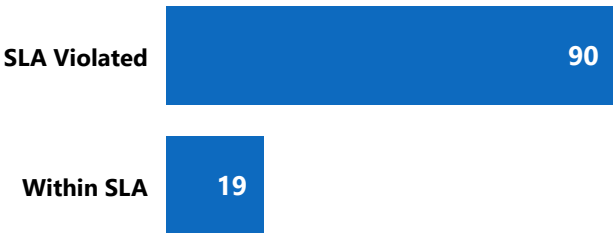
SLA Adherence For First Response



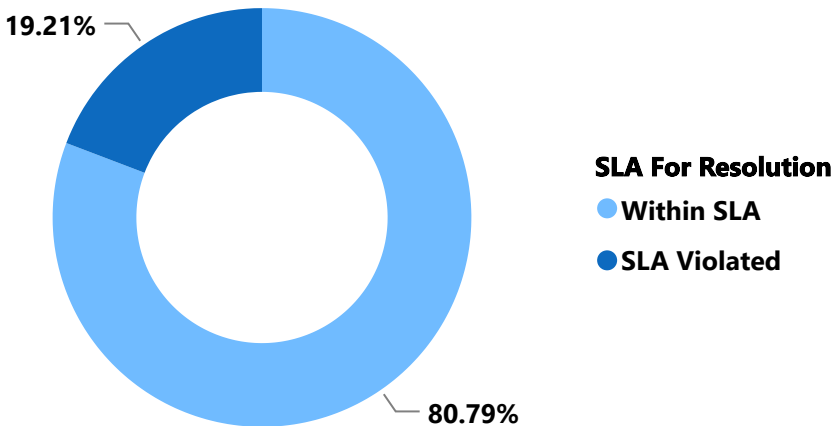
SLA For Avg First Response Time(mins)



SLA For Avg Resolution Time(hrs)



SLA Adherence For Resolution



SLA For Resolution

Agent Name	SLA Violated	Within SLA
Sheela Cutten	49	253
Bernard Beckley	61	235
Nicola Wane	60	233
Kristos Westoll	59	218
Connor Danielovitch	59	212
Adolpho Messingham	29	126
Michele Whyatt	28	126
Heather Urry	20	132

SLA For First Response

Agent Name	SLA Violated	Within SLA
Sheela Cutten	39	263
Bernard Beckley	36	260
Nicola Wane	35	258
Kristos Westoll	35	242
Connor Danielovitch	30	241
Adolpho Messingham	25	130
Michele Whyatt	13	141
Heather Urry	18	134