

ZENTEL NETWORK



ZENTEL NETWORK SERVICE CENTER PERFORMANCE REPORT



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Performance
Overview

Turn Around Time
Analysis

Response Delay
Analysis

Employee
Performance



Data Archives, Zentel Ticketing Performance - Datafest Final, Home Page

Data updated on: 10/14/22, 12:55 AM



Filters

Week

All

6

Channels

28

Operators

5998

Complaints

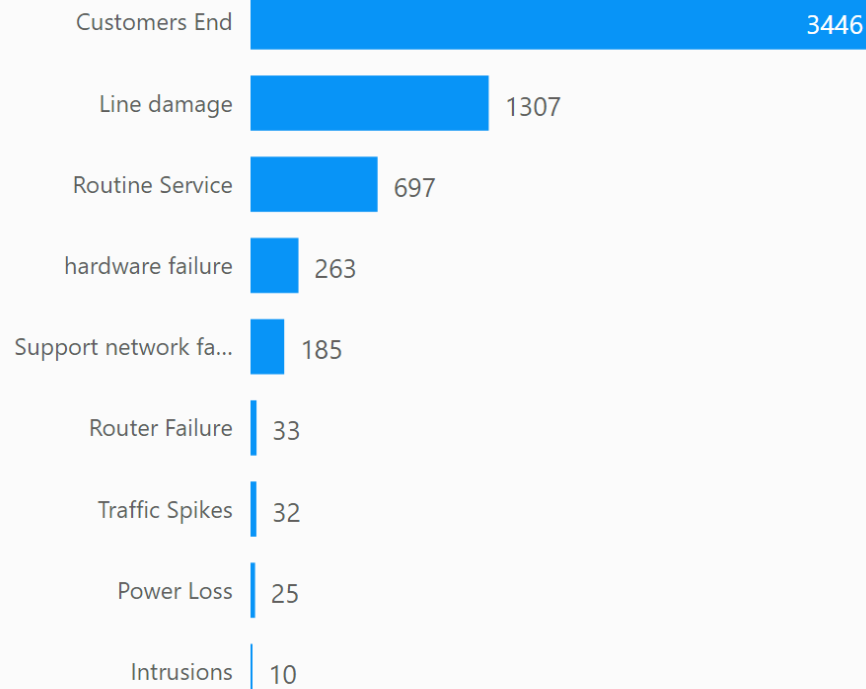
569

Active Complaints

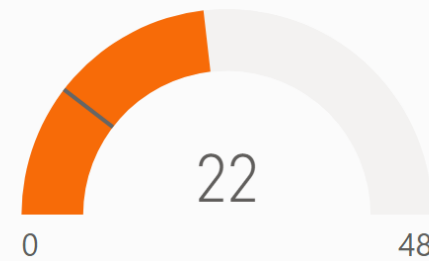
State

All

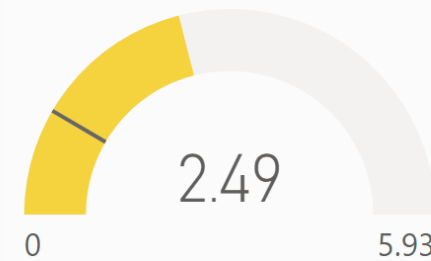
Complaints by Fault



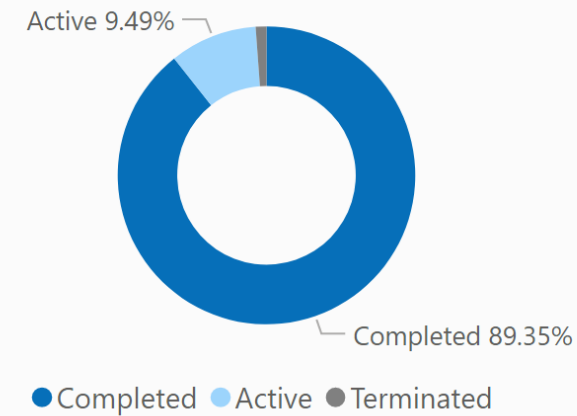
Average Response (secs)



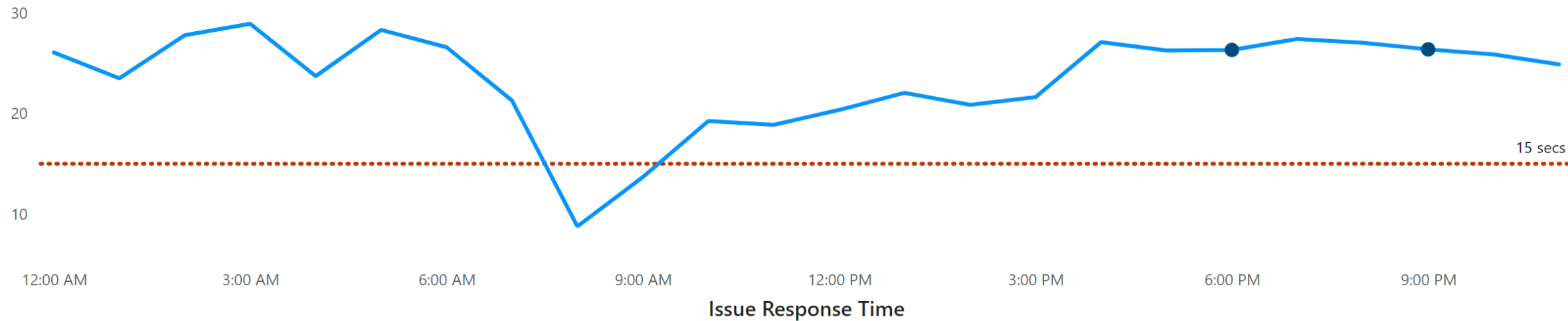
Avg. Resolution (hrs)



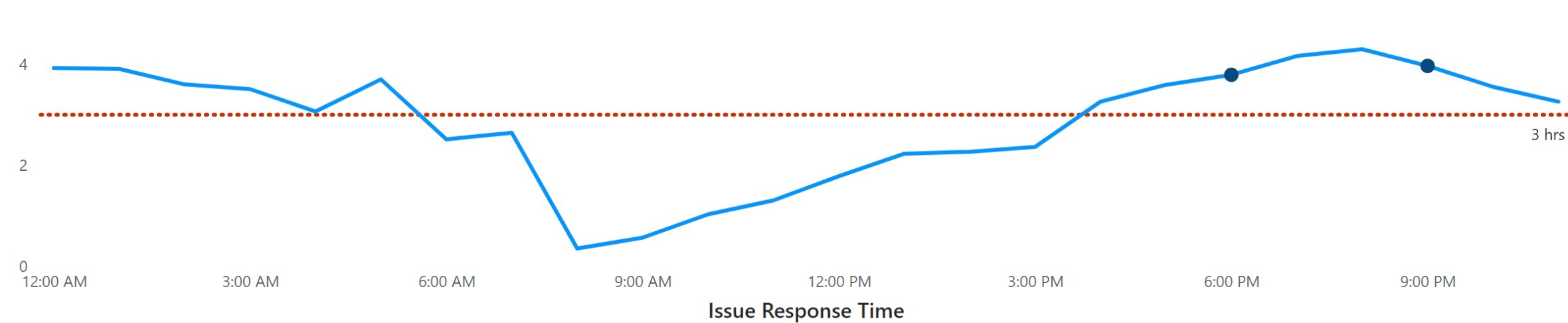
9.5% of Complaints are Still Active



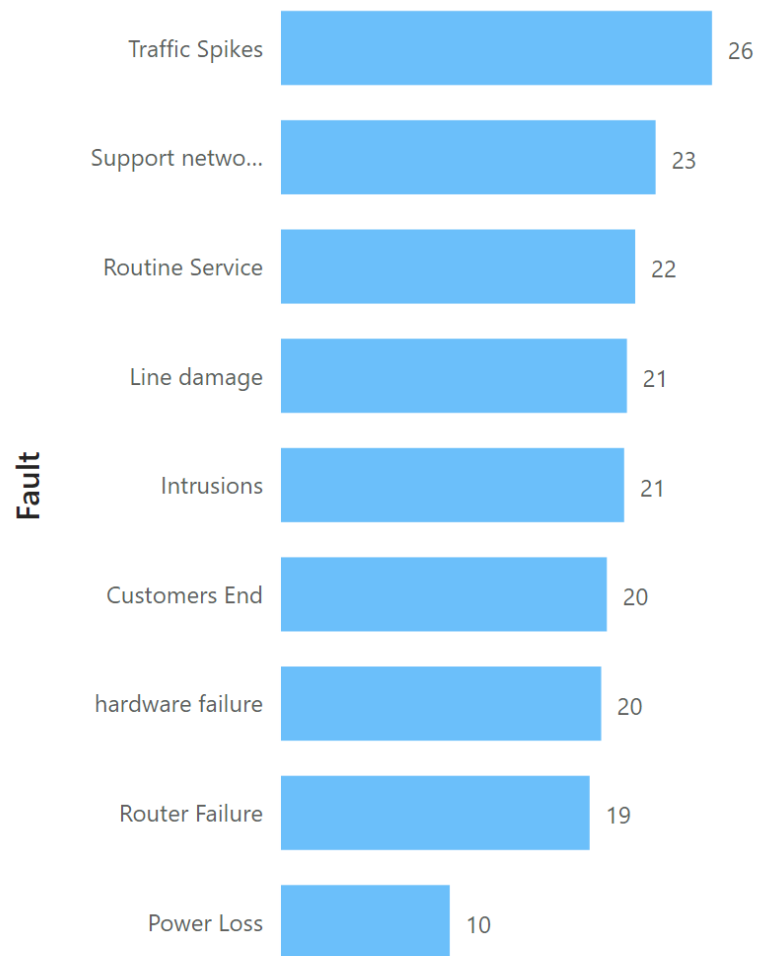
Avg Response Time (Seconds) by Issue Response Time



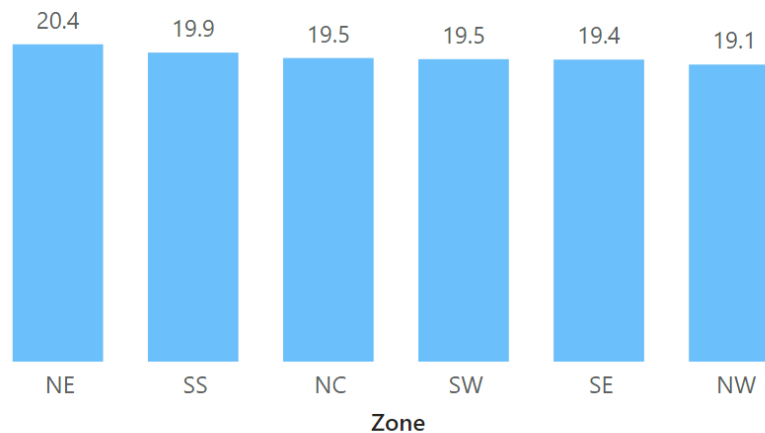
Avg Resolution Duration (hrs) by Issue Response Time



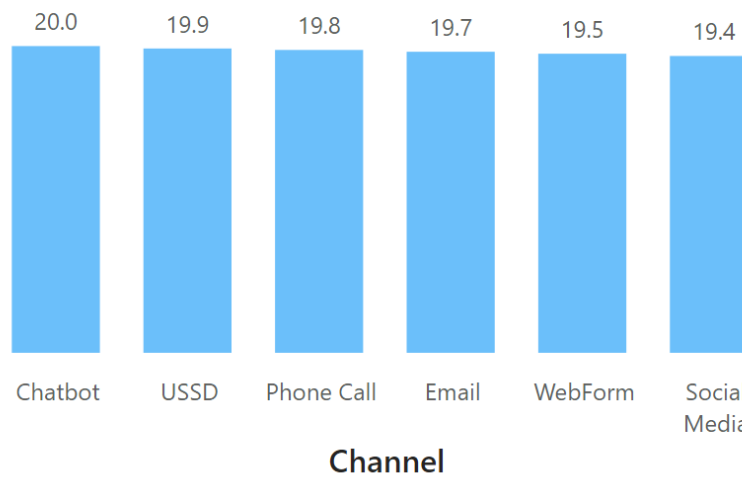
Avg Delay by Fault



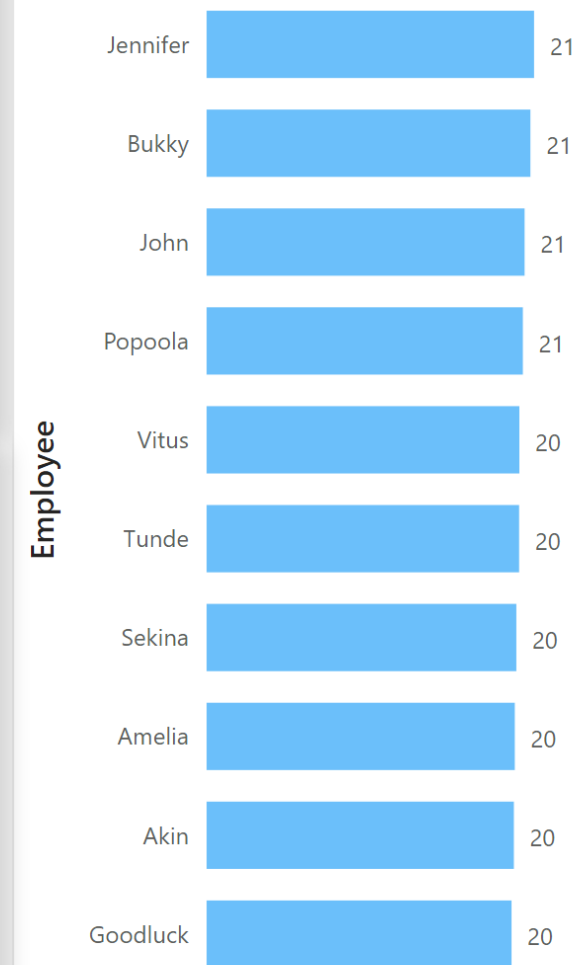
Avg Delay by Zone



Avg Delay by Channel



Employees with the most Response Delay



Channel

WebForm



Ticket Open Time

All



State

All



Response Time

Resoluton Time

Employee's Average Response Time

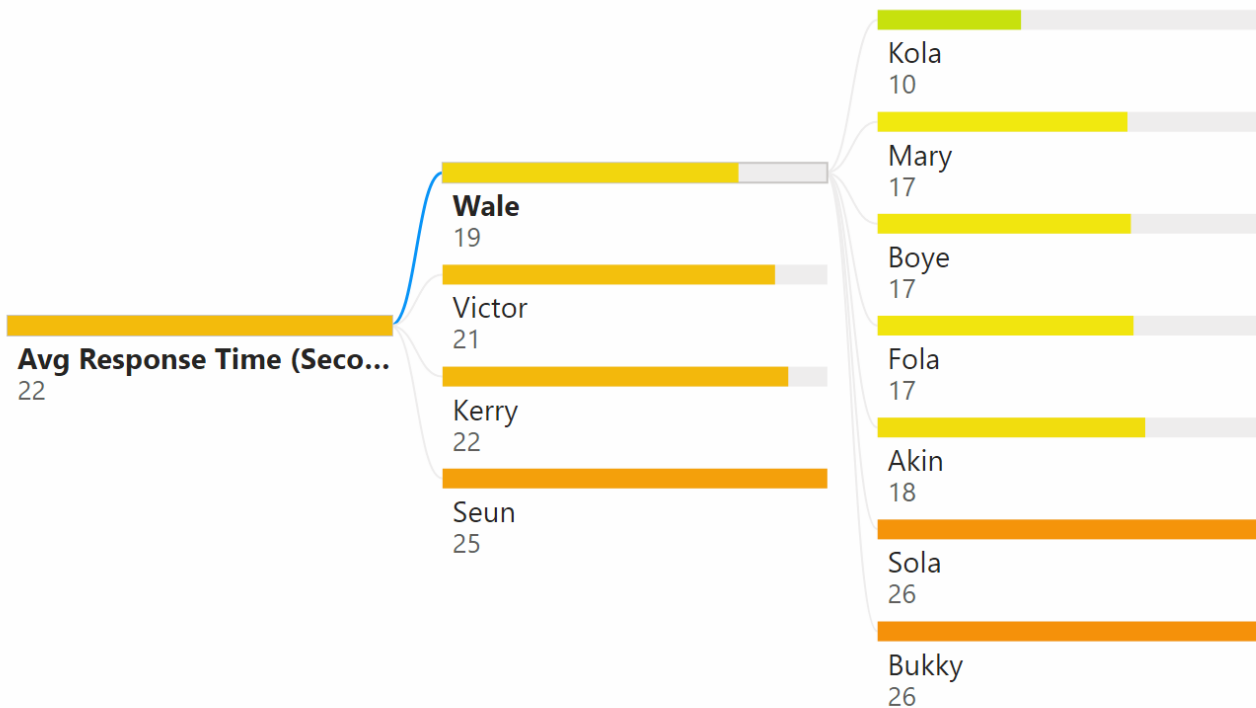
Manager



Employee



Wale



**THANK YOU
FOR LISTENING**