

Helpdesk In-depth

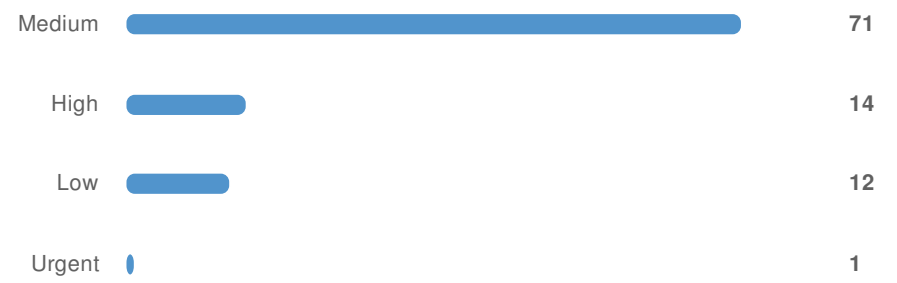
Filtered by: Time Period : 7 Jan, 2016 - 13 Jan, 2016

CREATED TICKETS - 98 ▲24%

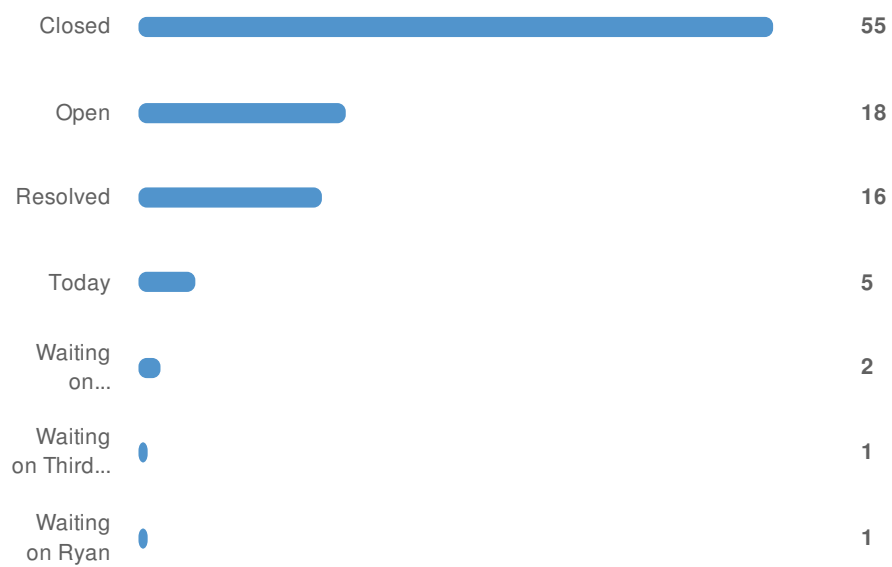
Created tickets by Source



Created tickets by Priority



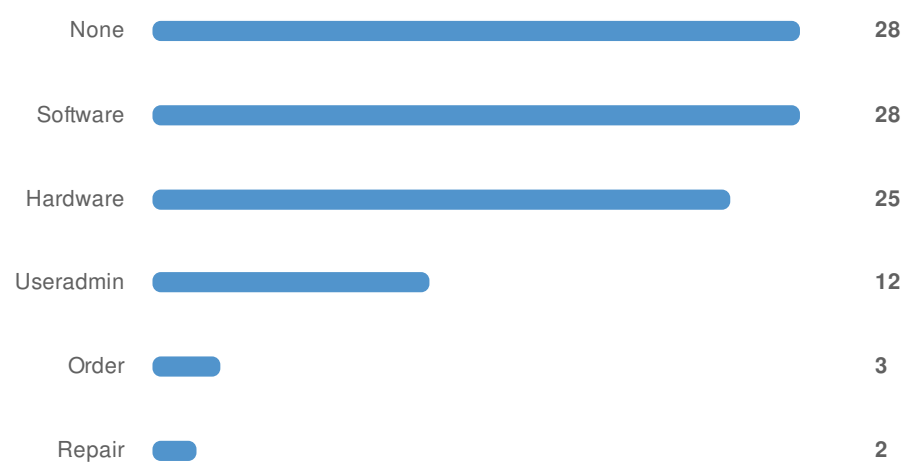
Created tickets by Status



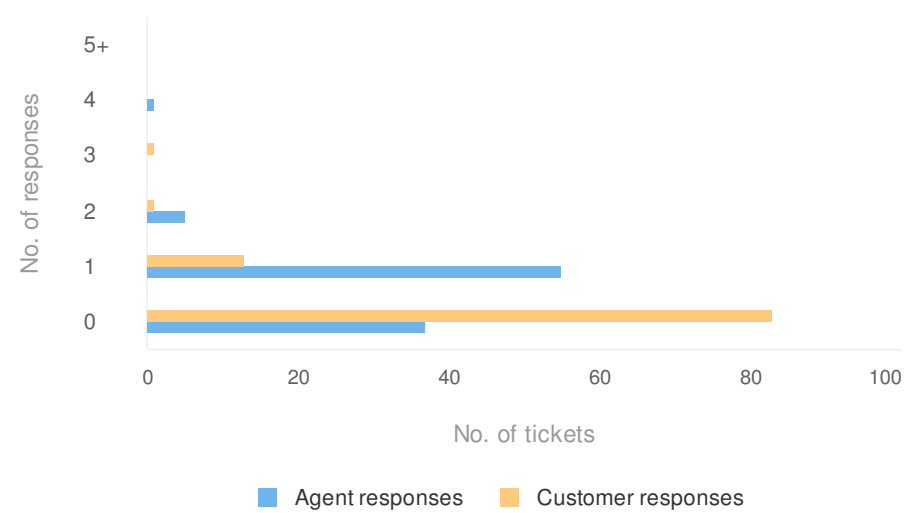
Created tickets by Type



Created tickets by Category



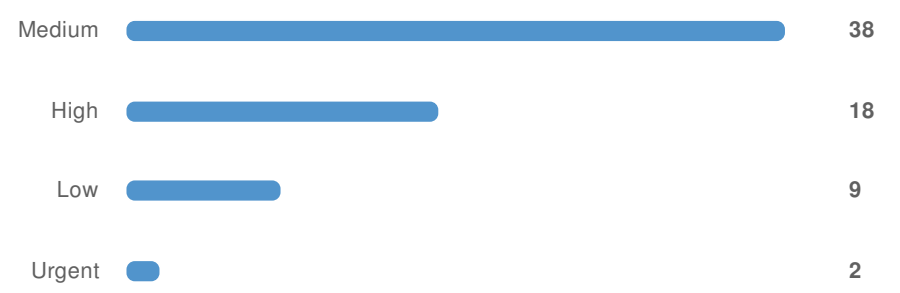
No. of agent & customer responses in created tickets



Resolved tickets by Source



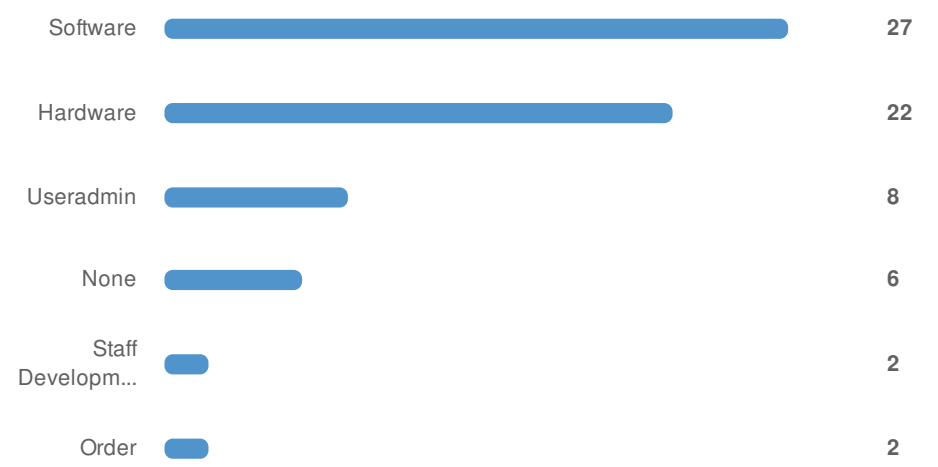
Resolved tickets by Priority



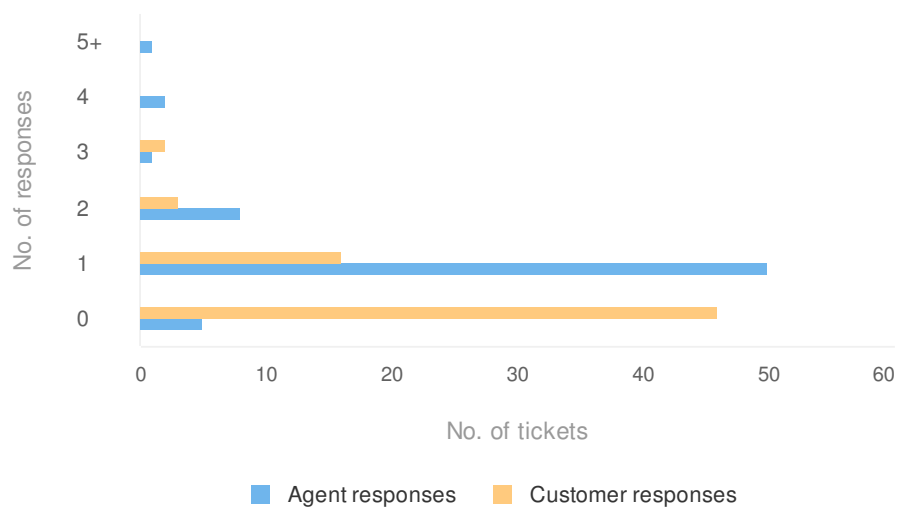
Resolved tickets by Type



Resolved tickets by Category



No. of agent & customer responses in resolved tickets



Reopened tickets by Source



Reopened tickets by Priority



Reopened tickets by Status



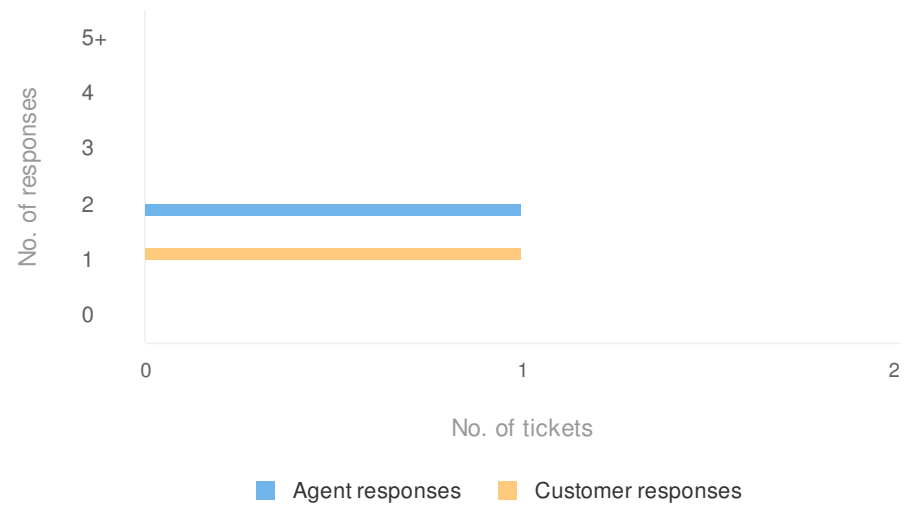
Reopened tickets by Type



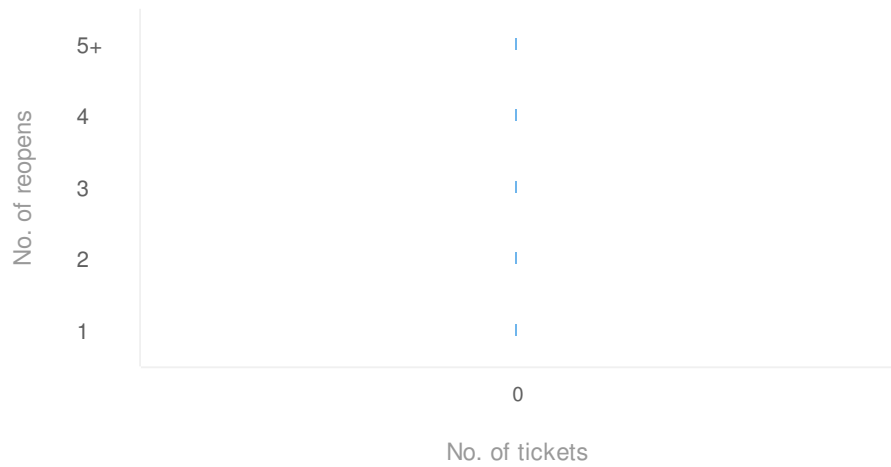
Reopened tickets by Category



No. of agent & customer responses in reopened tickets



Reopened tickets






Avg 1st response time by Source

Email  4h 53m





Avg 1st response time by Priority

Medium  7h 6m
Low  5h 49m
High  16m 24s

Avg 1st response time by Type

Problem  6h 52m
Request  2h 43m
Question  0m 0s

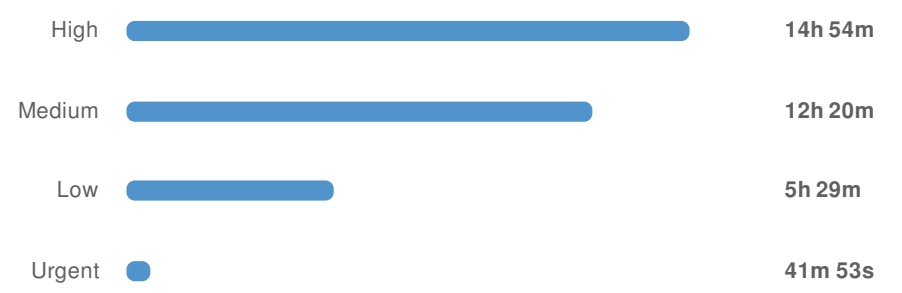
Avg 1st response time by Category

Hardware  7h 30m
None  5h 49m
Software  3h 39m
Useradmin  1h 54m

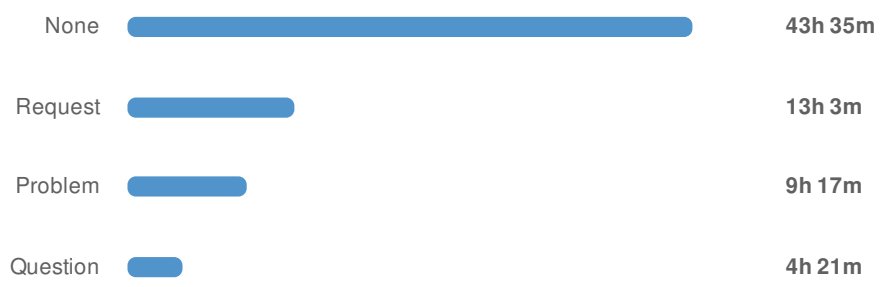
Avg response time by Source



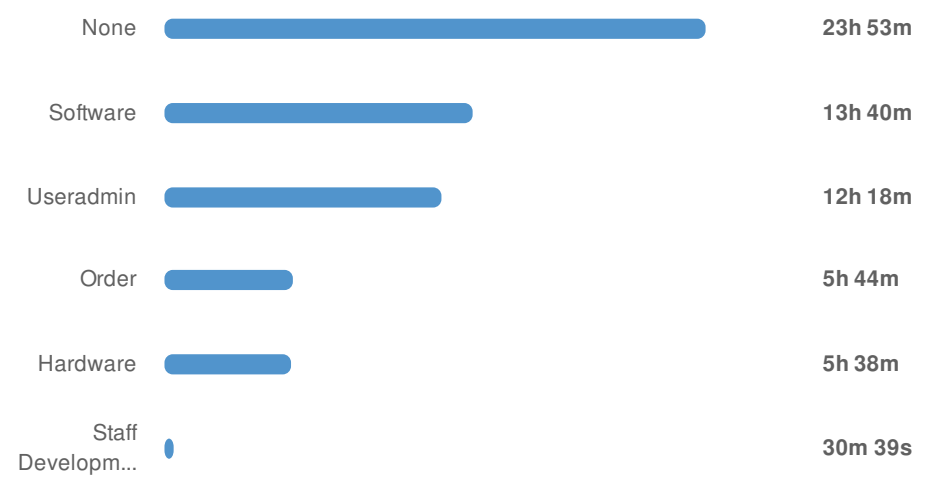
Avg response time by Priority



Avg response time by Type



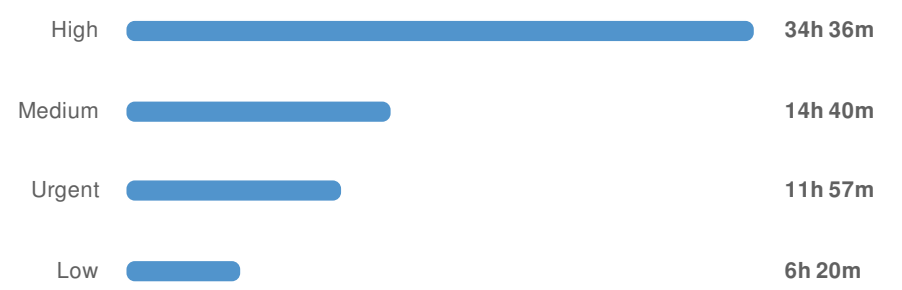
Avg response time by Category



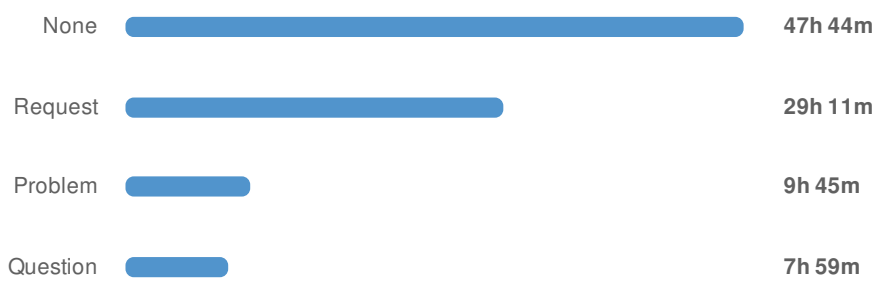
Avg resolution time by Source



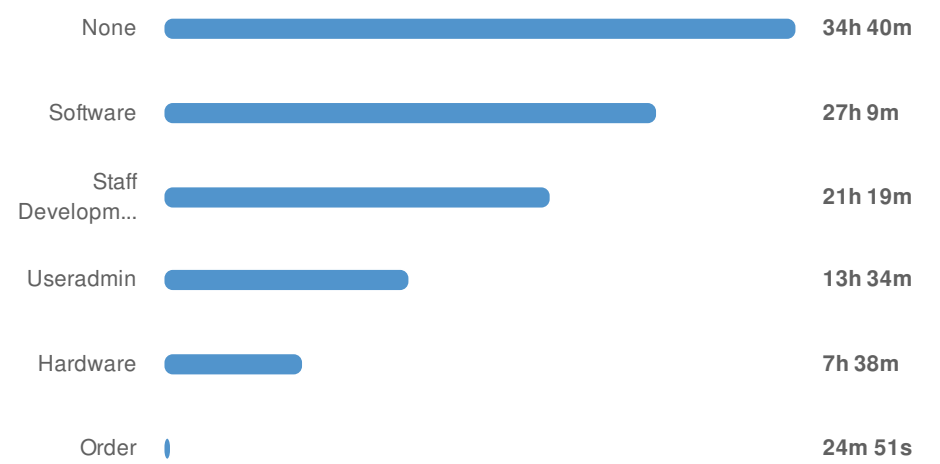
Avg resolution time by Priority



Avg resolution time by Type



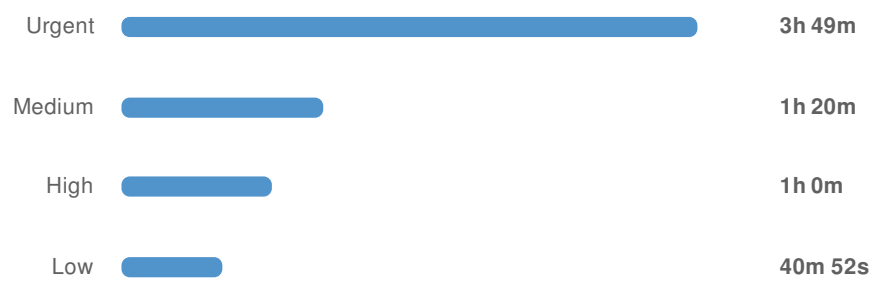
Avg resolution time by Category



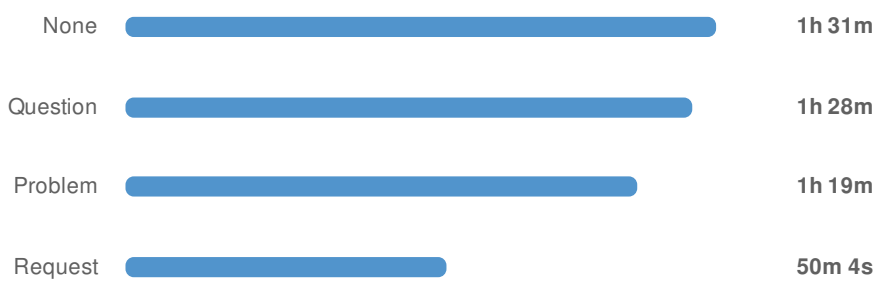
Avg 1st assign time by Source



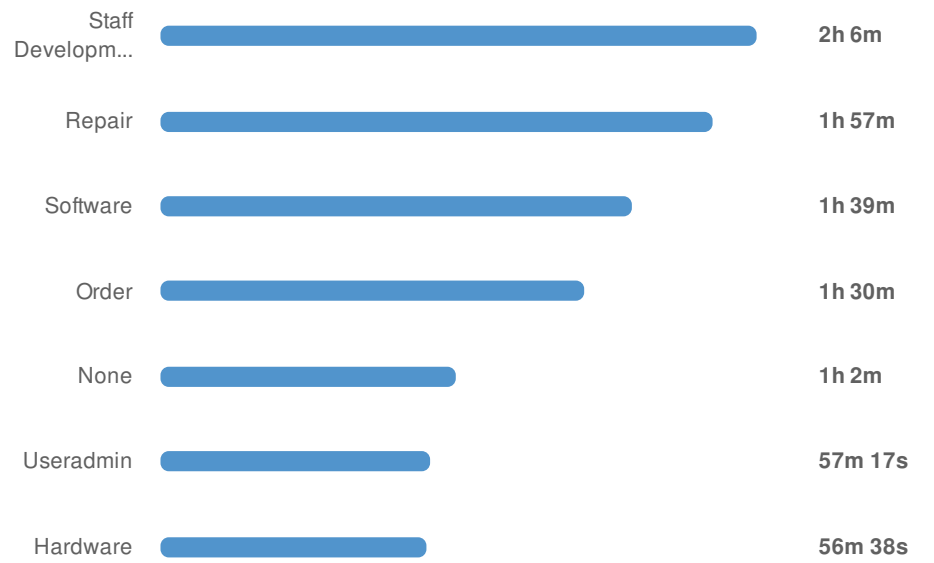
Avg 1st assign time by Priority



Avg 1st assign time by Type



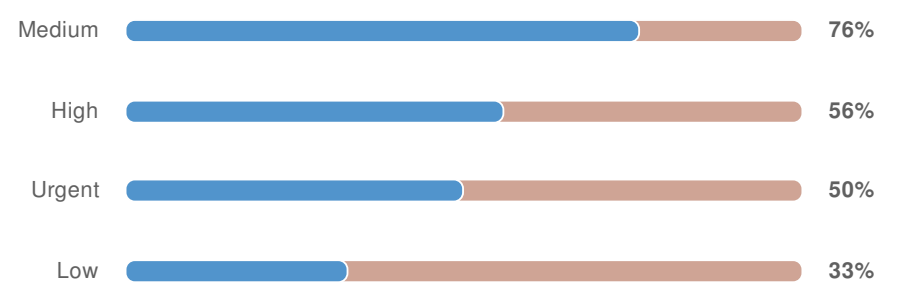
Avg 1st assign time by Category



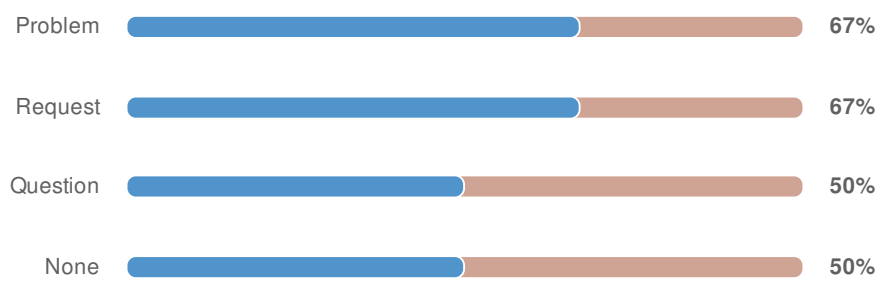
FCR % by Source



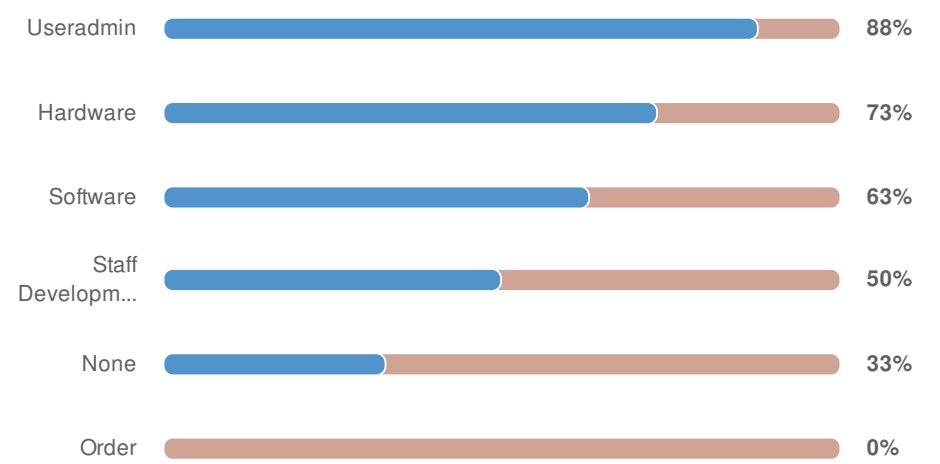
FCR % by Priority



FCR % by Type



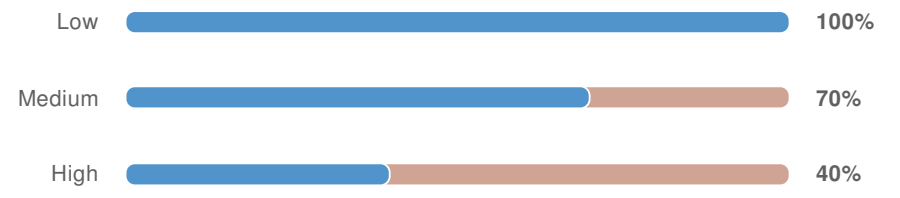
FCR % by Category



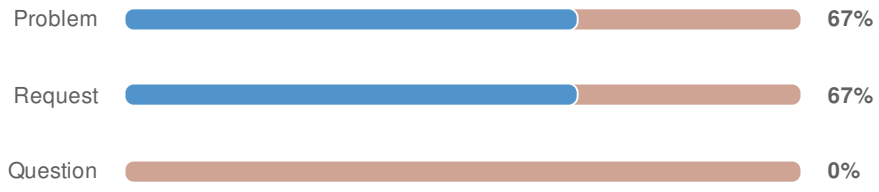
First response SLA % by Source



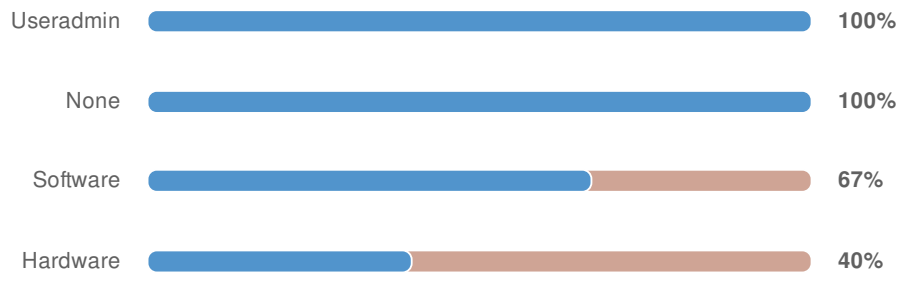
First response SLA % by Priority



First response SLA % by Type



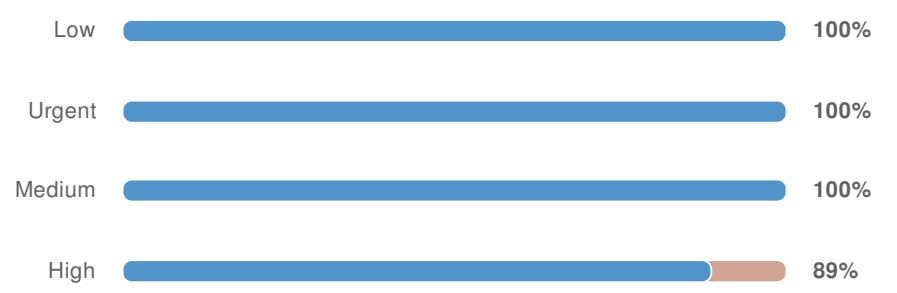
First response SLA % by Category



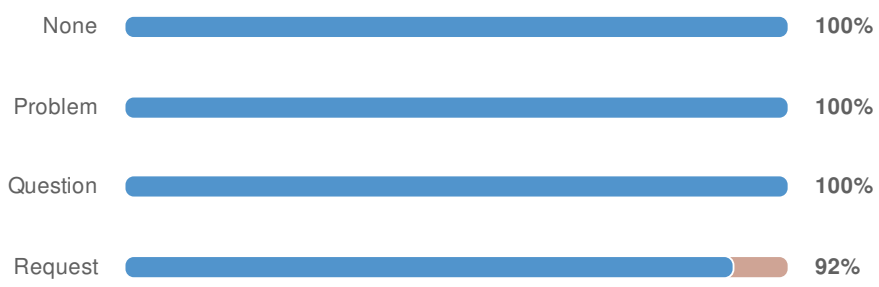
Resolution SLA % by Source



Resolution SLA % by Priority



Resolution SLA % by Type



Resolution SLA % by Category

