Helpdesk In-depth

CREATED TICKETS - **50** ▼48%

Created tickets by Source

Email	44
Portal	5
Phone	1

Created tickets by Priority

Medium	31
Low	10
Urgent	5
High	4

Created tickets by Status

Closed	30
Today	10
Waiting on...	4
Open	3
Waiting on Third...	2
Resolved	1

Created tickets by Type

Problem	17
Request	16
None	11
Question	6

Created tickets by Category

Hardware	17
None	14
Useradmin	8
Software	6
Repair	2
Order	2
Staff Developm...	1
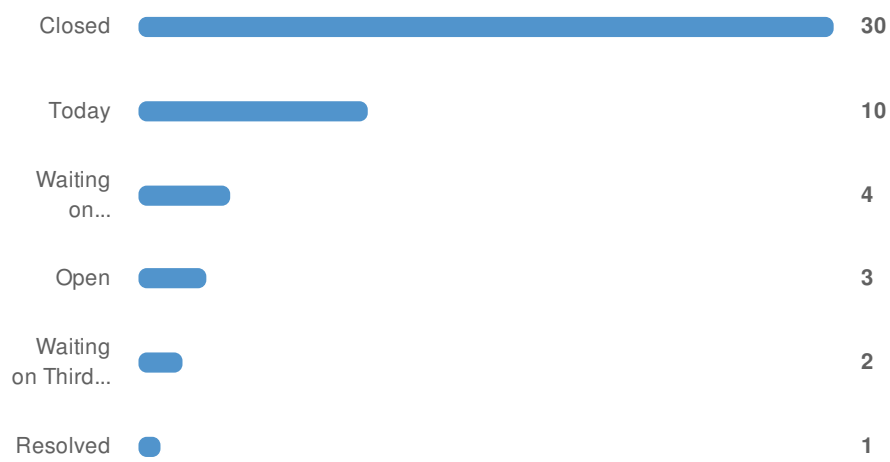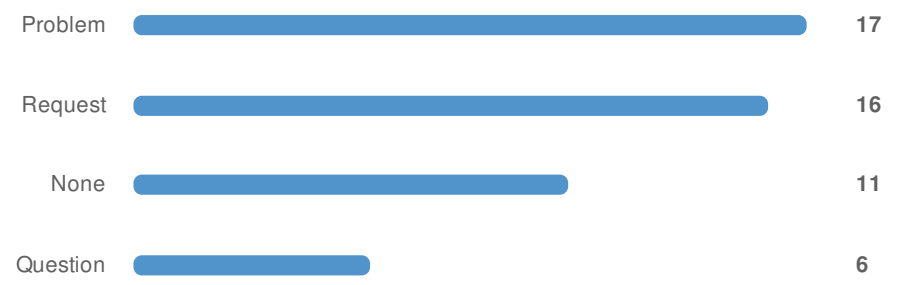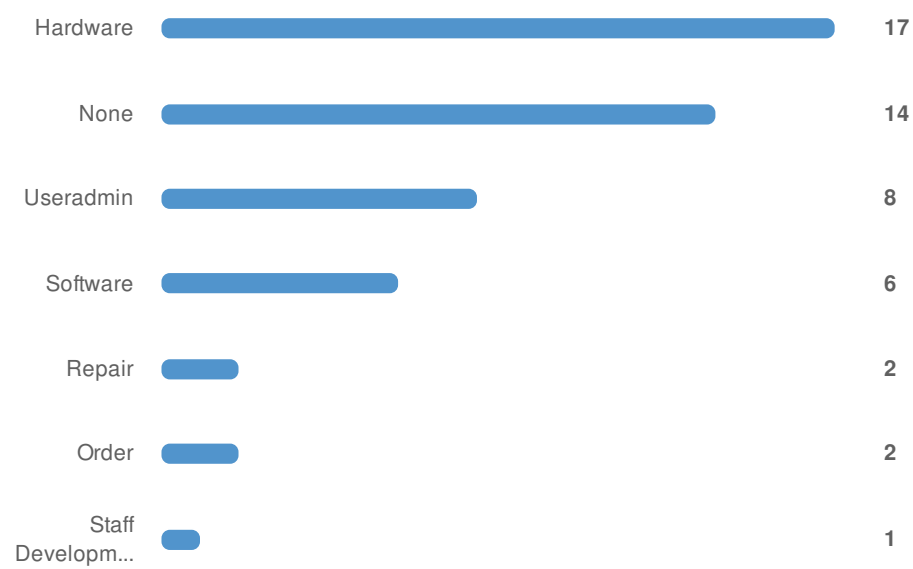
No. of agent & customer responses in created tickets
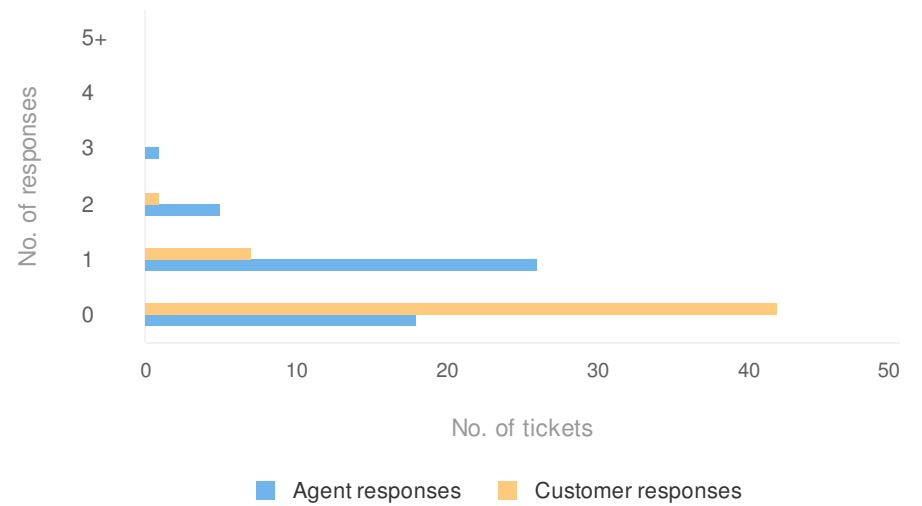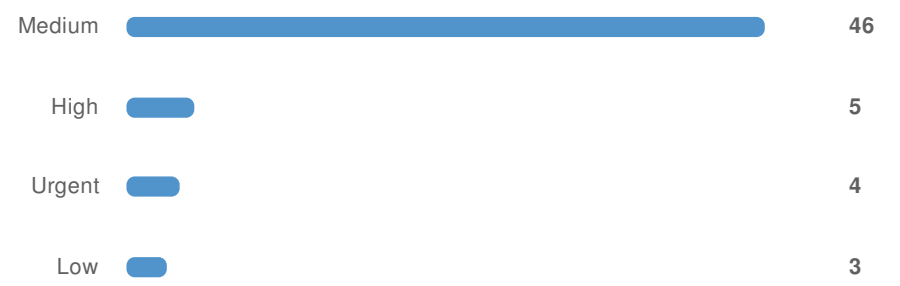
No. of responses (y-axis): 0, 1, 2, 3, 4, 5+

No. of tickets (x-axis): 0, 10, 20, 30, 40, 50

■ Agent responses   ■ Customer responses

Resolved tickets by Source

Source		Count
Email		**55**
Portal		**2**
Phone		**1**

Resolved tickets by Priority

Priority		Count
Medium		**46**
High		**5**
Urgent		**4**
Low		**3**

Resolved tickets by Type

Type		Count
Request		**29**
Problem		**22**
Question		**7**

Resolved tickets by Category

Category		Count
Hardware		**20**
Software		**18**
Useradmin		**13**
Repair		**3**
Staff Developm...		**3**
Order		**1**
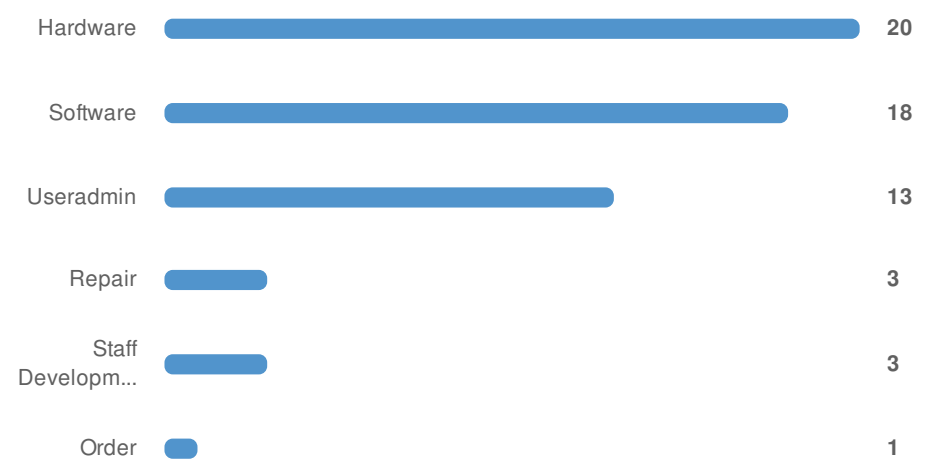
No. of agent & customer responses in resolved tickets

No. of responses (y-axis): 5+, 4, 3, 2, 1, 0
No. of tickets (x-axis): 0, 10, 20, 30, 40, 50

Legend: ■ Agent responses ■ Customer responses
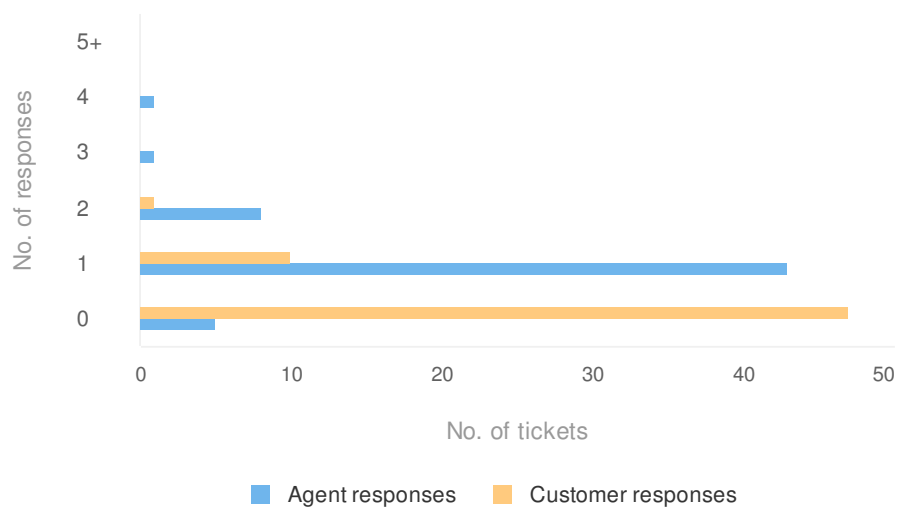
Reopened tickets by Source

Email ████████████████████ 1

Reopened tickets by Priority

Low ████████████████████ 1

Reopened tickets by Status

Closed ████████████████████ 1

Reopened tickets by Type

Problem ████████████████████ 1

Reopened tickets by Category

Hardware ████████████████████ 1

No. of agent & customer responses in reopened tickets
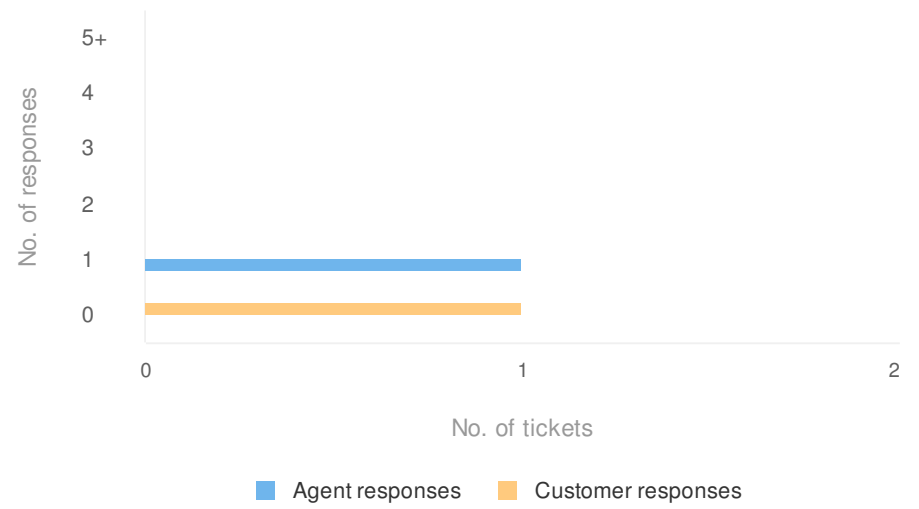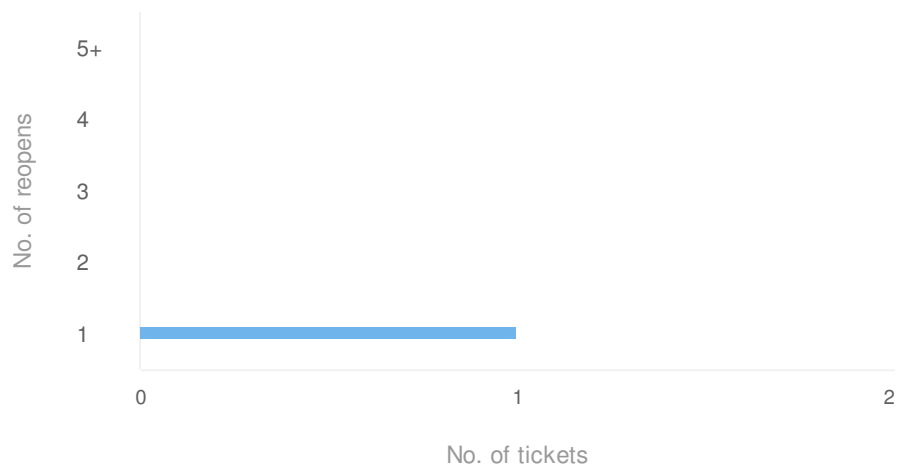
■ Agent responses   ■ Customer responses

Reopened tickets

AVERAGE 1ST RESPONSE TIME - **62h 26m** ▲1177%

Avg 1st response time by Source

Email	**65h 33m**
Portal	**12h 44m**

Avg 1st response time by Priority

Medium	**66h 17m**
Urgent	**59m 1s**

Avg 1st response time by Type

Problem	**106h 30m**
Request	**76h 20m**
Question	**6h 48m**

Avg 1st response time by Category

Staff Developm...	**532h 6m**
Software	**101h 28m**
Repair	**45h 5m**
Order	**14h 56m**
Hardware	**6h 50m**
Useradmin	**22m 34s**

AVERAGE RESPONSE TIME - **40h 23m** ▲236%

Avg response time by Source

Phone	**71h 26m**
Email	**41h 52m**
Portal	**11h 12m**

Avg response time by Priority

Medium	**44h 35m**
Low	**33h 27m**
High	**29h 45m**
Urgent	**58m 27s**

Avg response time by Type

Problem	**51h 34m**
Request	**41h 35m**
None	**19h 17m**
Question	**16h 48m**

Avg response time by Category

Staff Developm...	**266h 31m**
Software	**47h 12m**
Hardware	**35h 28m**
Repair	**19h 39m**
None	**19h 17m**
Useradmin	**18h 53m**
Order	**14h 56m**

AVERAGE RESOLUTION TIME - **67h 30m** ▲259%
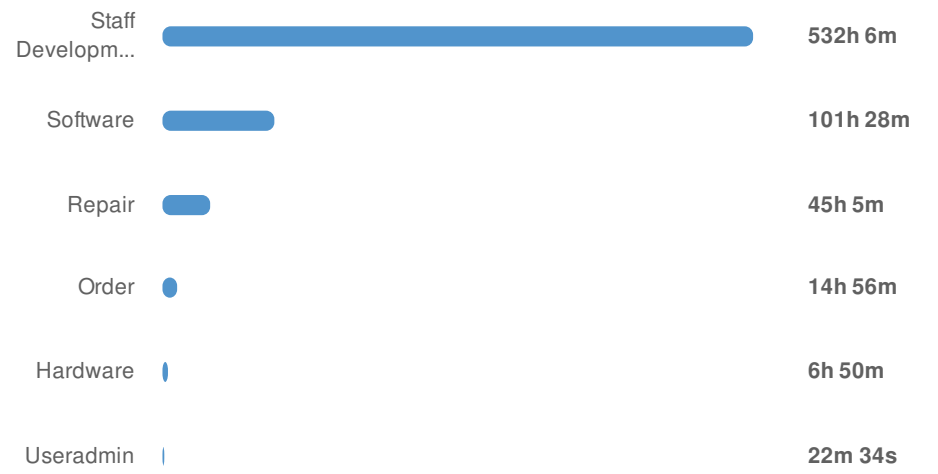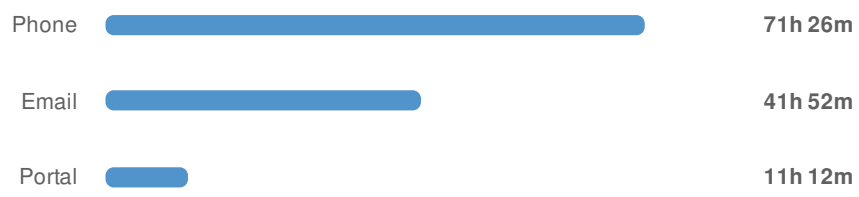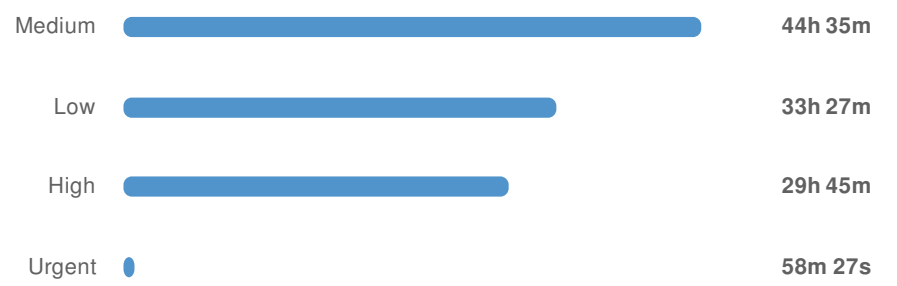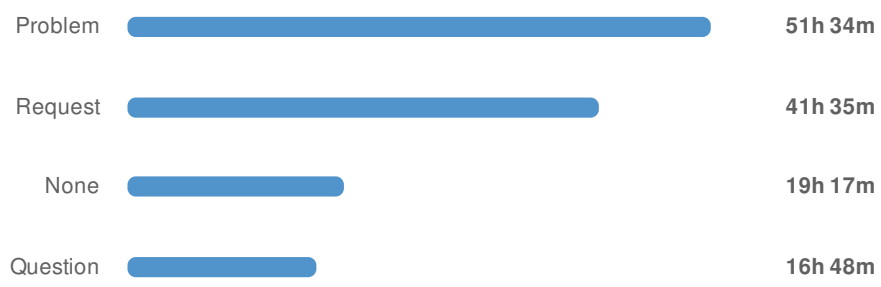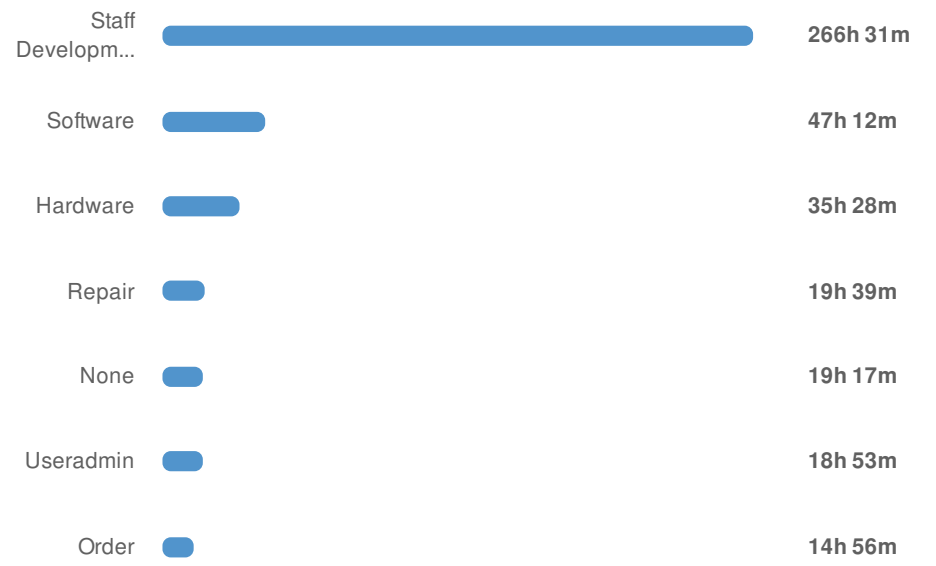
Avg resolution time by Source

Phone	**71h 26m**
Email	**69h 18m**
Portal	**16h 3m**

Avg resolution time by Priority

Medium	**78h 38m**
Low	**39h 16m**
High	**35h 5m**
Urgent	**1h 14m**

Avg resolution time by Type

Request	**81h 57m**
Problem	**62h 36m**
Question	**23h 4m**
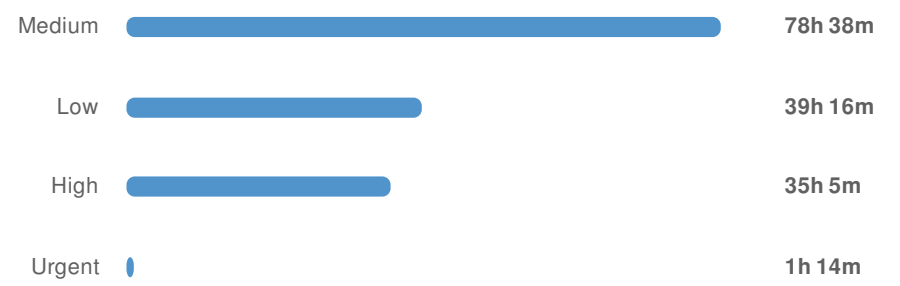
Avg resolution time by Category

Staff Developm...	**204h 21m**
Useradmin	**84h 36m**
Hardware	**58h 58m**
Software	**51h 54m**
Order	**29h 52m**
Repair	**19h 39m**

AVERAGE 1ST ASSIGN TIME - **3h 48m** ▲212%
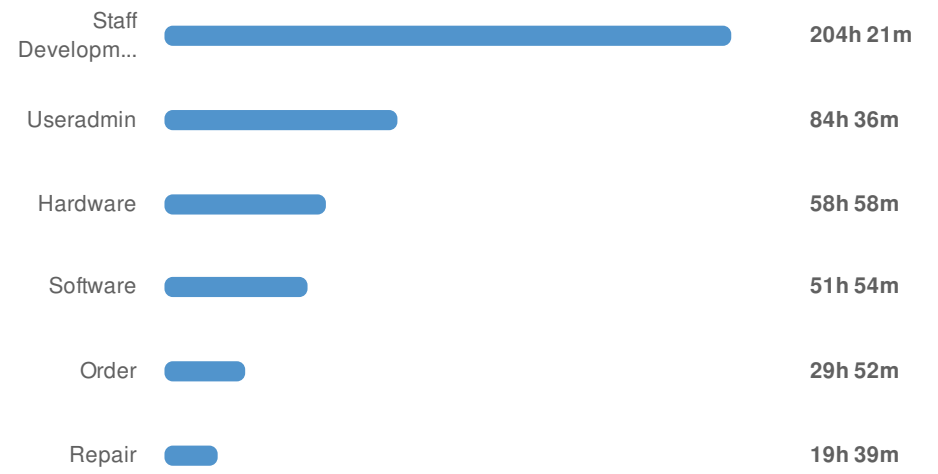
Avg 1st assign time by Source

Phone		**16h 29m**
Portal		**7h 11m**
Email		**3h 11m**
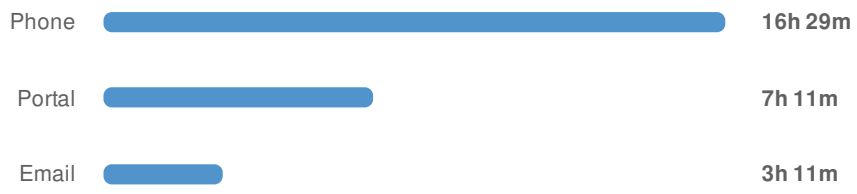
Avg 1st assign time by Priority

Low		**10h 6m**
Medium		**2h 26m**
Urgent		**1h 0m**
High		**31m 6s**

Avg 1st assign time by Type

None		**4h 51m**
Problem		**4h 15m**
Request		**3h 4m**
Question		**2h 46m**
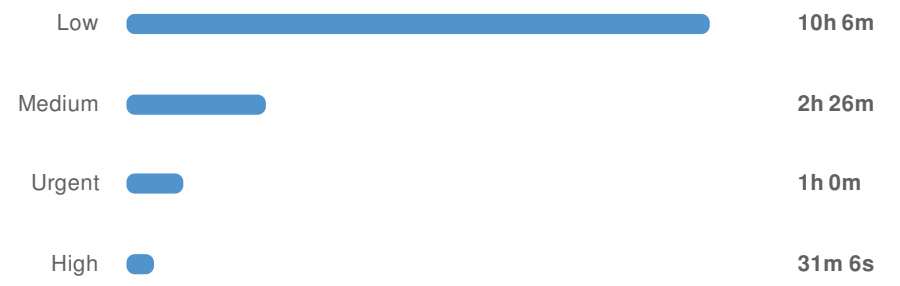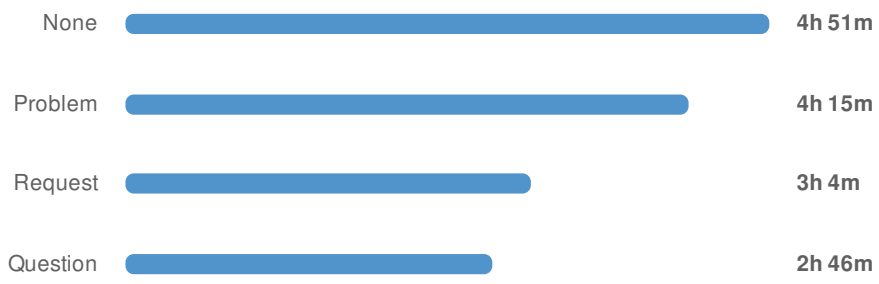
Avg 1st assign time by Category

Software		**6h 47m**
None		**5h 22m**
Repair		**5h 7m**
Hardware		**2h 45m**
Useradmin		**2h 14m**
Staff Developm...		**2m 7s**
Order		**0m 0s**

FIRST CONTACT RESOLUTION - **81%** ▲**27%**

FCR % by Source

Portal	**100%**
Phone	**100%**
Email	**80%**

FCR % by Priority

Low	**100%**
High	**100%**
Medium	**78%**
Urgent	**75%**

FCR % by Type

Problem	**86%**
Request	**79%**
Question	**71%**

FCR % by Category

Order	**100%**
Repair	**100%**
Hardware	**85%**
Software	**83%**
Useradmin	**69%**
Staff Developm...	**67%**
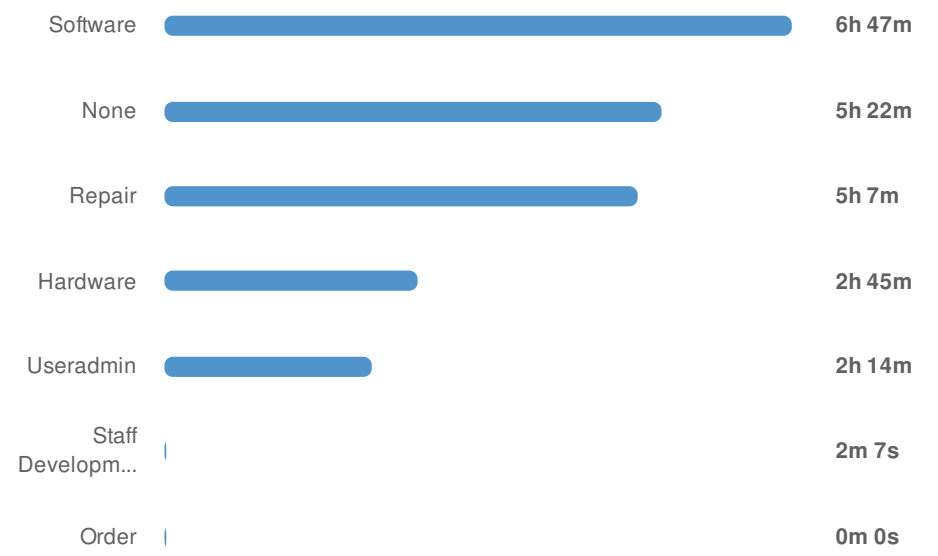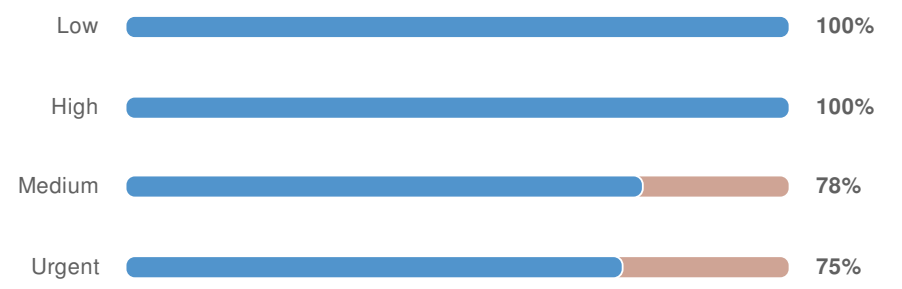
FIRST RESPONSE SLA - **65%** ▲3%
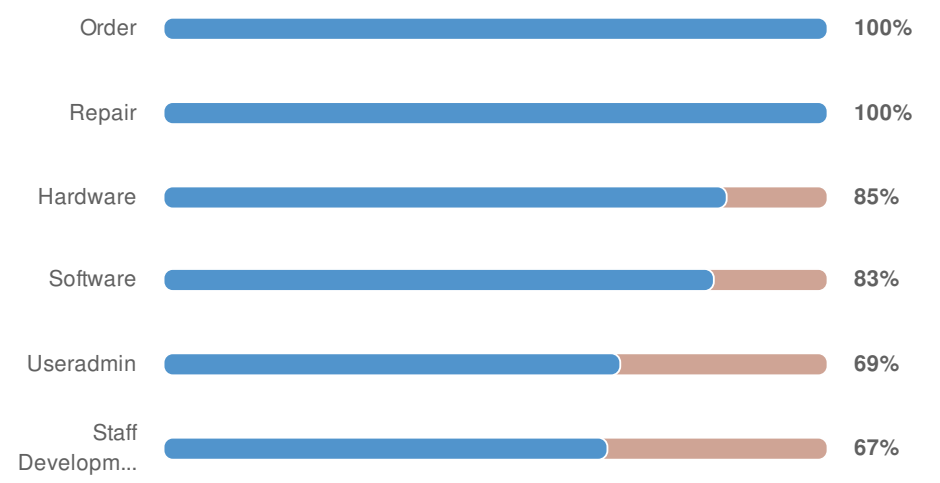
First response SLA % by Source

Email	69%
Portal	0%
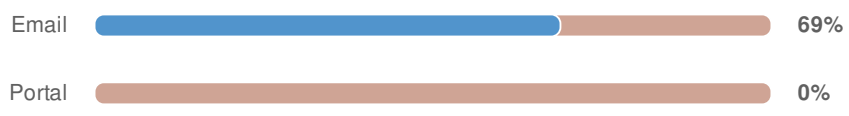
First response SLA % by Priority

Urgent	100%
Medium	63%

First response SLA % by Type

Question	100%
Request	60%
Problem	33%
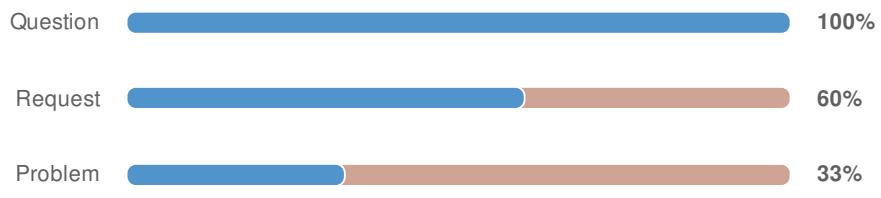
First response SLA % by Category

Useradmin	100%
Order	100%
Hardware	71%
Software	50%
Staff Developm...	0%
Repair	0%

RESOLUTION SLA - **86%** ▼11%
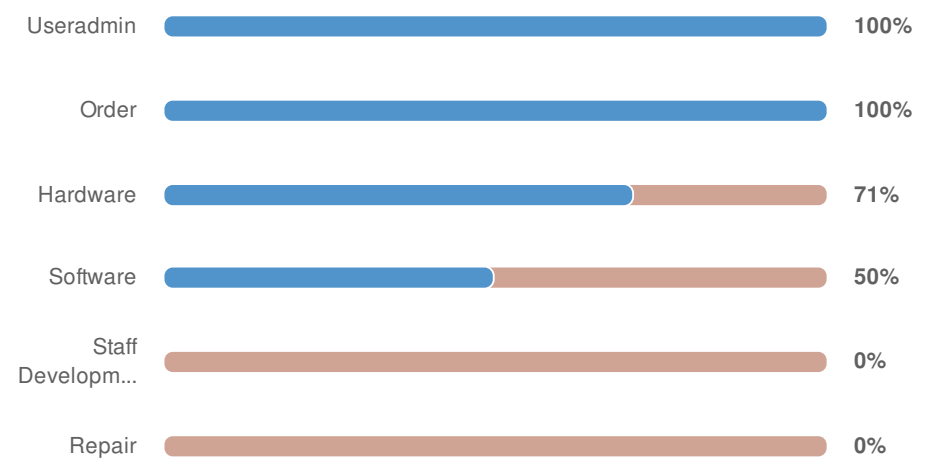
Resolution SLA % by Source

Portal	100%
Email	87%
Phone	0%
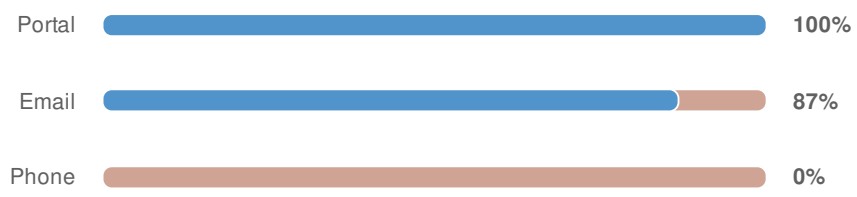
Resolution SLA % by Priority

Low	100%
Urgent	100%
Medium	85%
High	80%

Resolution SLA % by Type

Question	100%
Problem	86%
Request	83%
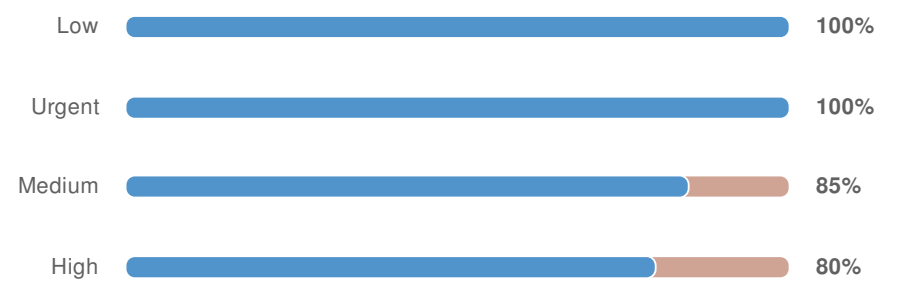
Resolution SLA % by Category

Order	100%
Repair	100%
Useradmin	92%
Hardware	85%
Software	83%
Staff Developm...	67%