

Helpdesk In-depth

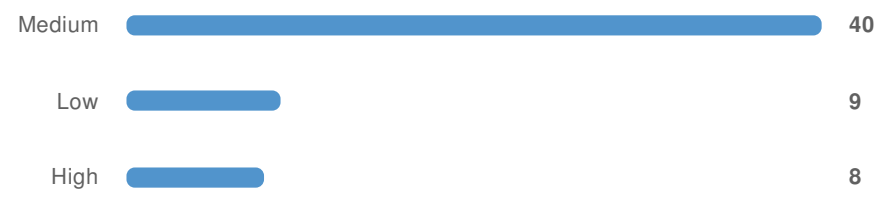
Filtered by: Time Period: 4 Feb, 2016 - 10 Feb, 2016

CREATED TICKETS - 57 ▼39%

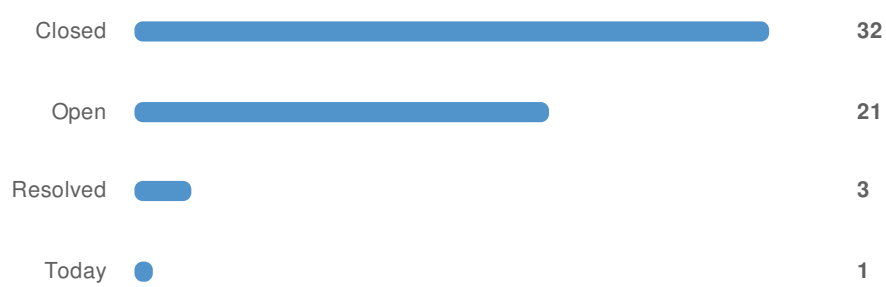
Created tickets split by source



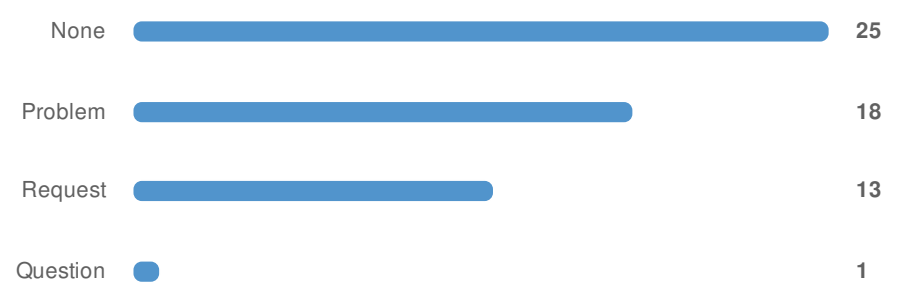
Created tickets split by priority



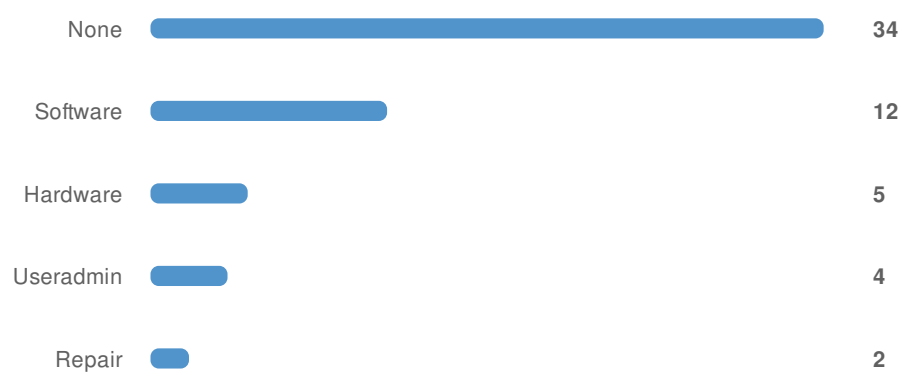
Created tickets split by status



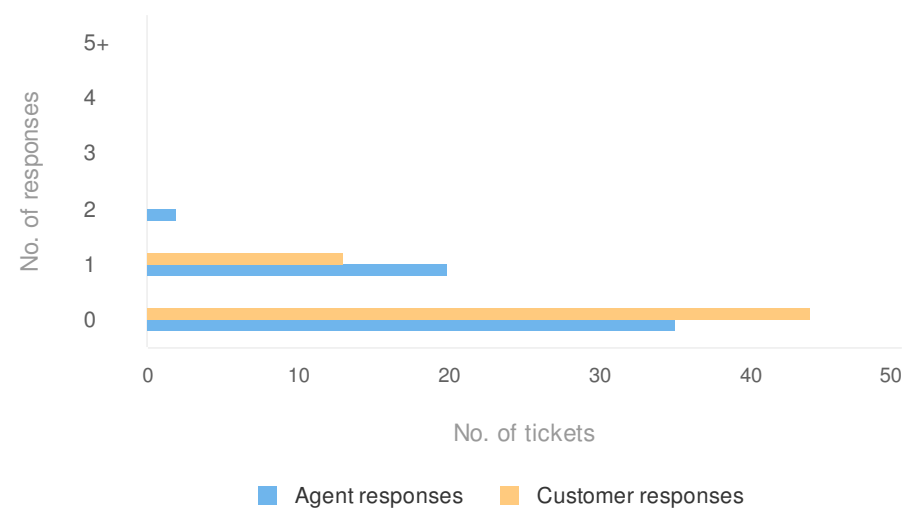
Created tickets split by type



Created tickets split by category



No. of agent & customer responses in created tickets



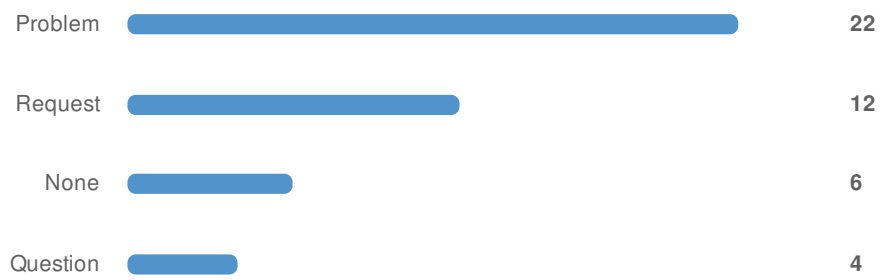
Resolved tickets split by source



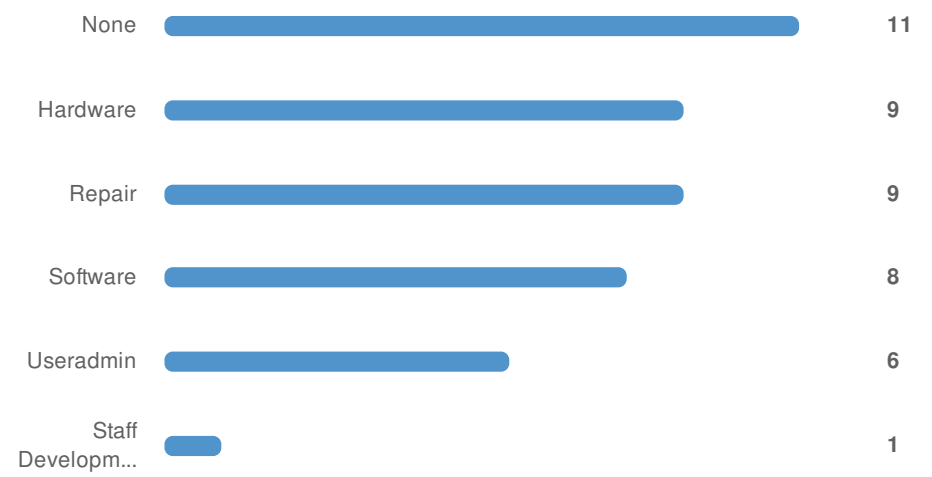
Resolved tickets split by priority



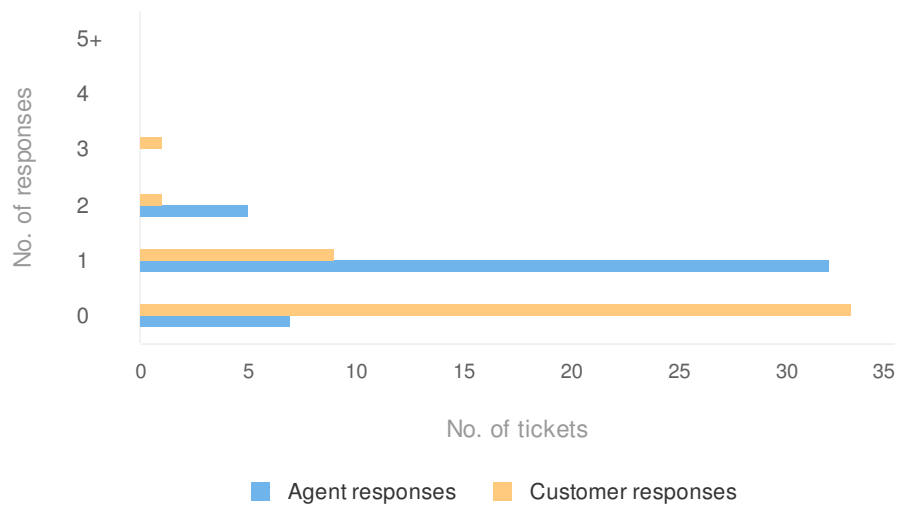
Resolved tickets split by type



Resolved tickets split by category



No. of agent & customer responses in resolved tickets



Reopened tickets split by source

No data to display

Reopened tickets split by priority

No data to display

Reopened tickets split by status

No data to display

Reopened tickets split by type

No data to display

Reopened tickets split by category

No data to display

No. of agent & customer responses in reopened tickets

No data to display

Reopened tickets

No data to display

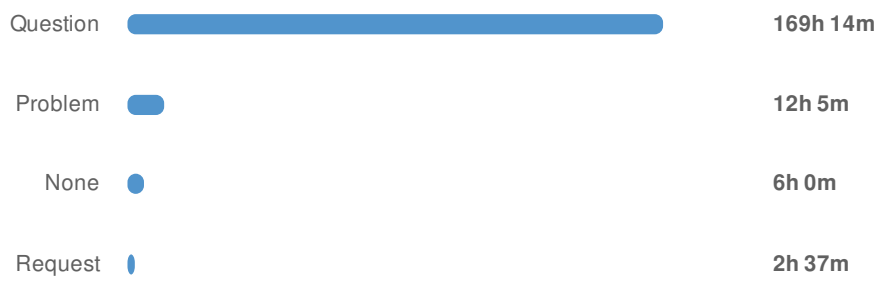
Avg 1st response time split by source



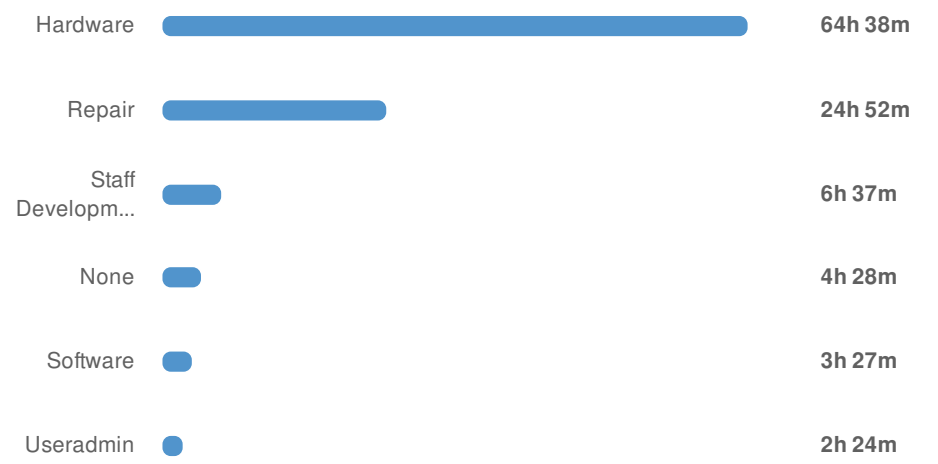
Avg 1st response time split by priority



Avg 1st response time split by type



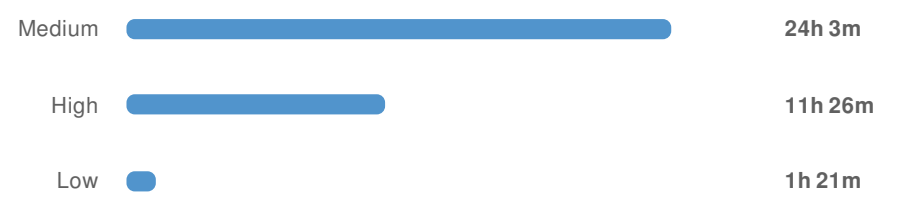
Avg 1st response time split by category



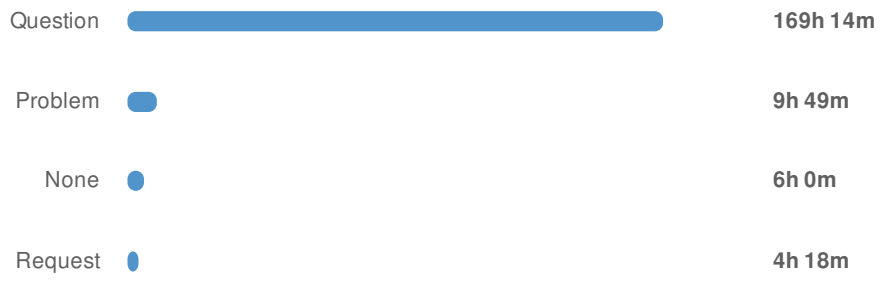
Avg response time split by source



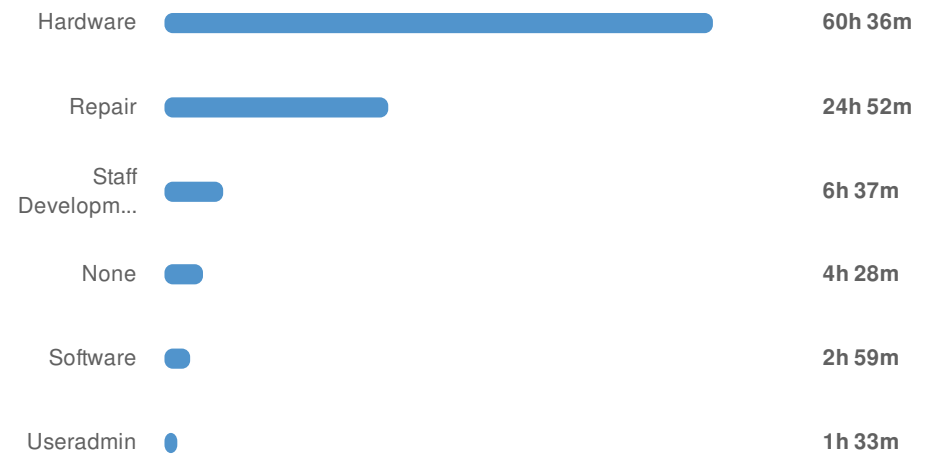
Avg response time split by priority



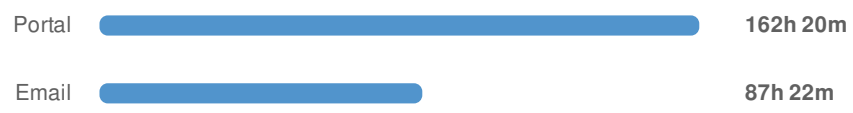
Avg response time split by type



Avg response time split by category



Avg resolution time split by source



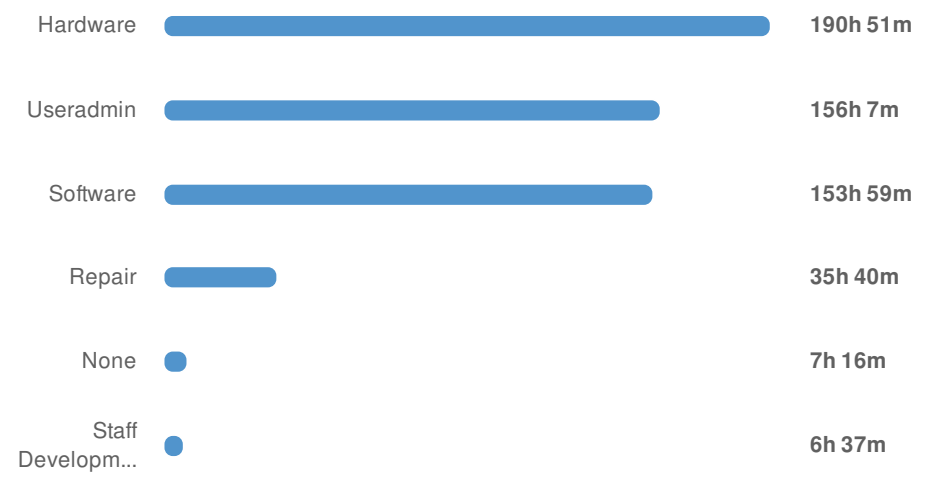
Avg resolution time split by priority



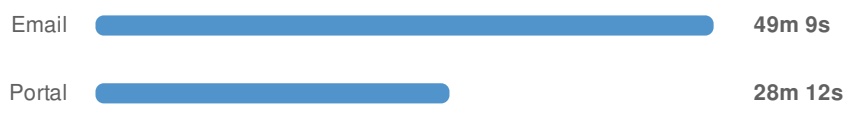
Avg resolution time split by type



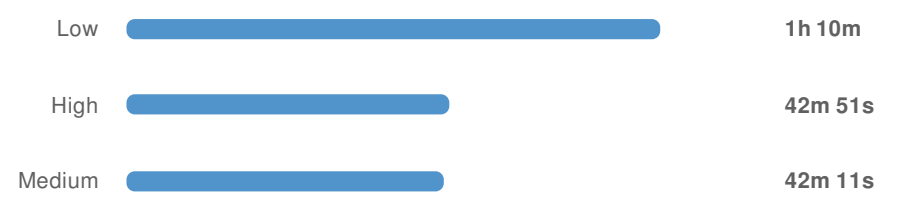
Avg resolution time split by category



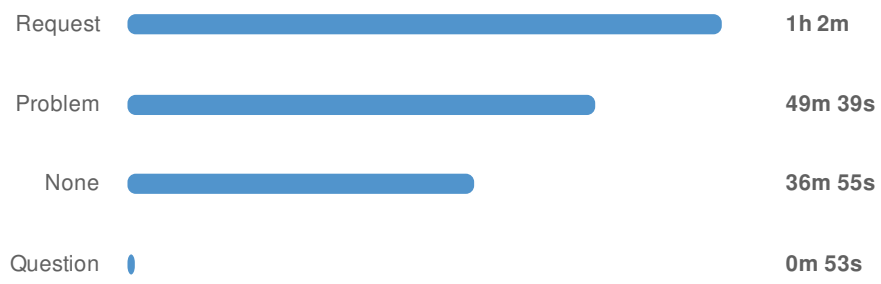
Avg 1st assign time split by source



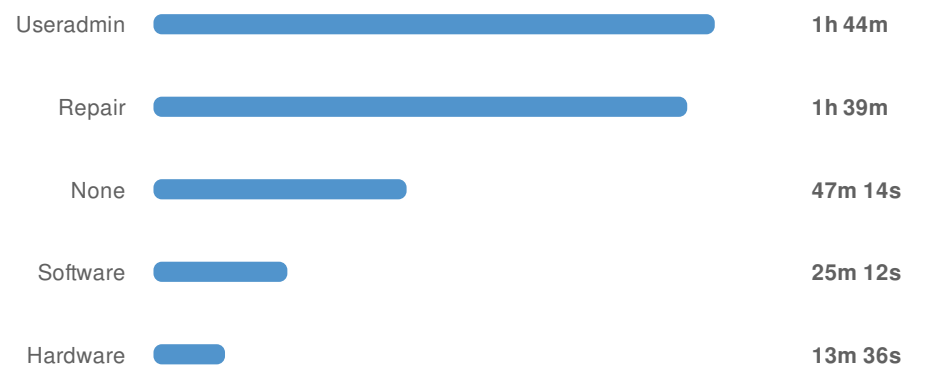
Avg 1st assign time split by priority



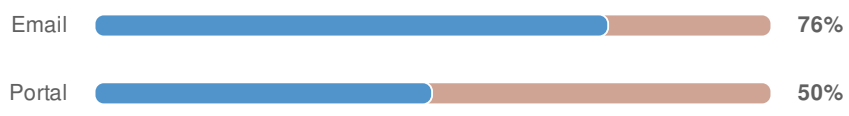
Avg 1st assign time split by type



Avg 1st assign time split by category



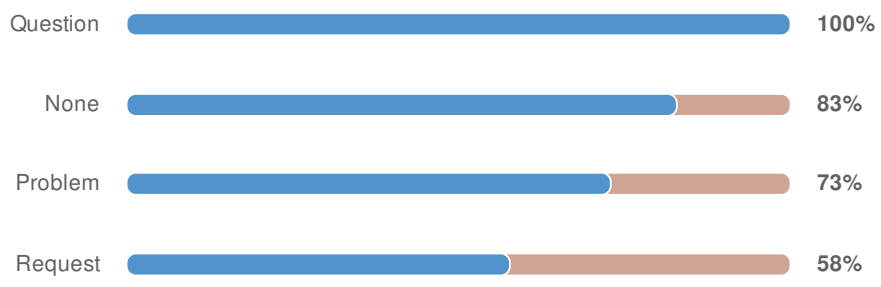
FCR % by source



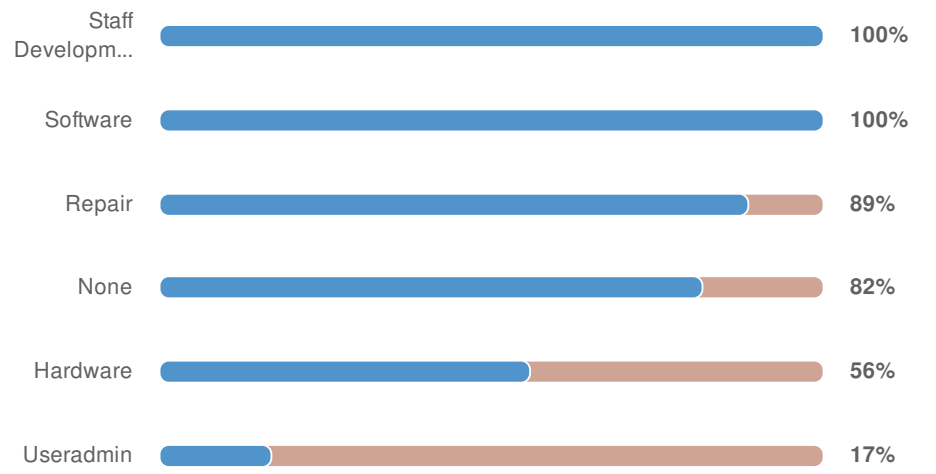
FCR % by priority



FCR % by type



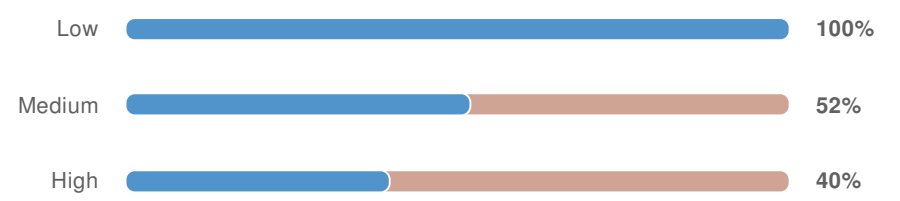
FCR % by category



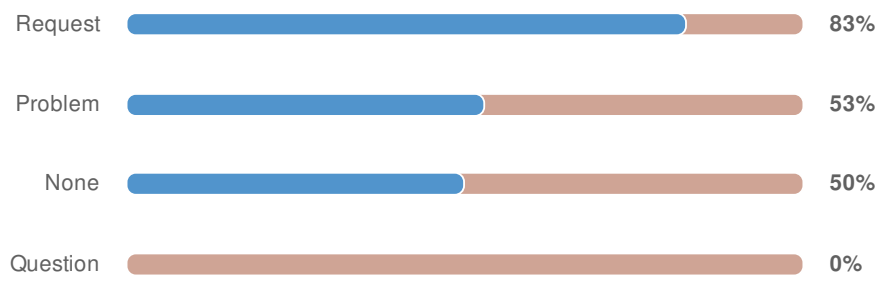
First response SLA % by source



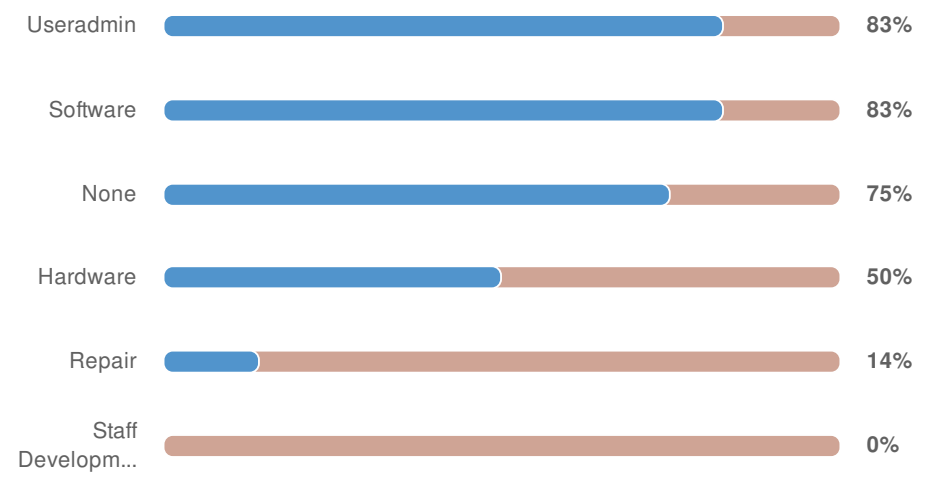
First response SLA % by priority



First response SLA % by type



First response SLA % by category



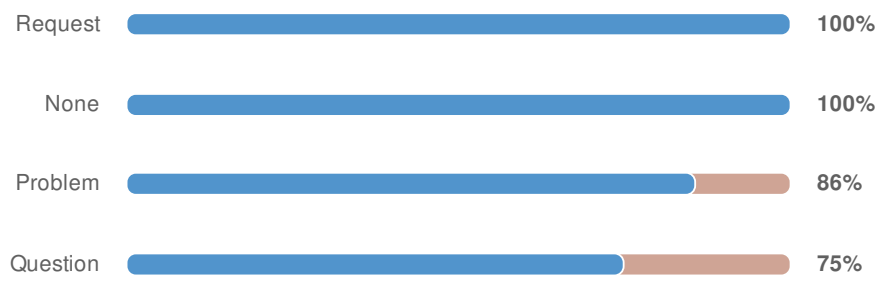
Resolution SLA % by source



Resolution SLA % by priority



Resolution SLA % by type



Resolution SLA % by category

