

**Response**

1.2 hrs

Agent First Reply Time [Mdn]

**Resolution**

190.5 hrs

Agent Full Resolution Time [Avg]

**Satisfaction**

-

Agent Satisfaction Score

**Agent Performance**

Last 7 days

Last 30 days

Tickets taken

28

▼30%

134

▼1%

Tickets solved

29

▼26%

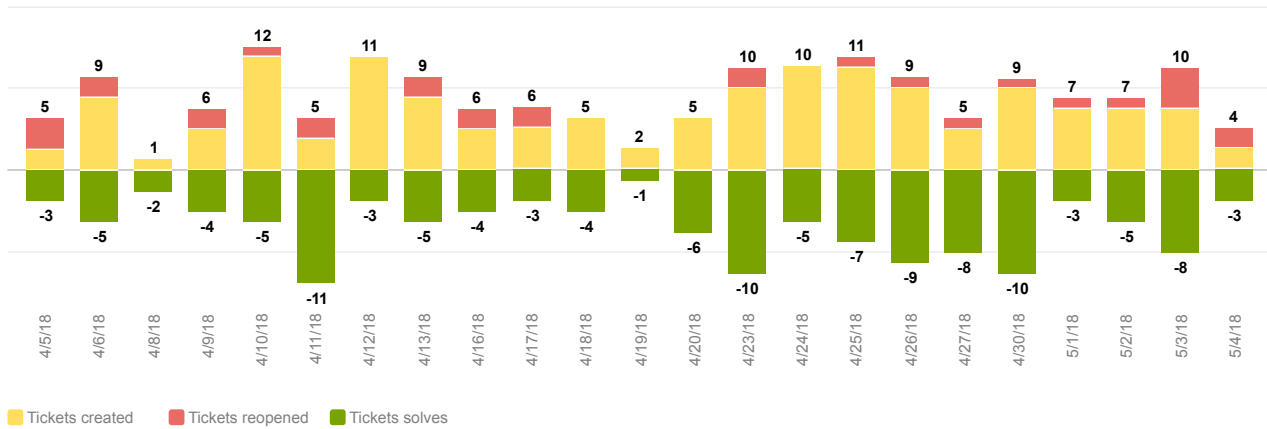
124

▼5%

Group (Last 30 days)

438

Agent ticket activity (30 days)



**Agent Response Details**

First Reply Time Median Past 7 Days

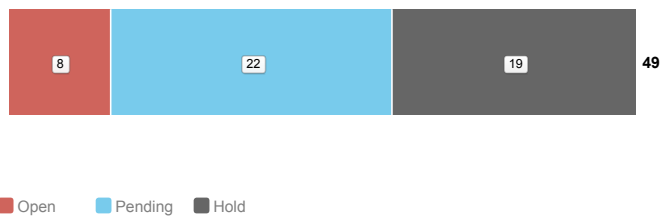
Agent

1.2 hrs

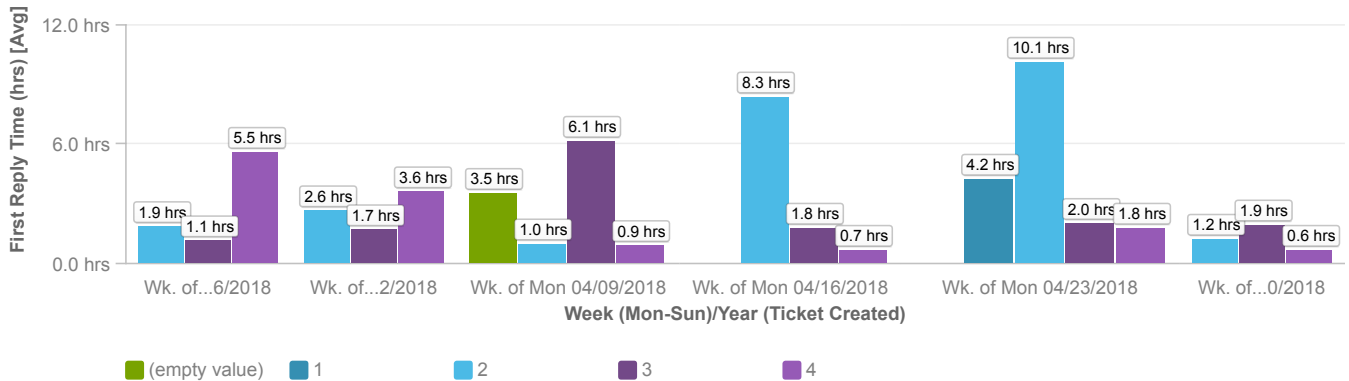
Group

1.2 hrs

Current Non-Defect Ticket Backlog



Response Time by Priority (Agent) (6 weeks)



## Agent Resolution Details

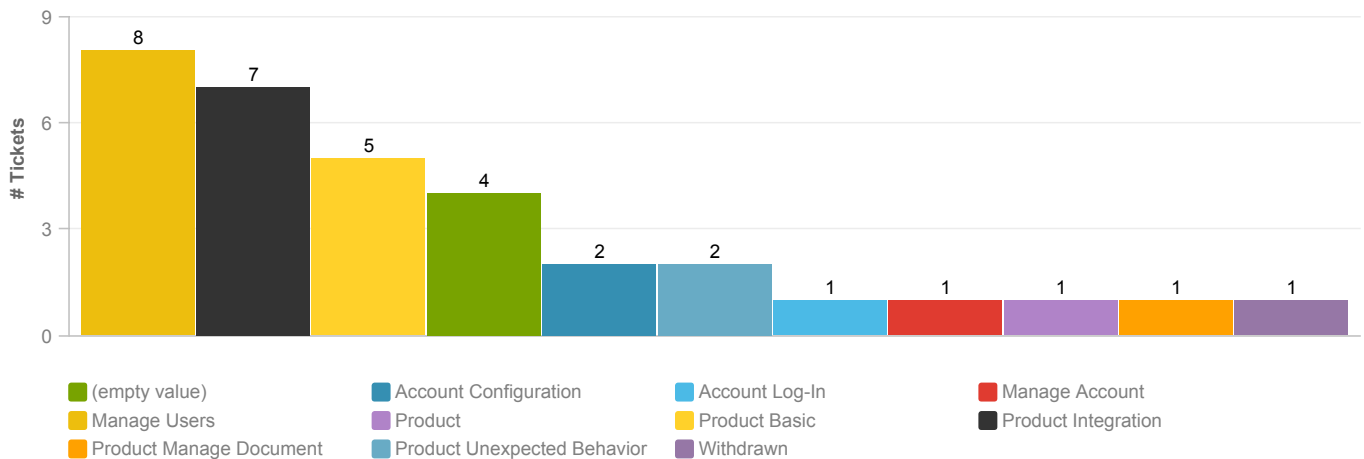
**190.5 hrs**  
Full Resolution Time (hrs) [Avg]

**29**  
# Tickets Solved

### Non-defect cases older than 5 days

Ticket Id	Date (Ticket)	Organization	User Name	Sev	Symptom	Disposition	VIP A	# Replies
513670	11/01/2017	Test Account 1	John Doe	3	I need help	Product Unexpected Behavi	false	38
522737	01/02/2018	Test Account 2	Customer 1	3	I need help	Account Configuration	(empt	49
533445	03/01/2018	Test Account 3	Customer 2		Unexpected	Product Integration	(empt	26
535116	03/12/2018	Test Account 1	Jane Doe	3	I need help	Product Integration	false	26
535863	03/14/2018	Test Account 3	Bob Smith	2	Unexpected	(empty value)	(empt	0
535996	03/15/2018	Test Account 2	Customer 3	3	I need help	Product Basic	true	13
537705	03/22/2018	Test Account 4	George American	4	I need help	Product Integration	(empt	37
537819	03/22/2018	Partner Account	CEO	3	I need help	Product Manage Document	false	16
538120	03/23/2018	VIP Account		3	I need help	Product Basic	true	19
539215	03/29/2018	Company A	Steve	3	I need help	Product Basic	true	18
540376	04/05/2018	Company B	Will	2	I need help	Product Integration	false	39

### Disposition Graph (7 days) (Agent)



## Agent Defect Tracking

**49**  
# Active Problem Tickets

**1,134**  
# Closed Problem Tickets

## Customer Satisfaction

Agent Satisfaction Score (7 days)

-

% Satisfaction Score

Group Satisfaction Score (7 days)

No data

## Top Tier Customers

**89**  
# VIP Tickets

### Top Tier Tickets

