# Ticket Summary - Processing Time by Department (Closed Tickets)

| | |
|---|---|
| Ticket Start Date | ANY |
| Ticket End Date | ANY |

Department     Sales

| Number | Status | Name | Subject | Date Created | Date Closed | Time Lapsed |
|---|---|---|---|---|---|---|
| 313155 | Closed | Richard L | Renew subscription contract for 1 year | 2015-06-24 16:22:22 | 2015-08-06 17:32:50 | 43 day 1 hour |
| 539245 | Closed | John Ooi | Request for new ticket report | 2015-07-31 11:38:36 | 2015-08-06 16:53:27 | 6 day 5 hour |

Min: 6 day 5 hour

Max: 43 day 1 hour

Average: 24 day 15 hour

customer-ticket.com

# Ticket Summary - Processing Time by Department (Closed Tickets)

Department            Support

| Number | Status | Name | Subject | Date Created | Date Closed | Time Lapsed |
|--------|--------|------|---------|--------------|-------------|-------------|
| 145765 | Closed | Nazi Ahmad | Ticket helpdesk on mobile screens, tablets | 2015-07-05 16:26:24 | 2015-08-06 17:41:29 | 32 day 1 hour |
| | | | | | | Min: 32 day 1 hour |
| | | | | | | Max: 32 day 1 hour |
| | | | | | | Average: 32 day 1 hour |

CUSTOMER-TICKET.COM

# Ticket Summary - Processing Time by Department (Closed Tickets)

Department                       Technical

| Number | Status | Name | Subject | Date Created | Date Closed | Time Lapsed |
|---|---|---|---|---|---|---|
| 905059 | Closed | Customer-Ticket Support | Scheduled application server upgrade | 2015-06-14 12:07:45 | 2015-08-06 16:41:43 | 53 day 4 hour |
| 421653 | Closed | Jeremy Loh | Broadband upgrade process | 2015-06-26 11:56:09 | 2015-08-06 16:39:28 | 41 day 4 hour |

Min: 41 day 4 hour
Max: 53 day 4 hour
Average: 47 day 4 hour