

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

Ticket Start Date ANY  
Ticket End Date ANY

Department Human Resource

Number	Status	Name	Subject	Date Created	Date Updated	Time Lapsed
210094	Open	Mary Lee	Mobile internet allowance	2015-06-24 16:22:49	2015-08-06 17:14:29	43 day 0 hour
969906	Open	Siti N	Apply for extension of maternity leave	2015-06-26 23:47:41	2015-08-06 17:01:26	40 day 17 hour
918591	Open	Siti N	Hospitalisation insurance coverage for employee	2015-06-26 23:48:21	2015-08-06 17:00:36	40 day 17 hour

Min: 40 day 17 hour

Max: 43 day 0 hour

Average: 41 day 11 hour

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

Department		Sales				
Number	Status	Name	Subject	Date Created	Date Updated	Time Lapsed
836690	Open	Bravo Maids Agency	Ask for web helpdesk payment	2015-06-26 11:13:54	2015-08-06 17:40:14	41 day 6 hour
862449	Open	Nora Sidar	Add Ticket Helpdesk for our company	2015-07-21 17:51:11	2015-08-06 17:37:02	15 day 23 hour
481105	Open	John Ooi	SME package on ticket helpdesk system	2015-07-31 11:50:06	2015-08-06 17:35:55	6 day 5 hour
189151	Open	Fazirah	Enquiry on Live Chat for business web site	2015-08-01 00:16:12	2015-08-06 17:35:16	5 day 17 hour
						Min: 5 day 17 hour
						Max: 41 day 6 hour
						Average: 17 day 7 hour