Ticket Summary - Processing Time by Topic (Closed Tickets)

Ticket Start Date	ANY
Ticket End Date	ANY

Topic   Access Issue

Number	Department	Status	Name	Subject	Date Created	Date Closed	Time Lapsed
905059	Technical	Closed	Customer-Ticket Support	Scheduled application server upgrade	2015-06-14 12:07:45	2015-08-06 16:41:43	53 day 4 hour
145765	Support	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: 53 day 4 hour

Average: 42 day 14 hour

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Ticket Summary - Processing Time by Topic (Closed Tickets)

Topic   Report a Problem

Number	Department	Status	Name	Subject	Date Created	Date Closed	Time Lapsed
421653	Technical	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: 41 day 4 hour

Average: 41 day 4 hour

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Ticket Summary - Processing Time by Topic (Closed Tickets)

Topic   Sales Enquiry

Number	Department	Status	Name	Subject	Date Created	Date Closed	Time Lapsed
313155	Sales	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	Sales	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

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