

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

Ticket Start Date ANY  
Ticket End Date ANY

Topic Business Enquiry

Number	Department	Status	Name	Subject	Date Created	Date Updated	Time Lapsed
862449	Sales	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

Min: 15 day 23 hour

Max: 15 day 23 hour

Average: 15 day 23 hour

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

Topic Employee Benefits

Number	Department	Status	Name	Subject	Date Created	Date Updated	Time Lapsed
210094	Human Resource	Open	Mary Lee	Mobile internet allowance	2015-06-24 16:22:49	2015-08-06 17:14:29	43 day 0 hour
969906	Human Resource	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	Human Resource	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 Topic (Open Tickets)

Topic Sales Enquiry

Number	Department	Status	Name	Subject	Date Created	Date Updated	Time Lapsed
836690	Sales	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
481105	Sales	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	Sales	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

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 Min: 5 day 17 hour

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 Max: 41 day 6 hour

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 Average: 17 day 17 hour