

## Customer satisfaction (last 7 weeks)

Week (Mon-Sun) (Ticket)	% Satisfaction Score
W1	100%
W2	93%
W3	94%
W4	89%
W5	96%
W6	92%
W7	92%

## Weekly Bad satisfactions

Ticket Id	% Satisfaction Score
217906	0%
218947	0%
219877	0%
220042	0%

## Satisfaction by weekday

Date (Ticket Solved)	% Satisfaction Score	# Satisfied	# Unsatisfied	% Dissatisfaction Score
02/15/2016	100%	8	0	0.0%
02/16/2016	88%	7	1	12.5%
02/17/2016	100%	4	0	0.0%
02/18/2016	100%	2	0	0.0%
02/19/2016	93%	14	1	6.7%
02/20/2016	50%	2	2	50.0%
02/21/2016	100%	7	0	0.0%

**First Reply - previous weeks**

Week (Mon-Sun)/Year	% Achieved
W1/2016	0.66
W2/2016	0.74
W3/2016	0.63
W4/2016	0.76
W5/2016	0.76
W6/2016	0.58
W7/2016	0.84

**Breached Tickets by first reply**

Ticket Id	# SLAs Breached (Total)
220075	1.00
220078	1.00
220079	1.00
220081	1.00
220085	1.00
220098	1.00
220174	1.00
220175	1.00
220230	1.00
220243	1.00
220357	1.00
220365	1.00
220433	1.00
220455	1.00

**First Reply by weekday**

Day of Week (Mon-Sun)	Tuesday	Wednesday	Friday
Hour Ticket Created	% Achieved	% Achieved	% Achieved
0			0.00
1			0.00
11		0.00	
12		0.00	
13	0.00		
14	0.00		
15	0.00		
17	0.00		
19		0.00	0.00
21			0.00
22	0.00	0.00	

**% of One Touch Tickets**

<b>Week (Mon-Sun) (Ticket C</b>	<b>% of One Touch Tici</b>	<b># One-Touch Ticket</b>	<b># Tickets Solved</b>	<b># Unsolved Tickets</b>
W1	0.58	83	138	0
W2	0.61	90	142	0
W3	0.59	70	112	0
W4	0.56	72	125	1
W5	0.62	76	118	0
W6	0.60	90	146	3
W7	0.76	80	102	27

## Tickets created by hour, by date.

Day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Hour	# Tickets Created	# Tickets Created	# Tickets Created	# Tickets Created	# Tickets Created	# Tickets Created	# Tickets Created
0	2	4	10	8	11	3	0
1	1	1	2	2	5	1	0
2	1	0	1	6	4	1	0
3	2	0	0	0	0	2	2
4	2	0	1	4	1	0	0
5	0	0	1	0	1	0	0
6	1	1	3	0	1	0	0
7	1	0	0	1	1	0	0
8	0	0	0	1	1	0	0
9	1	2	0	2	0	0	0
10	2	2	1	1	0	2	1
11	6	3	6	1	1	0	0
12	1	4	4	4	6	0	0
13	2	10	12	4	5	3	1
14	4	6	4	4	2	0	0
15	3	2	2	3	3	0	0
16	6	7	4	9	4	1	1
17	2	7	4	9	6	0	0
18	4	8	8	5	11	3	0
19	4	4	15	7	13	0	0
20	8	5	6	8	9	0	1
21	2	2	2	7	4	0	1
22	2	1	3	4	3	0	0

## Chats by hour

Day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Hour	# Tickets Created	# Tickets Created	# Tickets Created	# Tickets Created	# Tickets Created	# Tickets Created	# Tickets Created
0	2	3	8	4	7	2	0
1	1	1	2	2	3	1	0
2	0	0	1	2	1	0	0
3	2	0	0	0	0	2	2
4	2	0	1	3	1	0	0
5	0	0	0	0	1	0	0
6	0	1	0	0	0	0	0
9	1	1	0	1	0	0	0
10	2	2	0	1	0	1	0
11	3	3	2	0	1	0	0
12	0	4	4	3	4	0	0
13	0	8	7	3	4	2	0
14	2	3	4	3	2	0	0
15	2	1	2	3	1	0	0
16	4	6	3	5	0	0	0
17	1	5	2	3	5	0	0
18	2	5	4	3	6	3	0
19	3	3	5	4	3	0	0
20	5	5	3	6	6	0	1
21	0	0	2	2	3	0	1
22	1	0	0	3	1	0	0

Voice calls by hour

Day of Week (Mon-S	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Hour Ticket Created	# Tickets Created	# Tickets Created	# Tickets Created	# Tickets Created	# Tickets Created	# Tickets Created
0	0	0	2	2	2	1
1	0	0	0	0	0	1
2	0	0	0	1	2	0
16	0	0	1	0	0	0
17	0	0	1	1	0	0
18	1	1	0	0	2	0
19	1	0	6	0	6	0
20	1	0	1	0	1	0
21	0	1	0	3	0	0
22	1	0	1	0	2	0