

## How are we doing?

# Monthly Support Report for Charge Pool Inc.

2020/07/01



### About this report

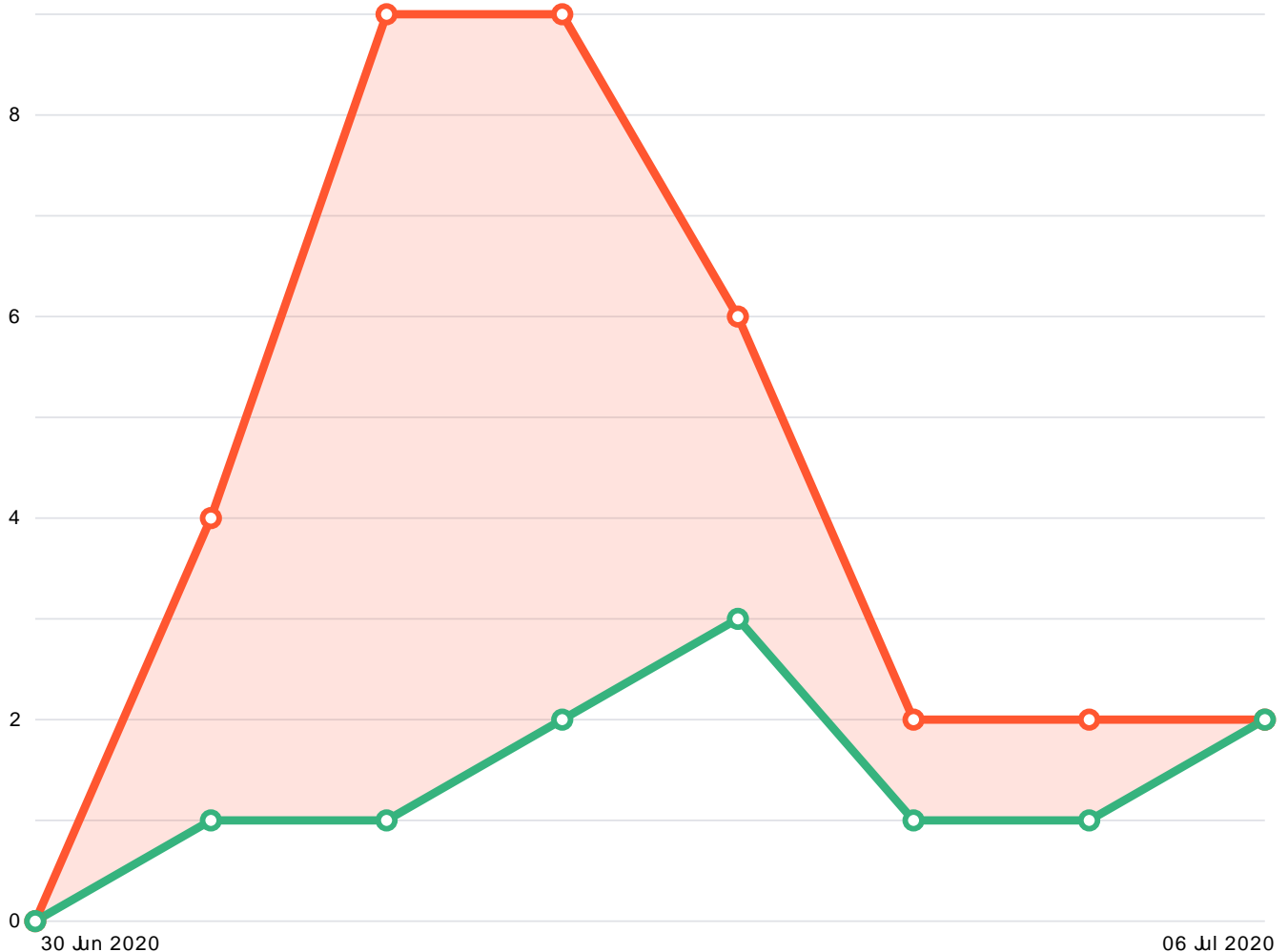
This report includes the key statistics and analysis of the support service provided by Midori for [Charge Pool Inc.](#) These metrics give a good overall view of ticket throughput and areas of general concern by the end users as well as performance of the support team.

Find below the specific reports pertaining to the last month for:

- **ticket status**
- **ticket reporter analysis**
- **workflow performance**
- **resolution time analysis (excluding one-touch tickets)**

Last month was a fairly quiet and slow period in terms of ticket creation velocity, however, we saw resolution times trend higher. This was caused by more complex issues, that have been raised by end users. These issues required involvement of higher level support staff, which elevated number of touches and eventually extended resolution times and periods when the tickets were open and waiting for our action.

### CREATED VS. RESOLVED CHART: CHARGESERVICE

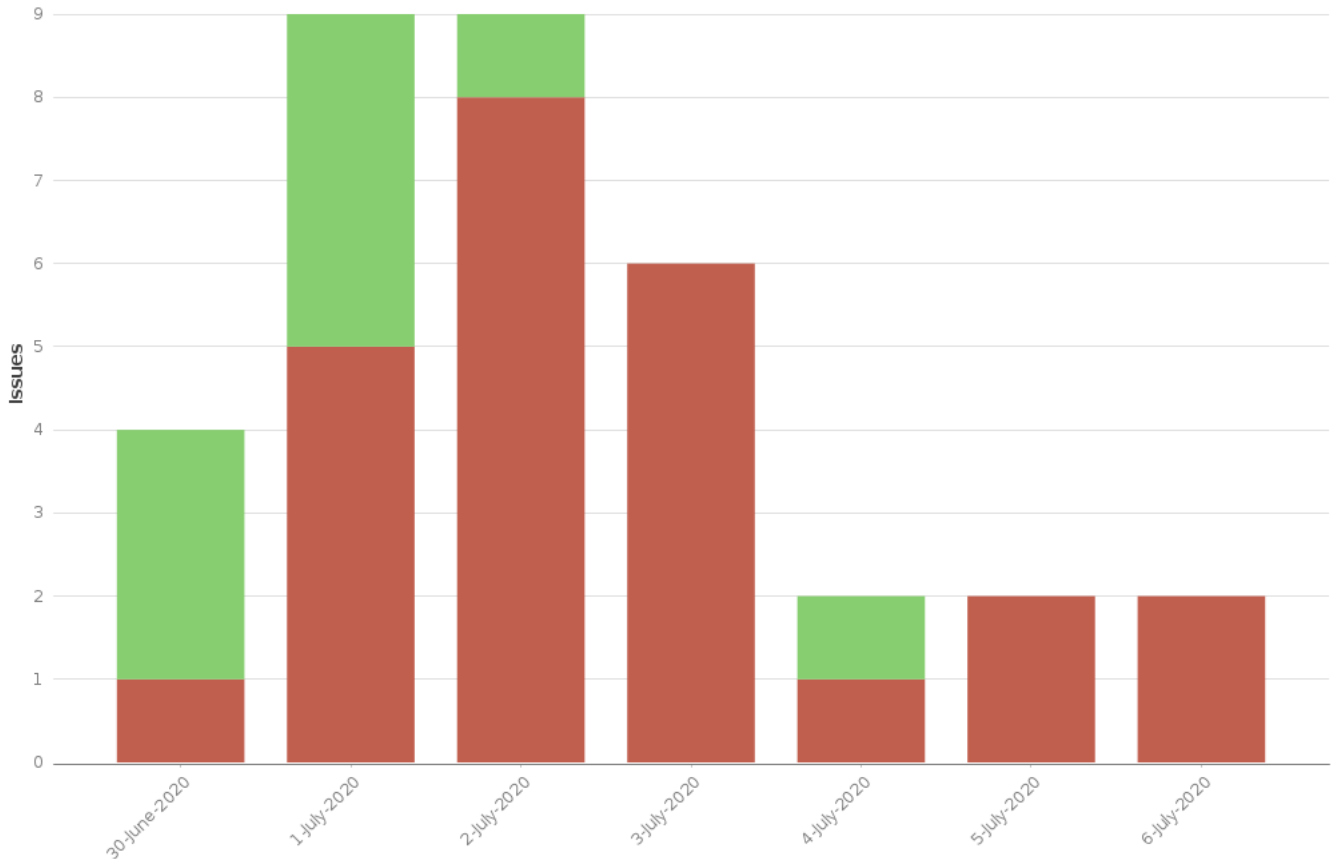


Issues in the last 7 days (grouped Daily)

[View in Issue navigator](#)

- Created issues (34)
- Resolved issues (11)

**RECENTLY CREATED CHART: CHARGE SUPPORT TEAM**



Total Issues: **34**

Period: last 7 days (grouped **Daily**)

**PIE CHART: TOP REPORTERS**



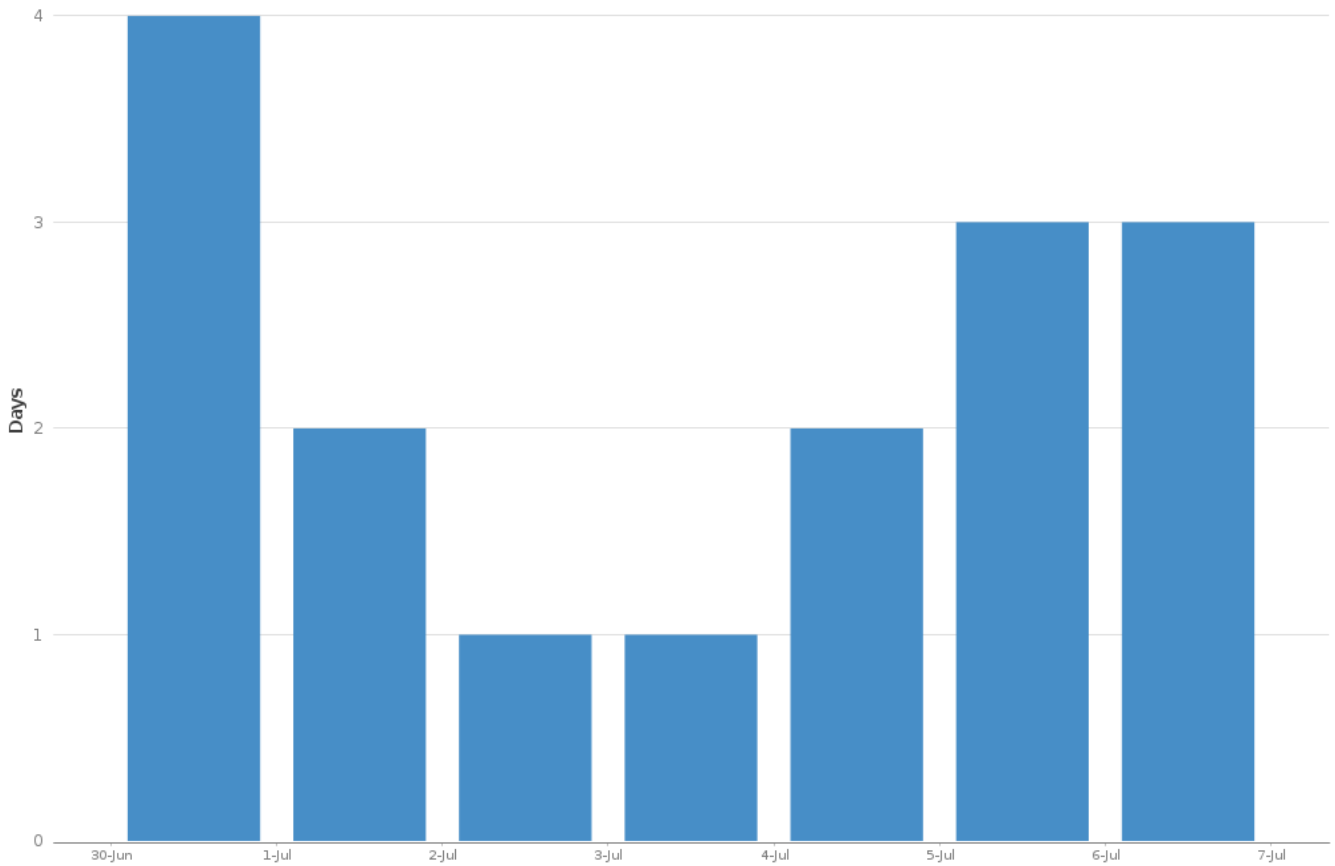
**Reporter**

Total Issues: **36**

- Alice Bean (10)
- Casey Ford (8)
- Liam Farrell (7)
- Robert Mongose (7)

• Zoe Barnes (4)

**AVERAGE AGE CHART: CHARGESERVICE**



This chart shows the average number of days [issues](#) were unresolved for over a given period.

Period: last 7 days (grouped Daily)

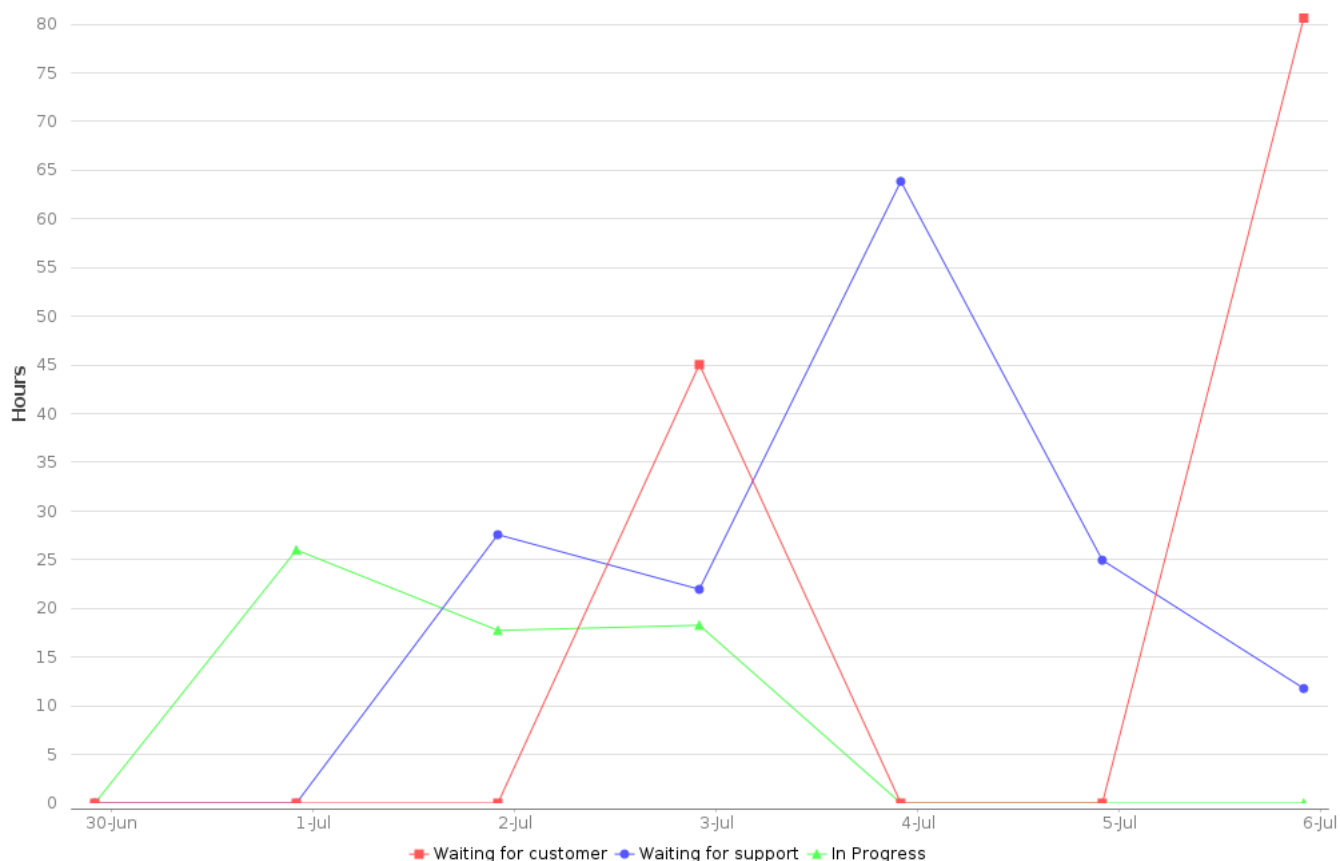
**TWO DIMENSIONAL FILTER STATISTICS: OPEN SUPPORT TICKETS**

| Issue Type  | In Progress | Waiting for support | Waiting for customer | Escalated to Level 2 | T:        |
|---|-------------|---------------------|----------------------|----------------------|-----------|
| <input type="checkbox"/> Complaint                      | <u>1</u>    | <u>1</u>            | <u>0</u>             | <u>0</u>             | <u>2</u>  |
| <input type="checkbox"/> Incident                       | <u>1</u>    | <u>2</u>            | <u>0</u>             | <u>0</u>             | <u>3</u>  |
| <input type="checkbox"/> IT Help                        | <u>1</u>    | <u>8</u>            | <u>2</u>             | <u>1</u>             | <u>12</u> |
| <input type="checkbox"/> Purchase                       | <u>1</u>    | <u>0</u>            | <u>0</u>             | <u>0</u>             | <u>1</u>  |
| <input type="checkbox"/> Service Request                | <u>1</u>    | <u>3</u>            | <u>2</u>             | <u>0</u>             | <u>6</u>  |
| <input type="checkbox"/> Service Request with Approvals | <u>1</u>    | <u>0</u>            | <u>0</u>             | <u>0</u>             | <u>1</u>  |
| <b>Total Unique Issues:</b>                             | <u>6</u>    | <u>14</u>           | <u>4</u>             | <u>1</u>             | <u>25</u> |

Grouped by: Status

Showing 6 of 6 statistics.

### AVERAGE TIME IN STATUS: CHARGE SUPPORT TEAM



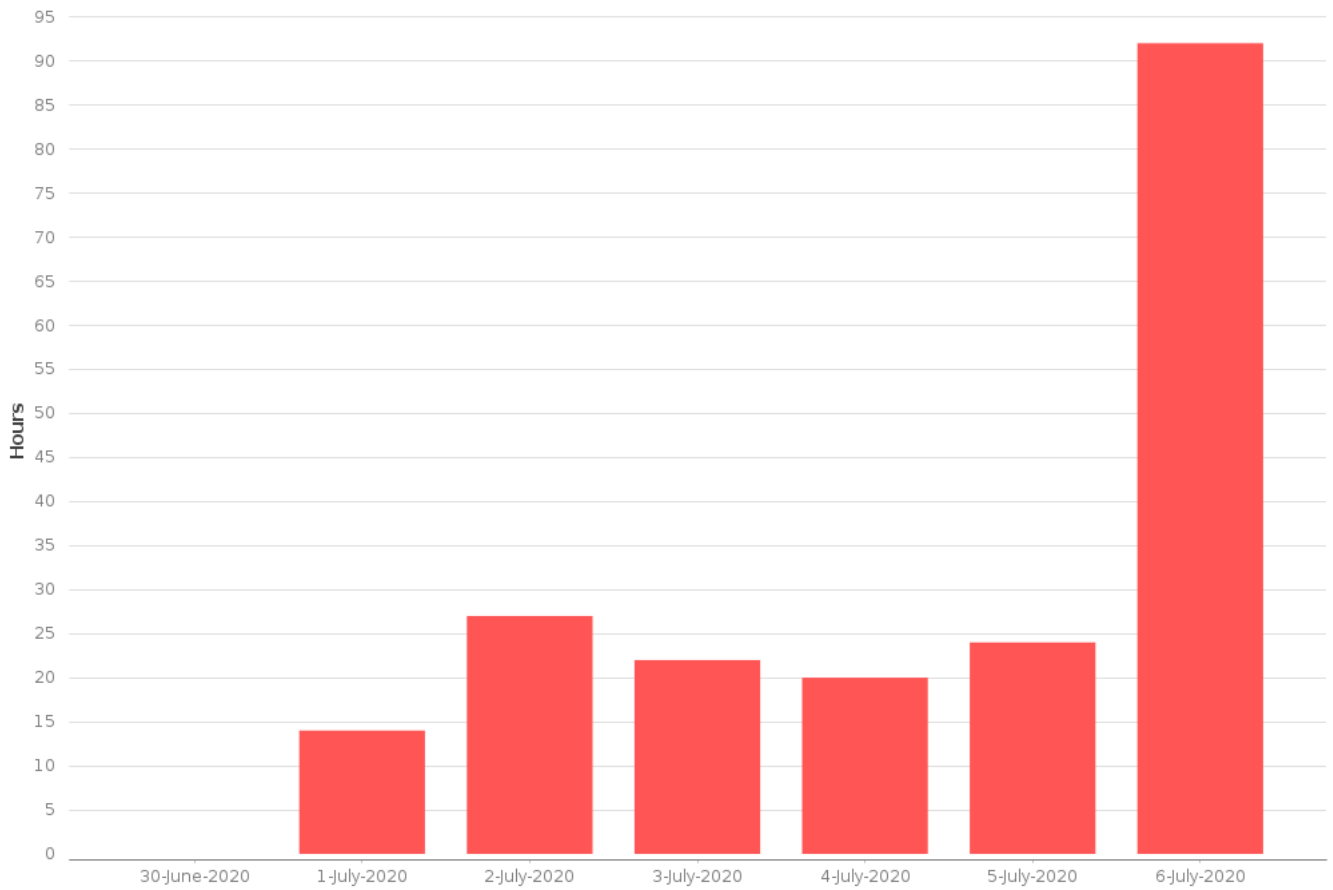
This chart shows the average time spent in a status for all resolved issues over the past 7 days.

### ISSUE STATISTICS: CHARGE SUPPORT TEAM (STATUS)

| Status               | Count              | Percentage |
|----------------------|--------------------|------------|
| Waiting for support  | <a href="#">14</a> | 39%        |
| Resolved             | <a href="#">11</a> | 31%        |
| In Progress          | <a href="#">6</a>  | 17%        |
| Waiting for customer | <a href="#">4</a>  | 11%        |
| Escalated to Level 2 | <a href="#">1</a>  | 3%         |
| Total                | <a href="#">36</a> |            |

### TIME TO FIRST RESPONSE: CHARGE SUPPORT TEAM

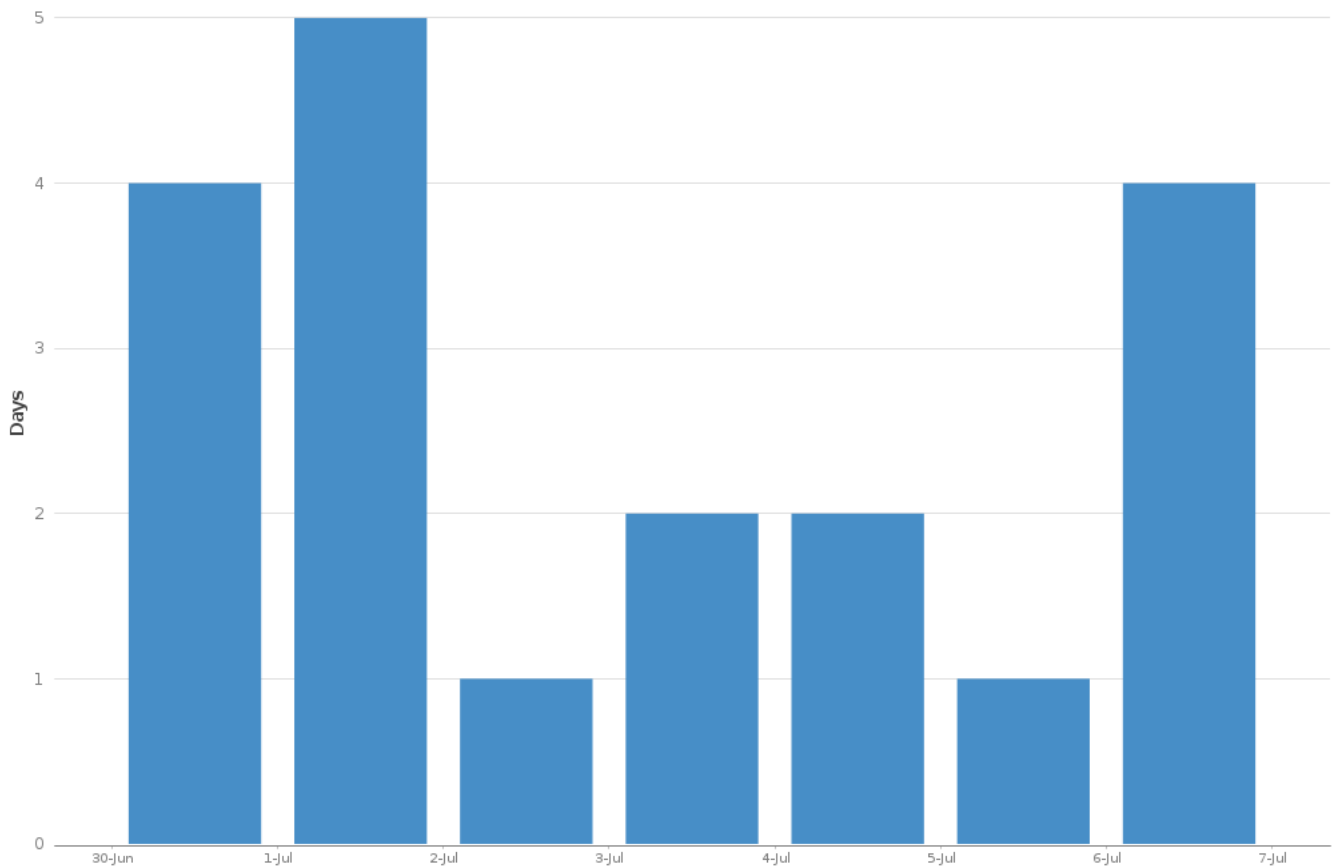
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Showing average number of hours until issues were responded to in the last 7 days.

**RESOLUTION TIME: CHARGE SUPPORT TEAM**

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This chart shows the average number of days that resolved [issues](#) were open for over a given period.

Period: last 7 days (grouped **Daily**)

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