IT Services - KPI's Customer Response

Tickets Responded to wi/24hrs

Goal

90%
95%
85%
100%
96%
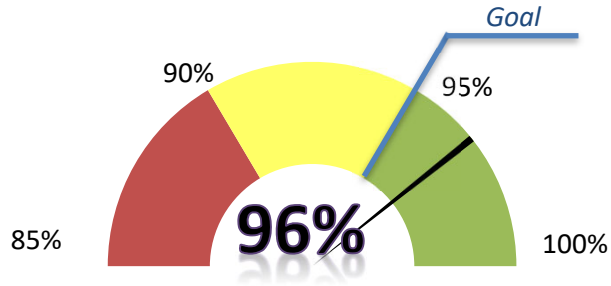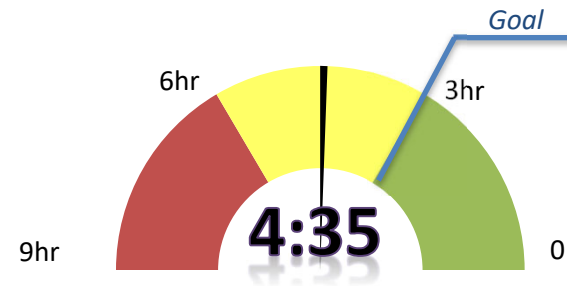
This metric displays the percentage of all tickets that are responded to within 24 hours by an IT team member.
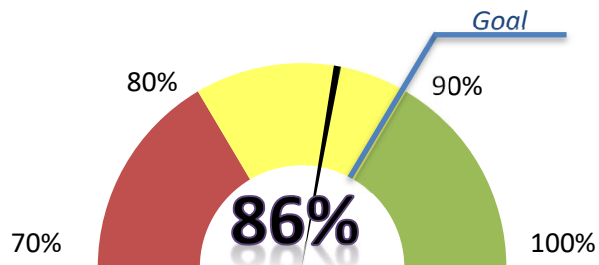
Goal is to be at 95% or better

AVG Ticket Response Time

Goal

6hr
3hr
9hr
0
4:35

This metric displays the average time it takes for an IT team member to respond to all received tickets.
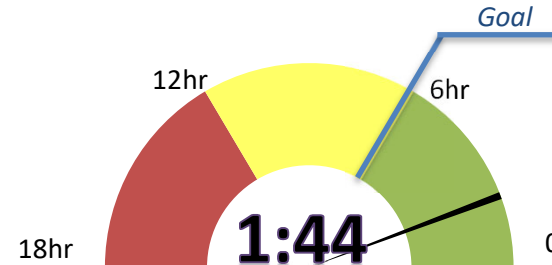
Goal is to be at 3 hours or better

Ticket Close Rate %

Goal

80%
90%
70%
100%
86%

This metric displays the percentage of all tickets that have been resolved, mitigated, and closed by an IT team member.
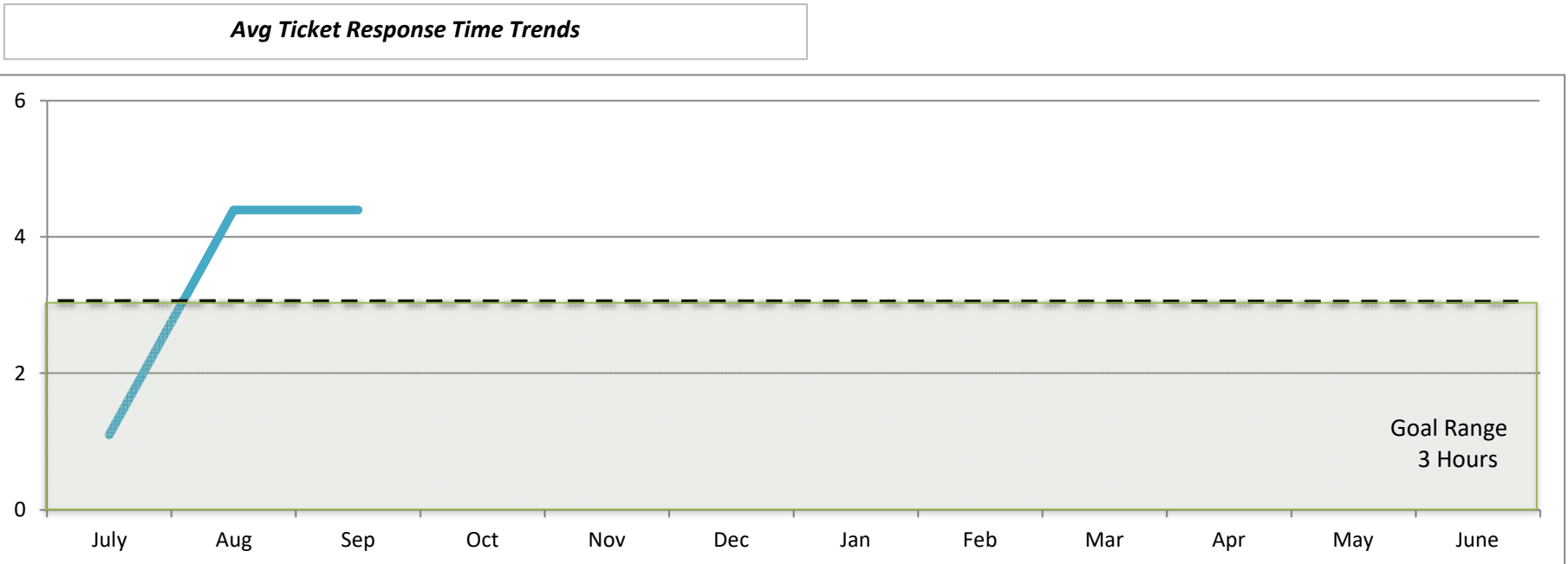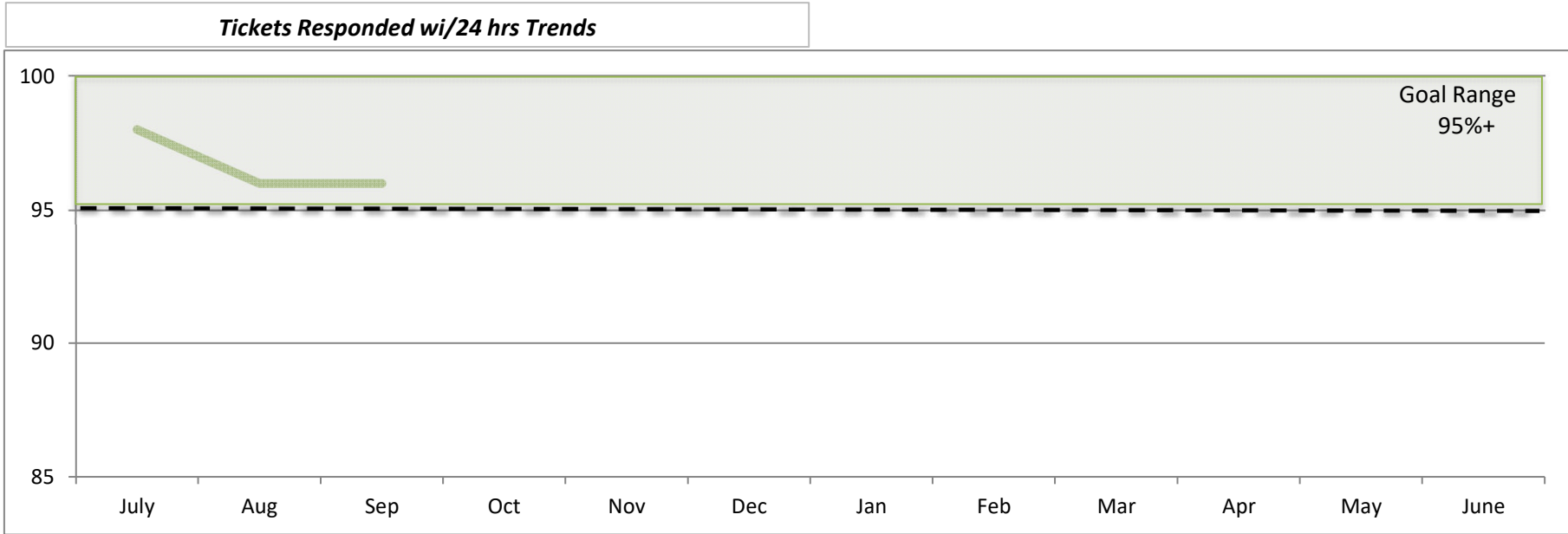
Goal is to be at 90% or better

AVG Ticket Resolution Time Elapsed

Goal

12hr
6hr
18hr
0
1:44

This metric displays the average time it takes to resolve a ticket by an IT team member.

Goal is to be at 6 hours or better

IT Services - KPI's Customer Response

Customer Response Trends

Tickets Responded wi/24 hrs Trends

Goal Range
95%+

Avg Ticket Response Time Trends

Goal Range
3 Hours

IT Services - KPI's Customer Response

Ticket Closure Trends

Goal Range
90%+

Avg Ticket Resolution Trends

Goal Range
6 Hours