Product Support Dashboard

See the dashboard here.

What Is the Product Support Dashboard?

A ticket dashboard collects all client tickets and provides a centralized place for support teams to view and manage the issues and requests. The dashboard provides a quick, visual overview of ticket status, ticket volume and overall team performance.

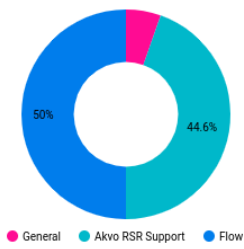## What does each chart mean?

Volume Reports

The Volume report shows you a summary and detailed breakdown of customer support requests. It gives you an idea of how "busy" things are in the world of support.
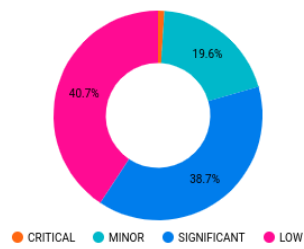
There are 3 volume reports grouped by:

1. The product/brand
2. The impact/severity of the issue
3. The category of the ticket
4. Escalation Status

There is an additional volume report that shows which partners have raised the most number of tickets and a summary of the same by date.
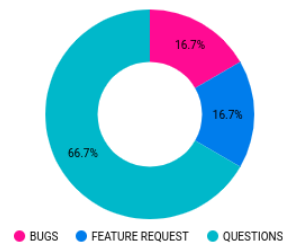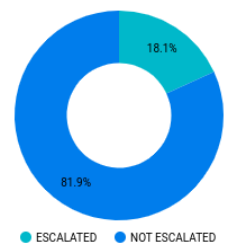
Ticket Volume by Brand

- General
- Akvo RSR Support
- Flow

50%

44.6%

Ticket Volume by Impact

- CRITICAL
- MINOR
- SIGNIFICANT
- LOW

40.7%

19.6%

38.7%

Ticket Volume by Category

- BUGS
- FEATURE REQUEST
- QUESTIONS

16.7%

16.7%
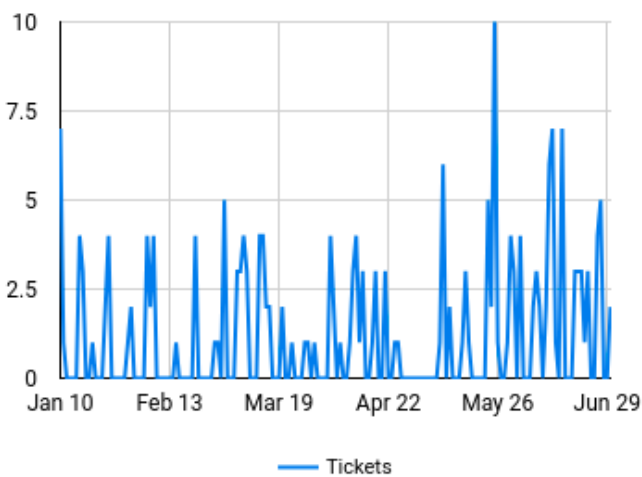
66.7%

Ticket Escalation Status
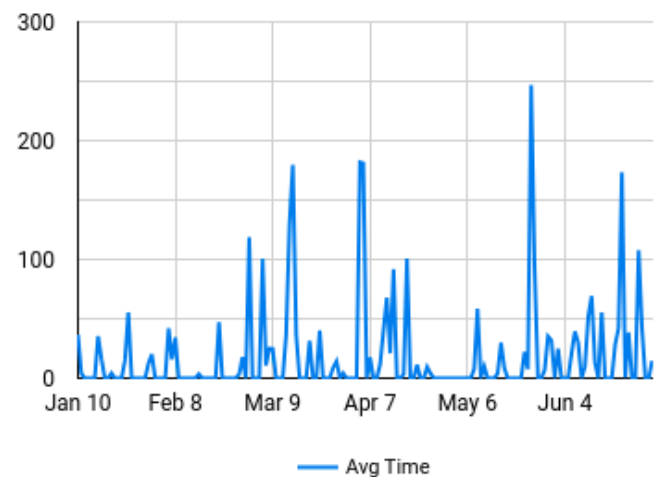

- ESCALATED
- NOT ESCALATED

18.1%

81.9%

Average Response Time

The Average Response Time report tells how fast your team is getting back to customers. It's a metric on quality of support and the reports show you when you're doing well and when there are deficiencies in speed.

Ticket Volume by Date

— Tickets

Average Response Times

— Avg Time

Filtering The Dashboard