

How are we doing?

Monthly Support Report for On-Grid Inc.



2017/11/23

About this report

This report includes the key statistics and analysis of the support service provided by Midori for [On-Grid 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:

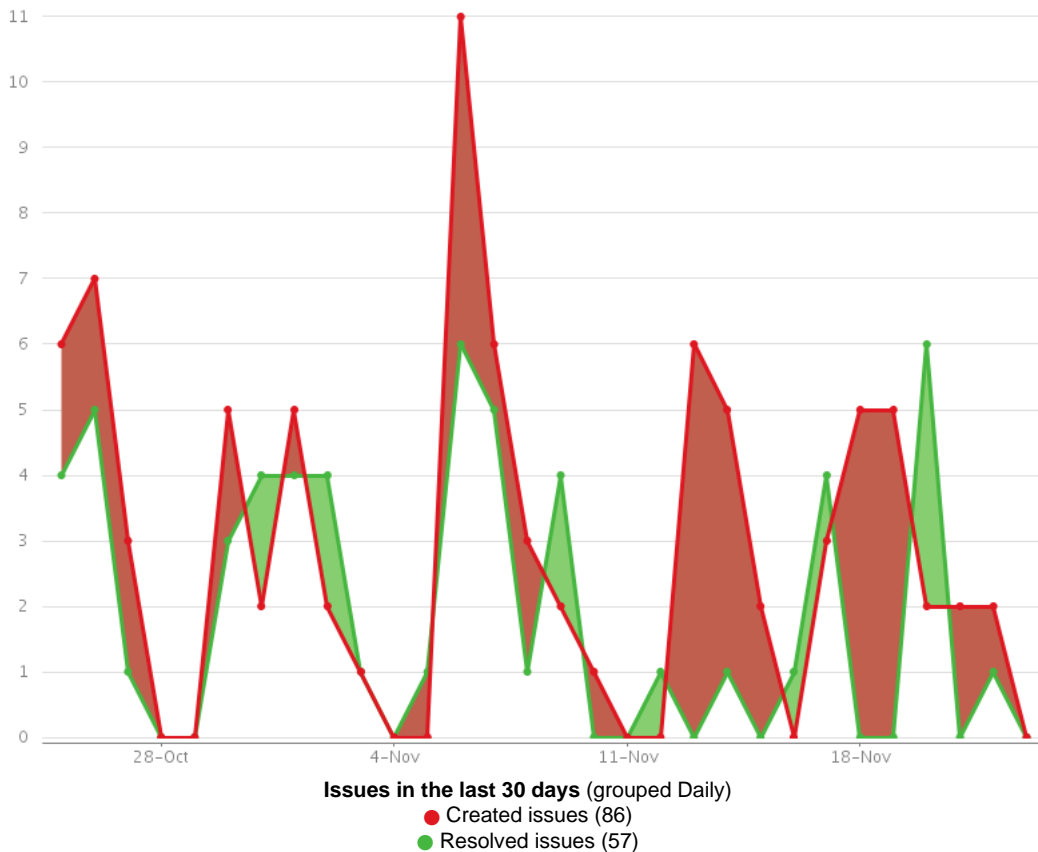
- **ticket status**
- **ticket reporter analysis**
- **workflow performance**
- **resolution time analysis (excluding one-touch tickets)**

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.

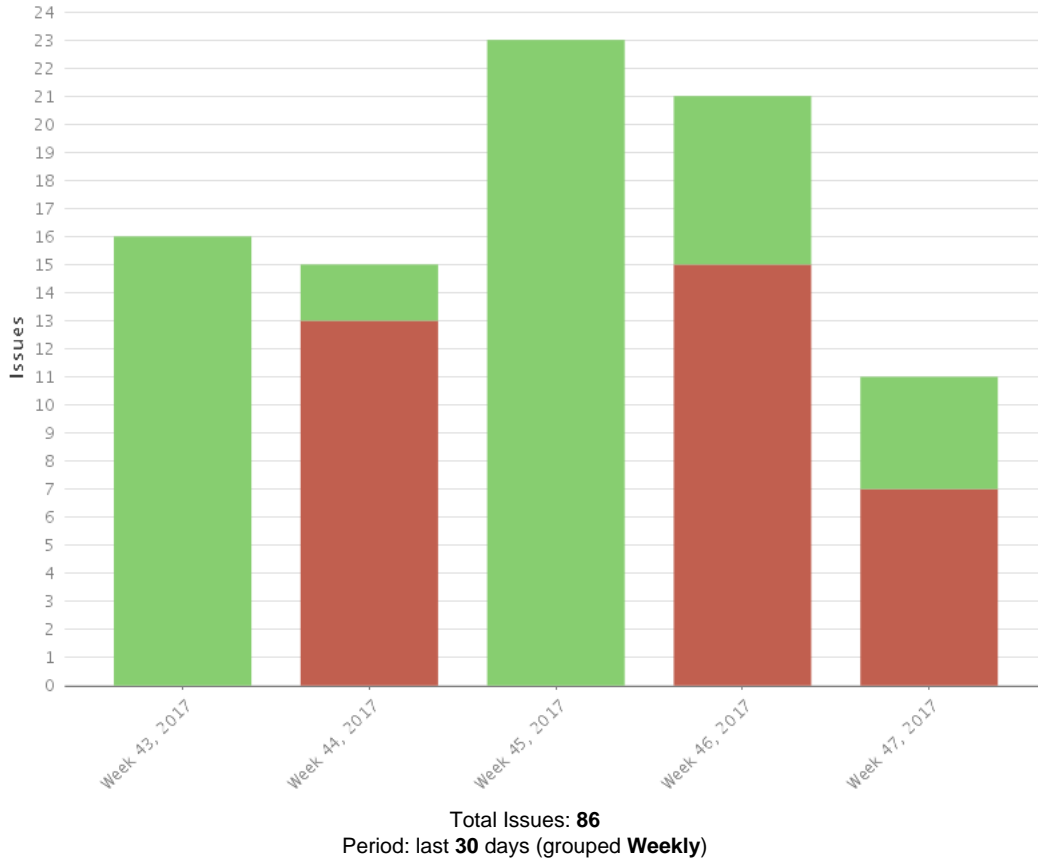
Contributors to this report

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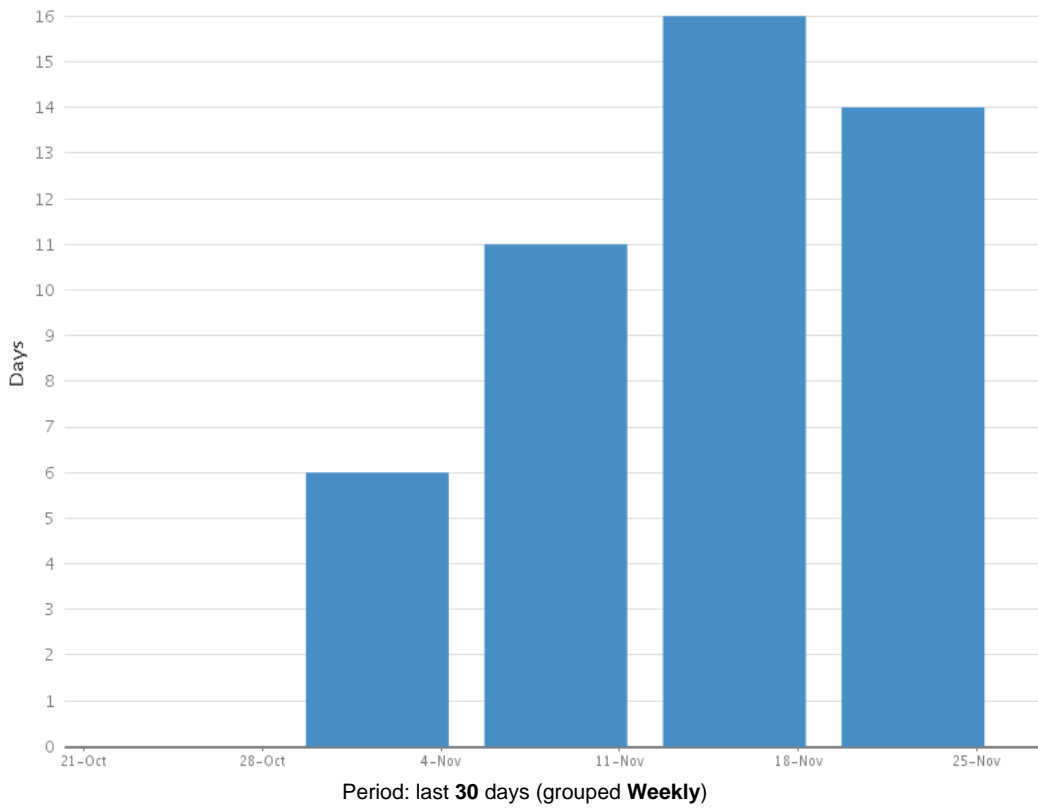
CREATED VS. RESOLVED CHART: ON-GRID'S TICKETS



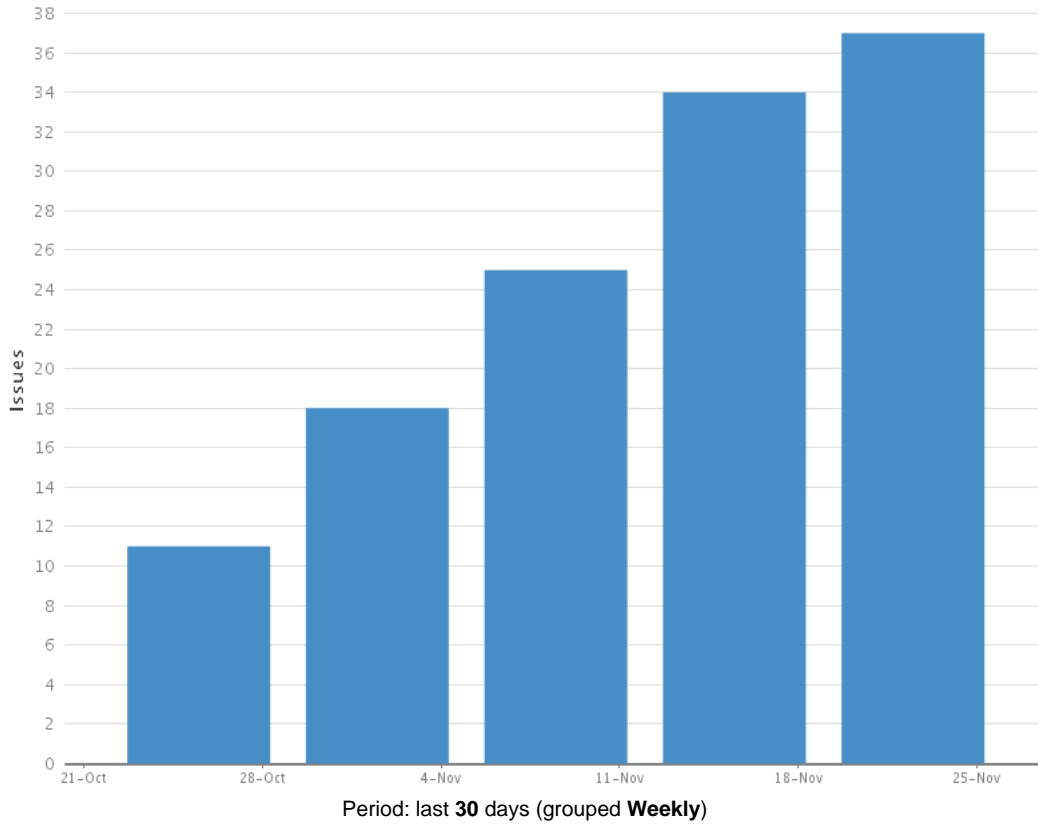
RECENTLY CREATED CHART: ON-GRID'S TICKETS



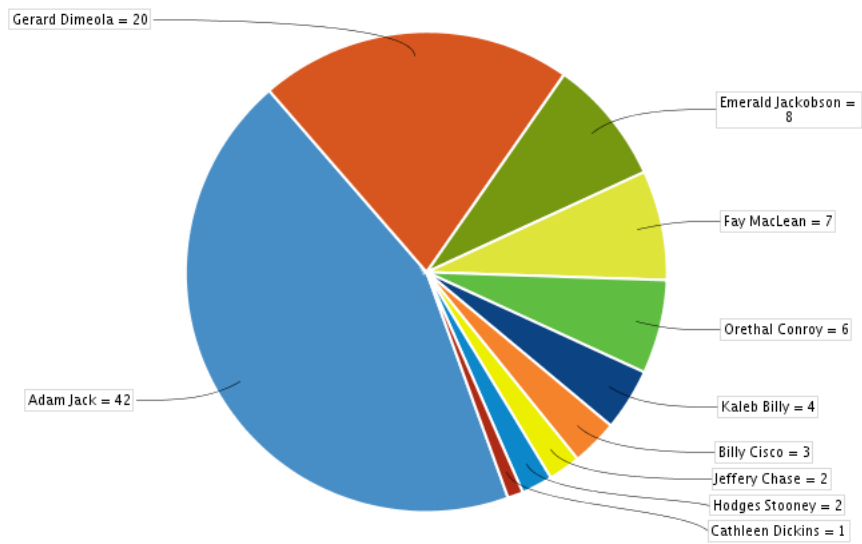
AVERAGE AGE CHART: ON-GRID'S TICKETS



TIME SINCE CHART: IN PROGRESS TICKETS OF ON-GRID

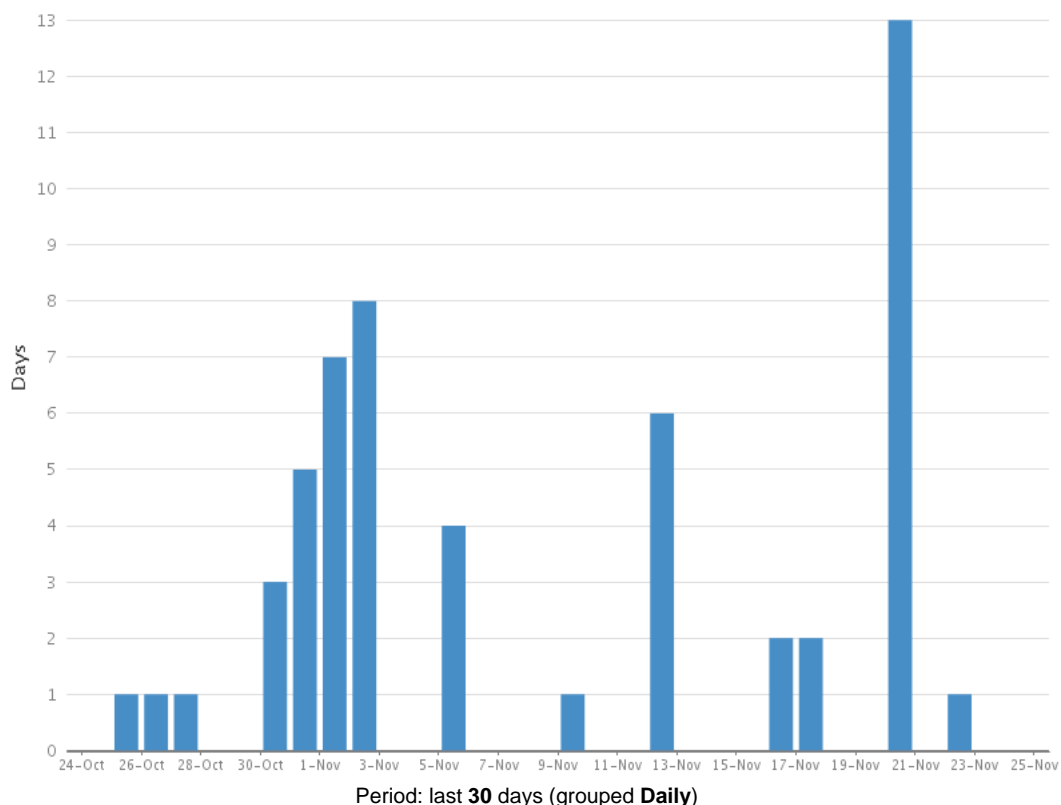


PIE CHART: ON-GRID'S TICKETS



Reporter

RESOLUTION TIME: ON-GRID'S TICKETS








TWO DIMENSIONAL FILTER STATISTICS: ON-GRID'S TICKETS

Issue Type	Resolved	Declined	Waiting for support	Waiting for customer	Escalated to Level 2	Waiting for approval	Implementing	Under investigation	Total
Incident	<u>12</u>	<u>2</u>	<u>3</u>	<u>9</u>	<u>2</u>	<u>5</u>	<u>1</u>	<u>4</u>	<u>38</u>
Service Request	<u>8</u>	<u>6</u>	<u>2</u>	<u>6</u>	<u>0</u>	<u>3</u>	<u>1</u>	<u>0</u>	<u>26</u>
Service Request with Approvals	<u>2</u>	<u>2</u>	<u>3</u>	<u>3</u>	<u>3</u>	<u>3</u>	<u>1</u>	<u>0</u>	<u>17</u>
Change request	<u>3</u>	<u>3</u>	<u>1</u>	<u>2</u>	<u>1</u>	<u>2</u>	<u>1</u>	<u>1</u>	<u>14</u>
Total Unique Issues:	<u>25</u>	<u>13</u>	<u>9</u>	<u>20</u>	<u>6</u>	<u>13</u>	<u>4</u>	<u>5</u>	<u>95</u>

Grouped by: Status

ISSUE STATISTICS: ON-GRID'S TICKETS (STATUS)

Status	Count	%	Percentage
Resolved	<u>25</u>		26%
Waiting for customer	<u>20</u>		21%
Waiting for approval	<u>13</u>		14%
Total	<u>95</u>		

Status	Count	%	Percentage
Declined	13		14%
Waiting for support	9		9%
Escalated to Level 2	6		6%
Under Investigation	5		5%
Implementing	4		4%
Total	95		

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