OPERATIONS REPORT

4 key insights · 7 in total

Support tickets Q3

Data: Jul – Sep 2026 · Source: Support tickets Q3.csv · 640 rows · 5 categories · 3 priorities

SUMMARY

640 tickets; median resolution 22.4 h; 20% missed their SLA; 46 still open. One category takes 2.7× longer to resolve than the others. 46 tickets are still open — 51% of the last 2 weeks. 20% of resolved tickets missed their SLA.

640	22.4 h	20%	Billing
tickets · 12 weeks	median resolution	missed SLA	slowest category

TOP INSIGHTS · 3 OF 7

KEY **One category takes 2.7× longer to resolve than the others**

Billing: median 51.8 h against 19.4 h for the other categories.

Recommendation: Give Billing its own queue or specialist, and check what blocks these tickets.

INFO **93% of all tickets are done, 46 still open**

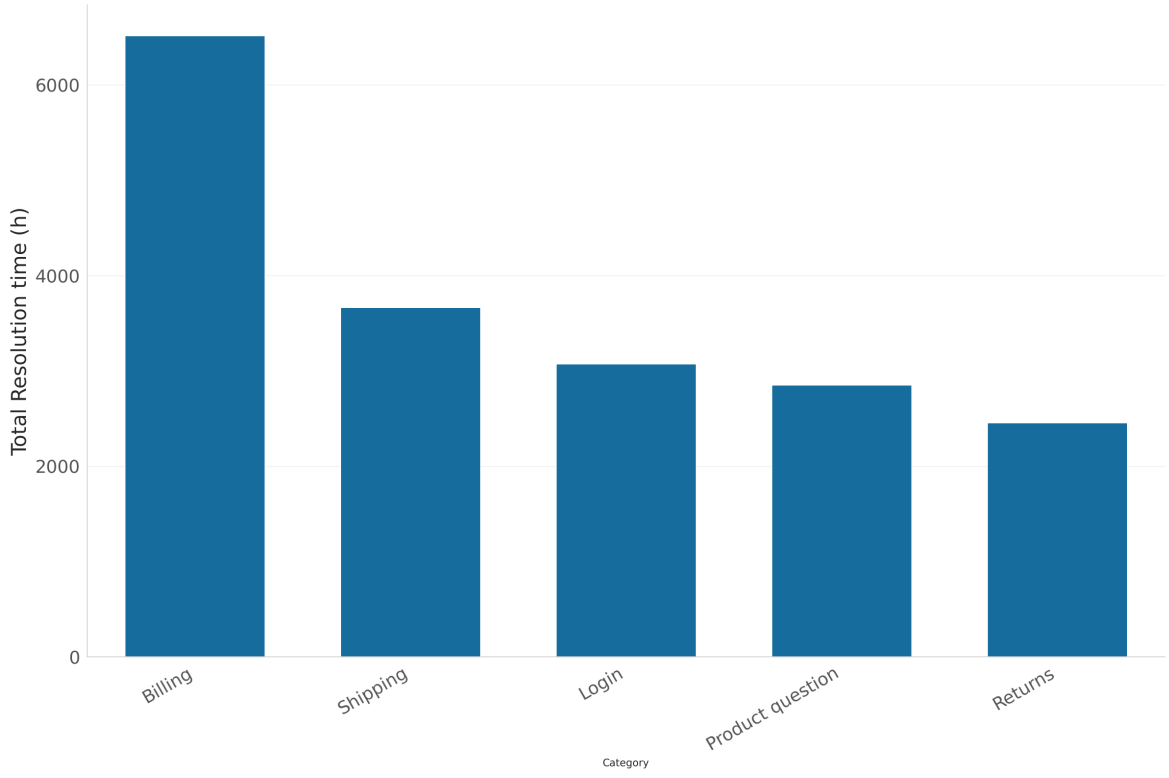
Resolved: 594 and Open: 46.

KEY **One priority brings 56% of total tickets**

P3: 356 of 640.

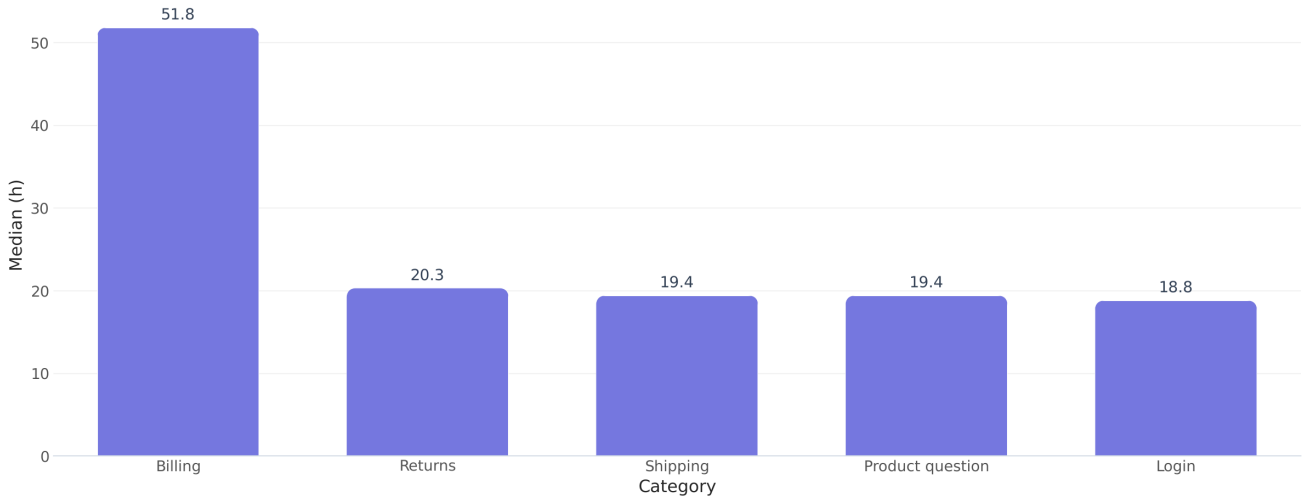
Recommendation: P3 carries a large part of the total — protect it, and reduce the dependence over time.

YOUR CHART



2 · How fast are issues resolved?

640 tickets; median resolution 22.4 h; 20% missed their SLA; 46 still open.



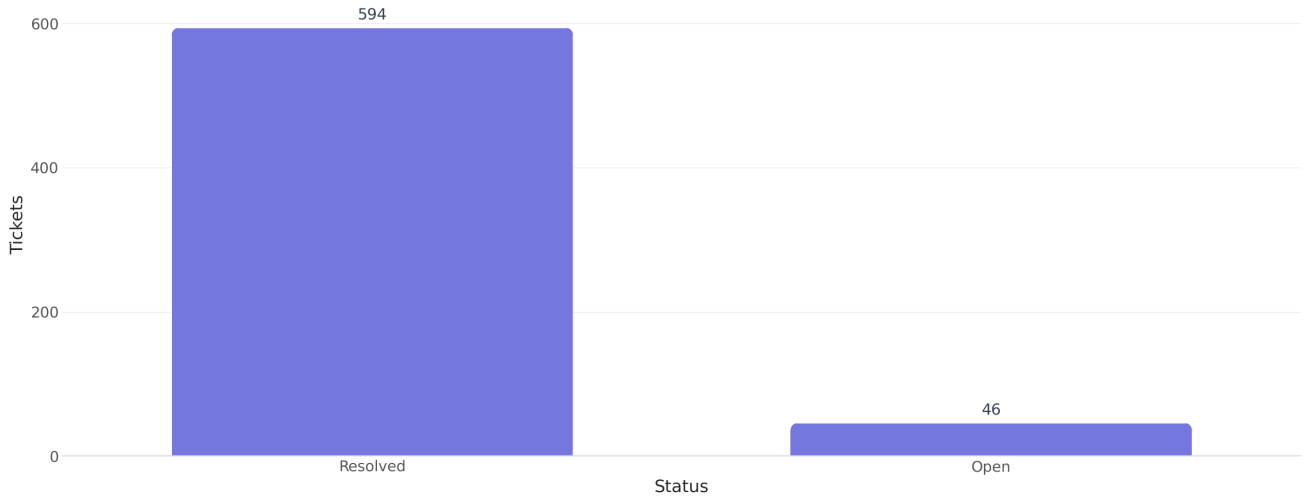
Category	Median Resolution time (h)	Tickets
Billing	51.8 h	102
Returns	20.3 h	94
Shipping	19.4 h	146
Product question	19.4 h	116
Login	18.8 h	136

In this section

- One category takes 2.7× longer to resolve than the others.
- 46 tickets are still open — 51% of the last 2 weeks.
- 20% of resolved tickets missed their SLA.
- 27% of the most urgent tickets missed their SLA.

3 · How much is still open?

640 tickets across 2 statuses; 93% are done.



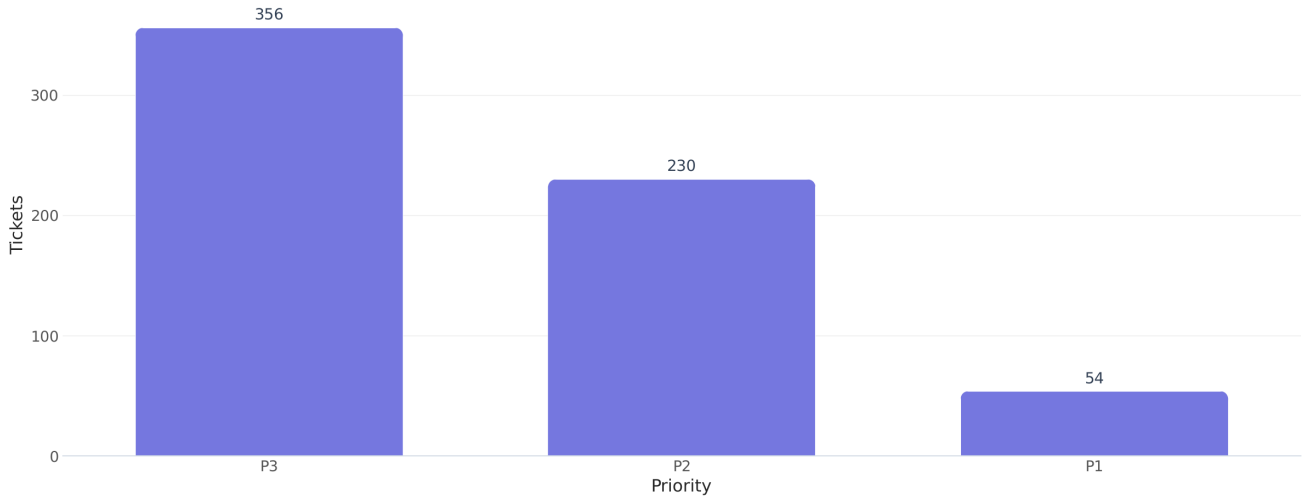
Status	Tickets	Share
Resolved	594	93%
Open	46	7%

In this section

- 93% of all tickets are done, 46 still open.

4 · What creates the most work?

Tickets by priority: 3 priorities, 640 in total.



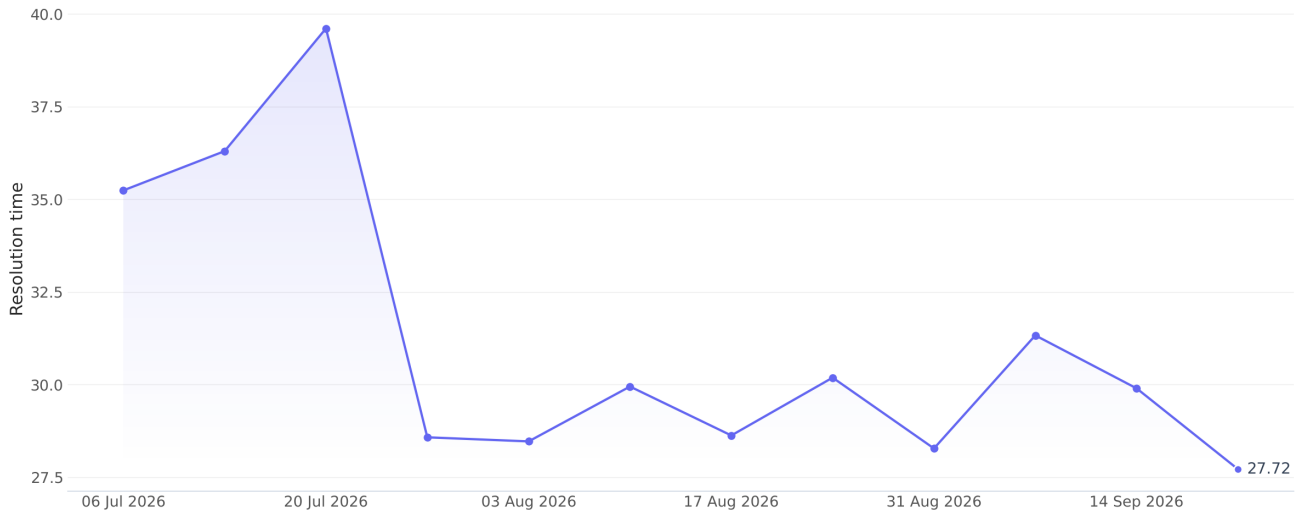
Priority	Tickets	Share	Cumulative
P3	356	56%	56%
P2	230	36%	92%
P1	54	8%	100%

In this section

- One priority brings 56% of total tickets.
- The leading priority is 1.5× the runner-up.

5 · How does it develop over time?

Resolution time per week (averaged), 12 weeks from the weeks of Jul 6 – Sep 21, 2026. 25% of the rows in the last 3 weeks have no resolution time yet, so early and late weeks are not compared.



Last 8 weeks

Week	Resolution time	vs previous week
week of Aug 3, 2026	28.5 h	−0.4%
week of Aug 10, 2026	29.9 h	+5%
week of Aug 17, 2026	28.6 h	−4%
week of Aug 24, 2026	30.2 h	+5%
week of Aug 31, 2026	28.3 h	−6%
week of Sep 7, 2026	31.3 h	+11%
week of Sep 14, 2026	29.9 h	−5%
week of Sep 21, 2026	27.7 h	−7%

The 4 earlier weeks are in the chart.

By Category

Category	Last 3 weeks	3 weeks before	Change
Billing	60.7 h	58.8 h	+3%
Returns	30.9 h	21.3 h	+45%
Login	23.9 h	20.1 h	+19%
Shipping	19.7 h	22.9 h	−14%
Product question	16.7 h	28.6 h	−42%

Average per week.

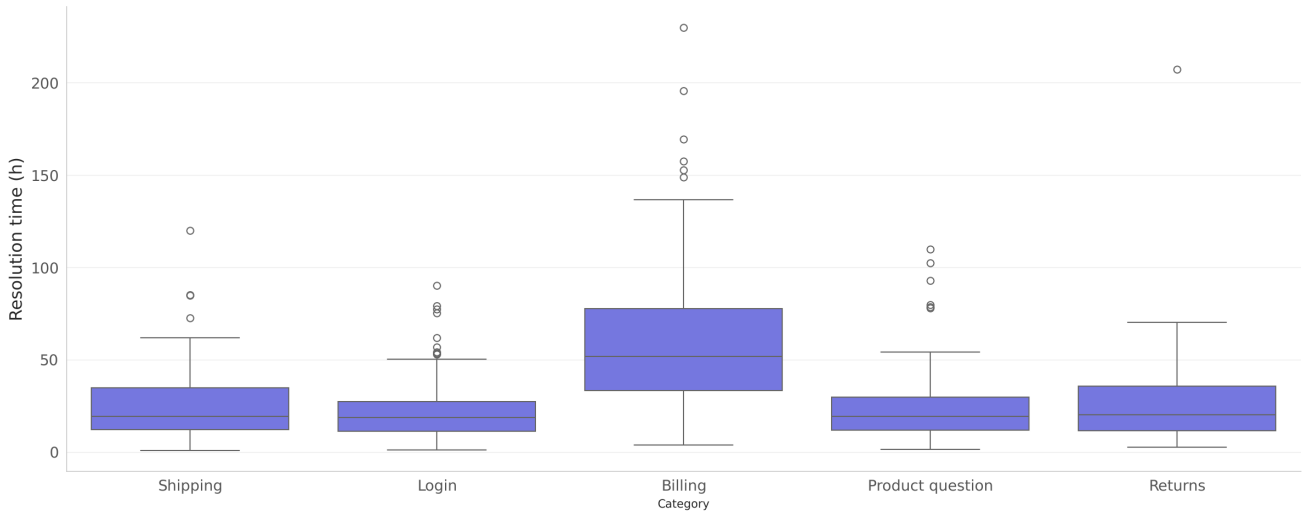
By Priority

Priority	Last 3 weeks	3 weeks before	Change
P3	41.3 h	36.3 h	+14%
P2	18.7 h	20.5 h	−9%
P1	5.2 h	6.3 h	−18%

Average per week.

6 · Do groups differ, and what moves together?

Each measure is compared across the groups of Category (one-way ANOVA; Welch's t-test for 2 groups). p-values are Holm-corrected across 1 measure; η² is the share of the variation the groups explain.



Measure	Highest group	Lowest group	η²	p (adjusted)
Resolution time (h)	Billing (63.9 h)	Login (22.6 h)	0.26	< 0.001

7 · Insights & recommendations

KEY **One category takes 2.7× longer to resolve than the others**

Billing: median 51.8 h against 19.4 h for the other categories.

Recommendation: Give Billing its own queue or specialist, and check what blocks these tickets.

KEY **46 tickets are still open — 51% of the last 2 weeks**

46 of the 90 tickets created in the last 14 days of the data are open.

Recommendation: Clear the oldest open items first and check whether intake outgrew capacity.

KEY **20% of resolved tickets missed their SLA**

121 of 594 resolved tickets took longer than their SLA.

Recommendation: Start with the categories that miss most often (next insight).

KEY **One priority brings 56% of total tickets**

P3: 356 of 640.

Recommendation: P3 carries a large part of the total — protect it, and reduce the dependence over time.

NOTABLE **27% of the most urgent tickets missed their SLA**

P1: 14 of 51 over their SLA.

Recommendation: Urgent items need an escalation path that does not wait in the normal queue.

INFO **93% of all tickets are done, 46 still open**

Resolved: 594 and Open: 46.

INFO **The leading priority is 1.5× the runner-up**

P3 (356) against P2 (230).

8 · What to do next

The recommendations of this report, most important first.

- Give Billing its own queue or specialist, and check what blocks these tickets.
- P3 carries a large part of the total — protect it, and reduce the dependence over time.
- Clear the oldest open items first and check whether intake outgrew capacity.
- Start with the categories that miss most often (next insight).
- Urgent items need an escalation path that does not wait in the normal queue.

Questions your data cannot answer yet

- Who handles what? — add an assignee column.

Appendix

Data profile

Column	Role	Unit	Empty	Distinct values
Ticket ID	Identifier	—	—	640
Created	Date	—	—	640
Priority	Category	—	—	3
Category	Category	—	—	5
Status	Category	—	—	2
Resolution time (h)	Measure	h	7%	371
SLA (h)	Measure	h	—	3

Data notes

- 25% of the rows in the last 3 periods have no resolution time yet (open items), so early and late periods are not compared.
- The last period (week of Sep 28, 2026) is incomplete and left out of comparisons.
- The first period (week of Jun 29, 2026) is incomplete and left out of comparisons.
- Ticket ID is an identifier and not analyzed.

Method

- Every figure is computed from the rows of your file as uploaded; empty cells are left out, never counted as zero. Insights are ranked by importance (key, notable, info), then risks before positives.
- Time: values are averaged per week. An incomplete first or last period is left out of comparisons. A drop is only reported when it is unusual for the series (robust $z \geq 3$), and not when the same period last year moved alike.
- Relationships: group differences by one-way ANOVA (Welch's t-test for 2 groups) with η^2; before/after by paired t-test with effect size d; correlations by Pearson r with Spearman ρ. Significance $p < 0.05$ after Holm correction across all tests of one kind. Totals per row (revenue per order line) are never tested — they differ by size alone.
- Domain figures (margin, budget variance, conversion rate, resolution time and similar) are computed from the columns named in their tables.