

# Ticket Metrics Suite for ConnectWise Manage Integration

This app package contains dashboards with different views on active and closed tickets as well as important KPIs used to gauge the team's effectiveness in resolving tickets. The widgets included will enable users to monitor day-to-day team performance and can be used for business reviews to provide insights.

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## List of Dashboards

Dashboard Name	Description
Active Tickets Summary	This dashboard shows the count of active tickets (non-child and non-internal) per board, per status, and per date created. In addition, it gives full visibility of ageing tickets with respect to creation date and date of last update.
Ticket KPIs	This dashboard shows the monthly trend of relevant KPIs for open and closed tickets (non-child and non-internal) such as Ave. Time to Respond and Ave. Time to Resolve. All of these are also shown per customer for easy investigation.
Tickets Resolved - Technician Efficiency	This dashboard gives an overview on count and daily rate of Tickets Resolved for the selected date range. Also shows the % of tickets resolved by First Line Response.
Tickets Opened-Closed Same Day	This dashboard shows the count and percentage of tickets that were opened and closed on the same day as well as their weekly trend for the selected date range.
Ticket Labor Analysis	This dashboard compares the total ticket count with the total labor hours on a per company, board, and subtype level. It also shows their monthly trend for the selected date range.

## Terms and Calculations

Terms	Definition/Calculation
Ticket Age	For active tickets (non-child and non-internal), calculated as (Current Date - Ticket Created Date) or (Current Date - Last Updated Date)
Tickets Resolved	Count of all tickets (non-child and non-internal) with a Date Resolved timestamp
Average Labor Entries	Average count of time entries per ticket (non-child and non-internal)
Average Labor Hours	Average number of hours recorded per ticket (non-child and non-internal)
Closed First Contact	Closed tickets (non-child and non-internal) that only have 1 or 0 recorded time entry. Excludes time entries with less than 3 minutes and those with no technician assigned.
First Line Response	Closed tickets (non-child and non-internal) that only have 1 recorded time entry. Excludes time entries with less than 3 minutes and those with no technician assigned.
Single Technician on Ticket	Closed tickets (non-child and non-internal) with only 1 or no technician that logged time. Excludes time entries with less than 3 minutes
Multiple Technician on Ticket	Closed tickets (non-child and non-internal) with 2 or more technicians that logged time. Excludes time entries with less than 3 minutes
Reopened Tickets	Tickets (non-child and non-internal) that were reopened, meaning it was tagged as closed at one point but was changed to open /in-progress again.
Avg. Time to First Time Entry	Average number of hours it takes before the first time entry is recorded per ticket (non-child and non-internal)
Avg. Time to Respond	Average Respond time (in Hrs) per ticket (non-child and non-internal). Data is from ConnectWise Manage internal SLA
Avg. Time to Resolution Plan	Average Resolution Plan time (in Hrs) per ticket (non-child and non-internal). Data is from ConnectWise Manage internal SLA
Avg. Time to Resolve	Average Resolve time (in Hrs) per ticket (non-child and non-internal). Data is from ConnectWise Manage internal SLA

Opened/Closed  
Same Day

Tickets with same date opened and date closed

## Active Tickets Summary

This dashboard shows the count of active tickets (non-child and non-internal) per board, per status, and per date created. In addition, it gives full visibility of ageing tickets with respect to creation date and date of last update.

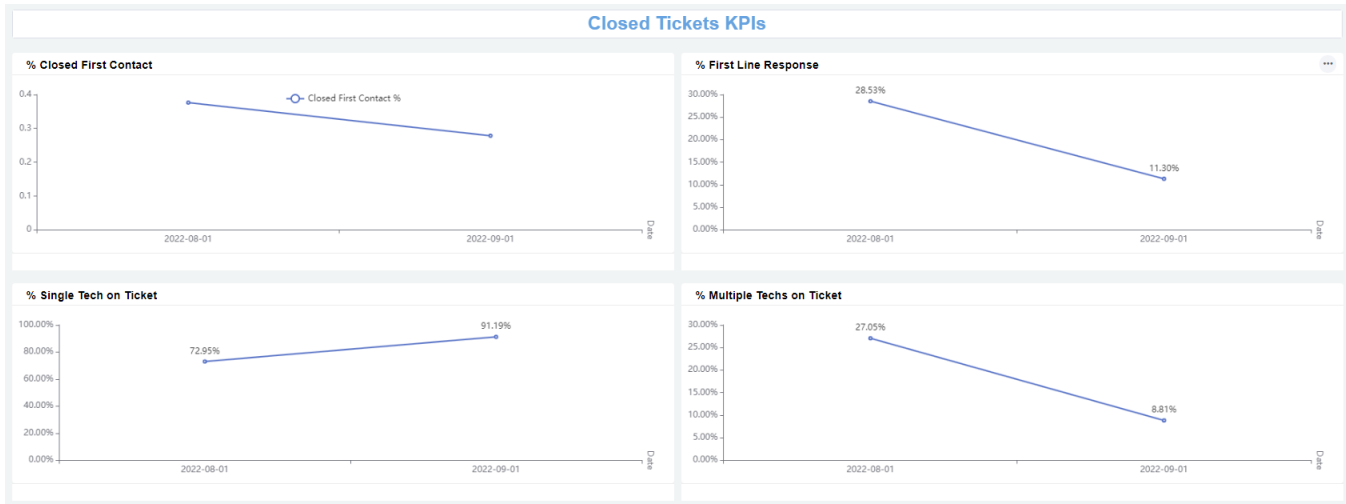
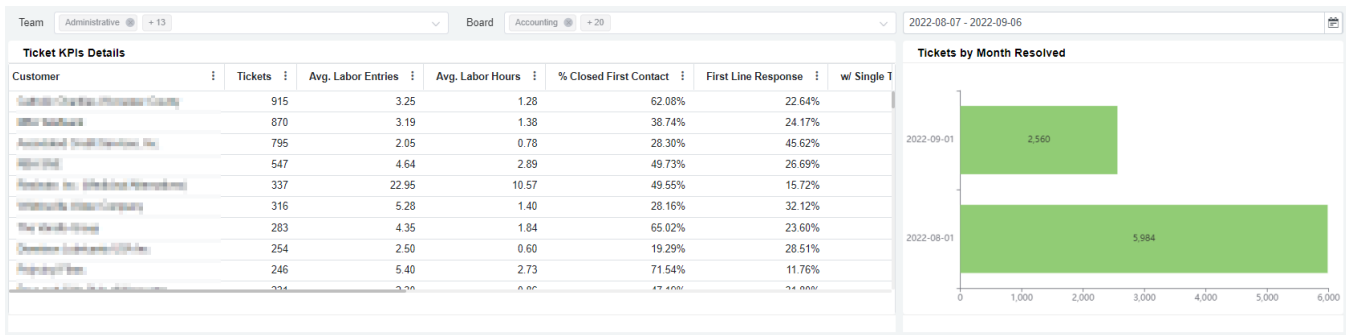
Available slicers are: Board, Team, Technician, and Date Range



## Ticket KPIs

This dashboard shows the monthly trend of relevant KPIs for open and closed tickets (non-child and non-internal) such as Ave. Time to Respond and Ave. Time to Resolve. All of these are also shown per customer for easy investigation.

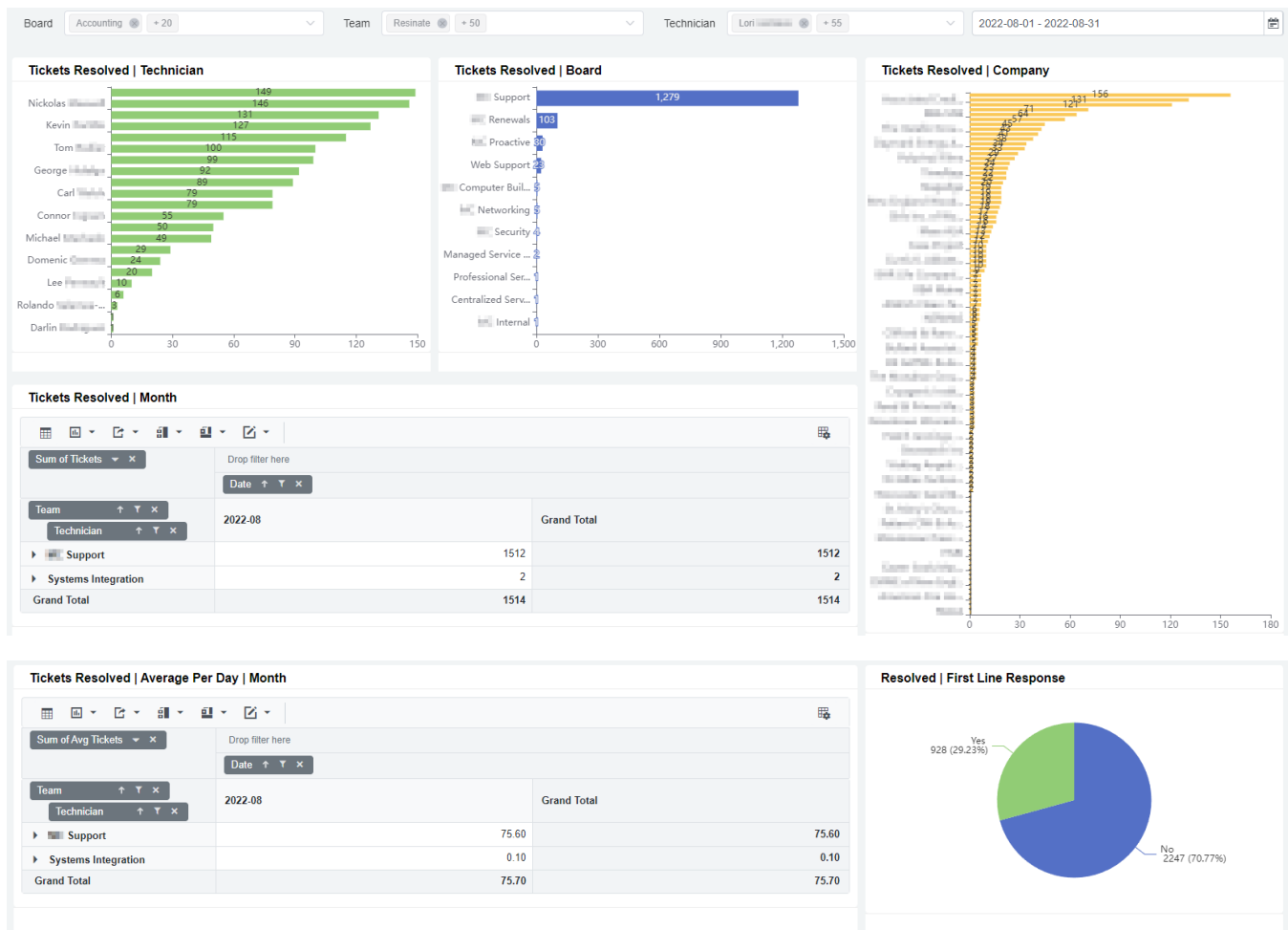
Available slicers are: Board, Team, and Date Range



## Tickets Resolved - Technician Efficiency

This dashboard gives an overview on count and daily rate of Tickets Resolved for the selected date range. Also shows the % of tickets resolved by First Line Response.

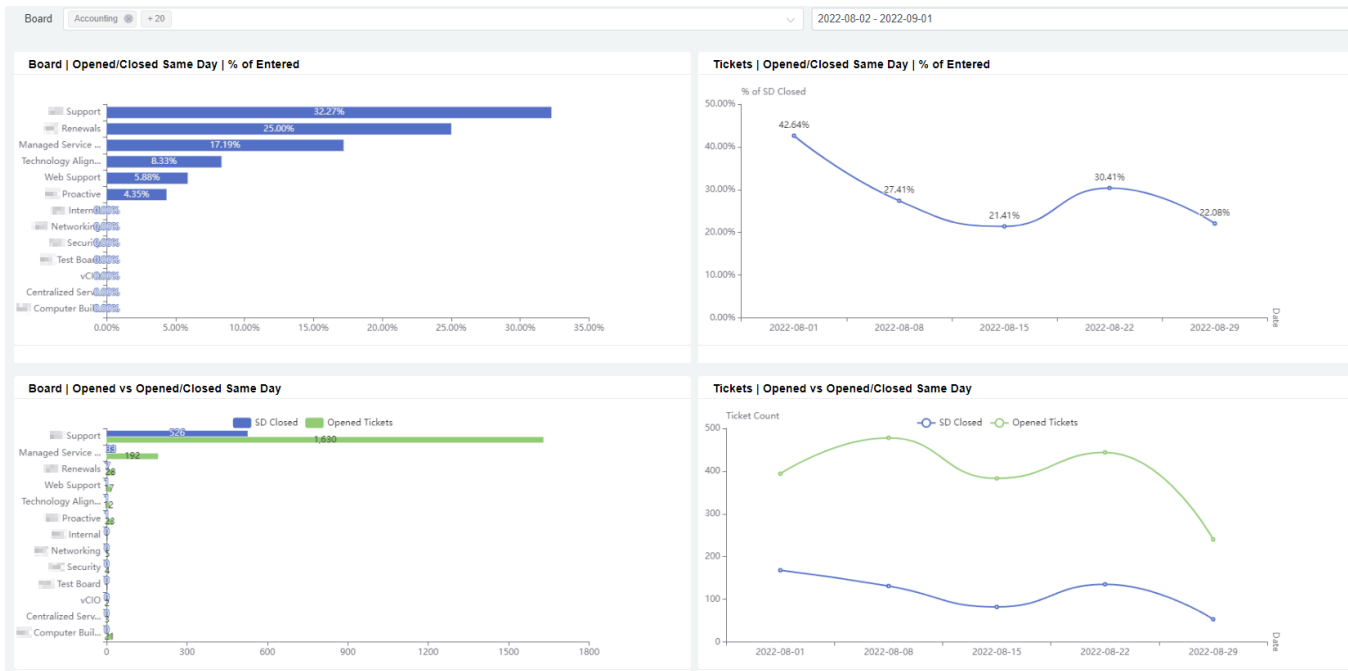
Available slicers are: Board, Team, Technician, and Date Range



## Tickets Opened-Closed Same Day

This dashboard shows the count and percentage of tickets that were opened and closed on the same day as well as their weekly trend for the selected date range.

Available slicers are: Board and Date Range



## Ticket Labor Analysis

This dashboard compares the total ticket count with the total labor hours on a per company, board, and subtype level. It also shows their monthly trend for the selected date range.

Available slicers are: Board, Company, and Date Range

