Anlage 3 - Supportaufkommen innerhalb von sechs Monaten

Time: Letzte 6 Monate 3. Aug. 2025 – 3. Feb. 2026

Ticket group: 1 ausgewählt

Assignee name:

Ticket brand: 2 ausgewählt

Ticket channel: 5 ausgewählt

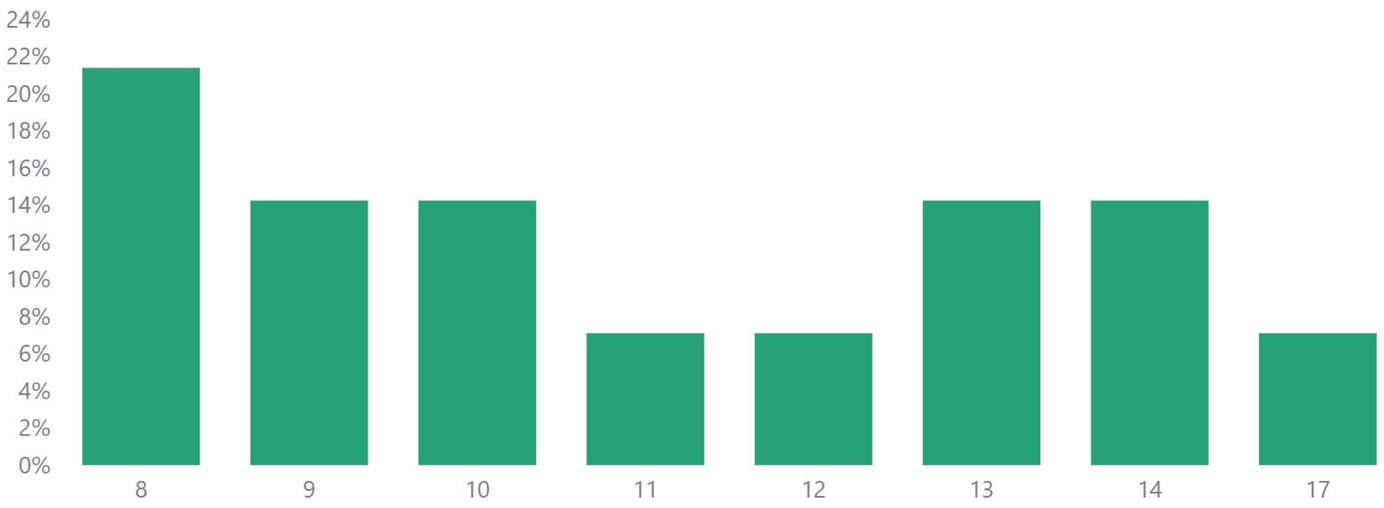
Ticket form: 3 ausgewählt

Submitter role: 4 ausgewählt

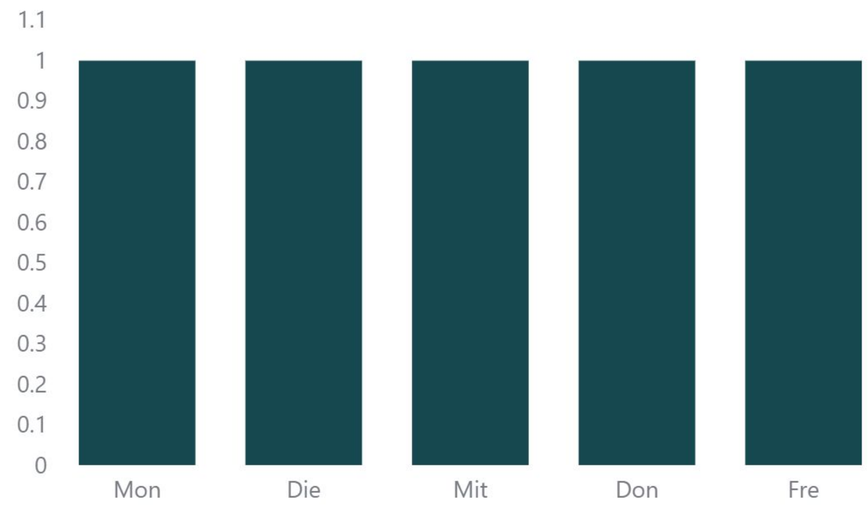
Requester organization name: 2 ausgewählt

Created tickets	Unsolved tickets	Solved tickets	One-touch tickets	Reopened tickets
14	3	37	54.1%	5.4%

Tickets created by hour



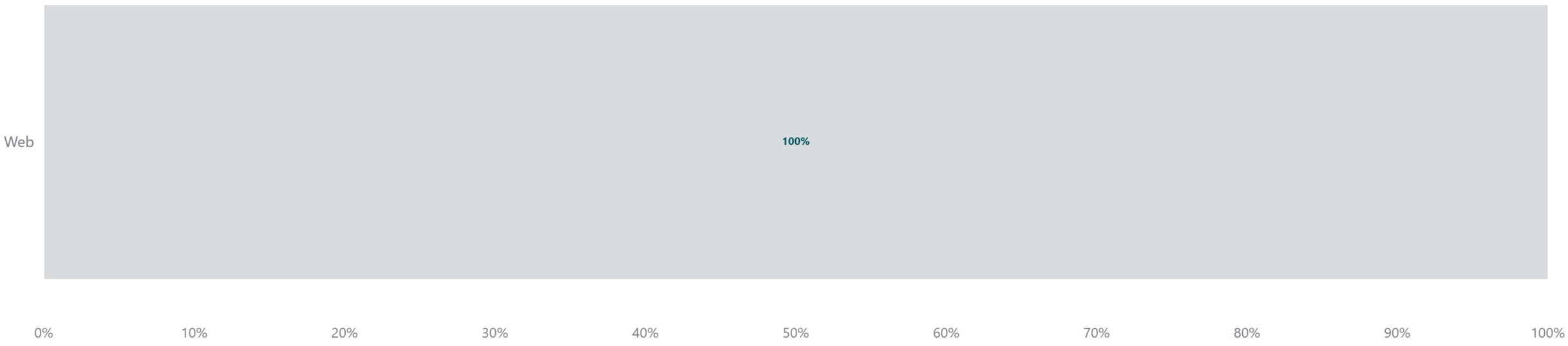
Average tickets created by day of week



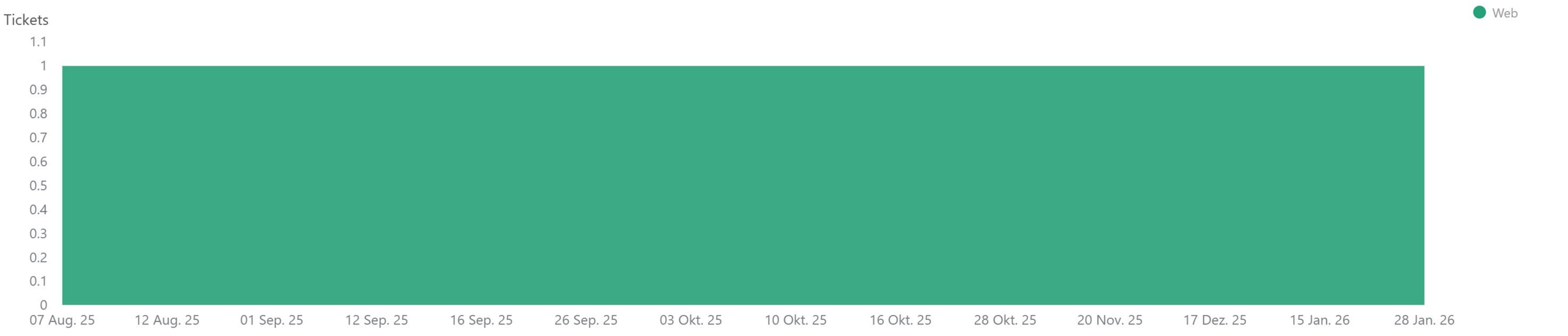
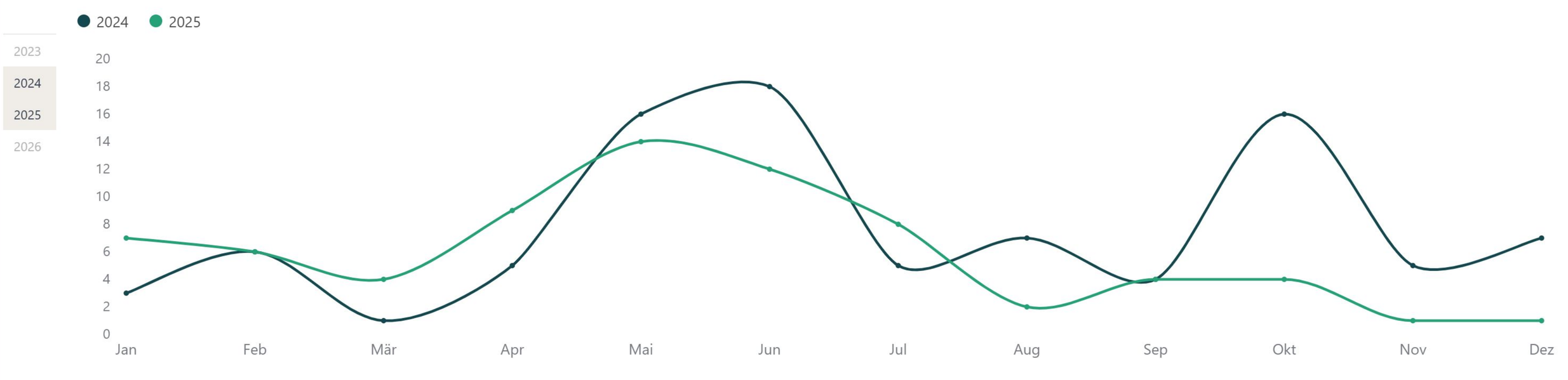
Tickets created by date

Ticket channel | Ticketgruppe | Ticketmarke | Ticketformular | Ticketpriorität | Tickettyp

Tickets by selected attribute (top 10)



Tickets created by date and selected attribute (top 10)



Tickets created by month/year