

# Open Distro Kibana Reports

Search

~ a year ago → ~ a day ago

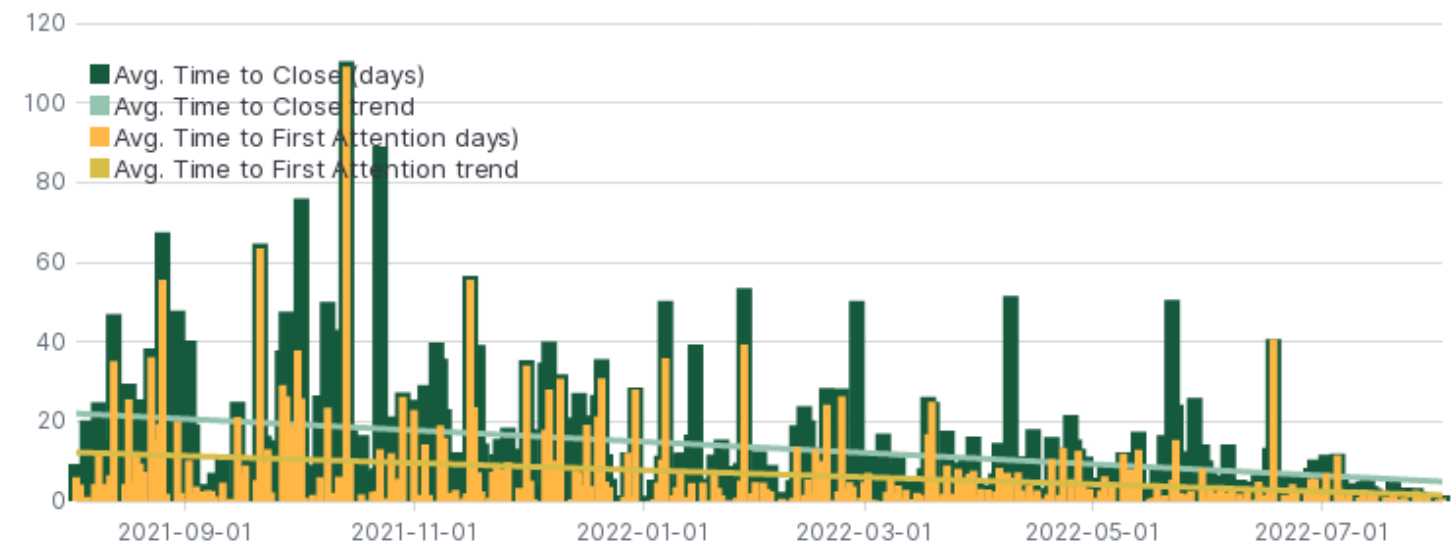
Closed Tickets × With Time To Close × With Time to First Attention × NOT Bots ×

## Efficiency: Timing Overview

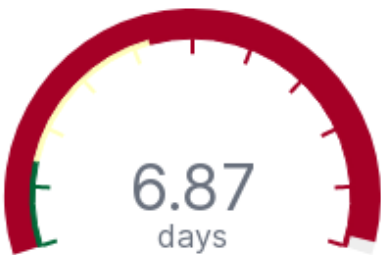
Data Source

Select...

## Avg. Time to Attend and Close Tickets

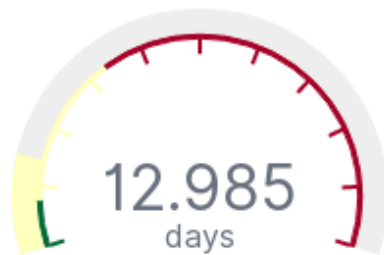


## Avg. Time to First Attention



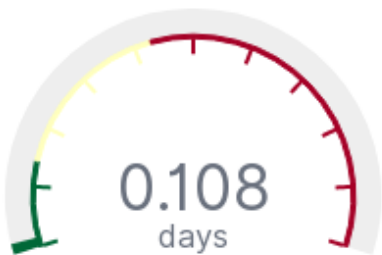
Avg. time to first attention

## Avg. Time to Close



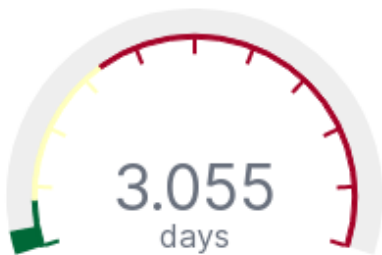
Avg. time to close

## Median Time to First Attention



Median time to first attention

## Median Time to Close



Median time to close

## Repositories (Time to Close in Days)

Repository ↕	Median ↕	Avg. ↕
https://github.com/cmsgov/design-system	3.905	13.053
https://github.com/CMSgov/security-hub-monitor	0.02	0.02
https://github.com/CMSgov/saf	1	1
https://github.com/CMSgov/qpp-submissions-docs	11.69	11.69
https://github.com/CMSgov/qpp-shared-logger-node	0.075	18.947
https://github.com/CMSgov/qpp-measures-data	0.885	4.628
https://github.com/CMSgov/qpp-file-upload-api-client	0.01	0.711
https://github.com/CMSgov/qpp-conversion-tool	3.05	7.831
https://github.com/CMSgov/price-transparency-guide-validator	14.88	30.511
https://github.com/CMSgov/price-transparency-guide	3.4	28.568

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## Efficiency: Timing overview

This panel focuses on time to first attention and time to close tickets.

**Bar chart** compares the difference in average between first attention and closing time of tickets created in a given time frame. Ideal case would be low values for both, which means contributors are attended soon and tickets are closed in a reasonable time. Worst case would be having long bars for both, which means customers have to wait a long time to get our first attention and also closing time is of course longer than desired.

**Trends** in bar chart give an idea about where are we going to.

**Gauges** show times in average and median to complement bar chart with a more general view.

[See complete panel documentation](#)