

# Open Distro Kibana Reports

Search

~ 20 years ago → ~ 21 hours ago

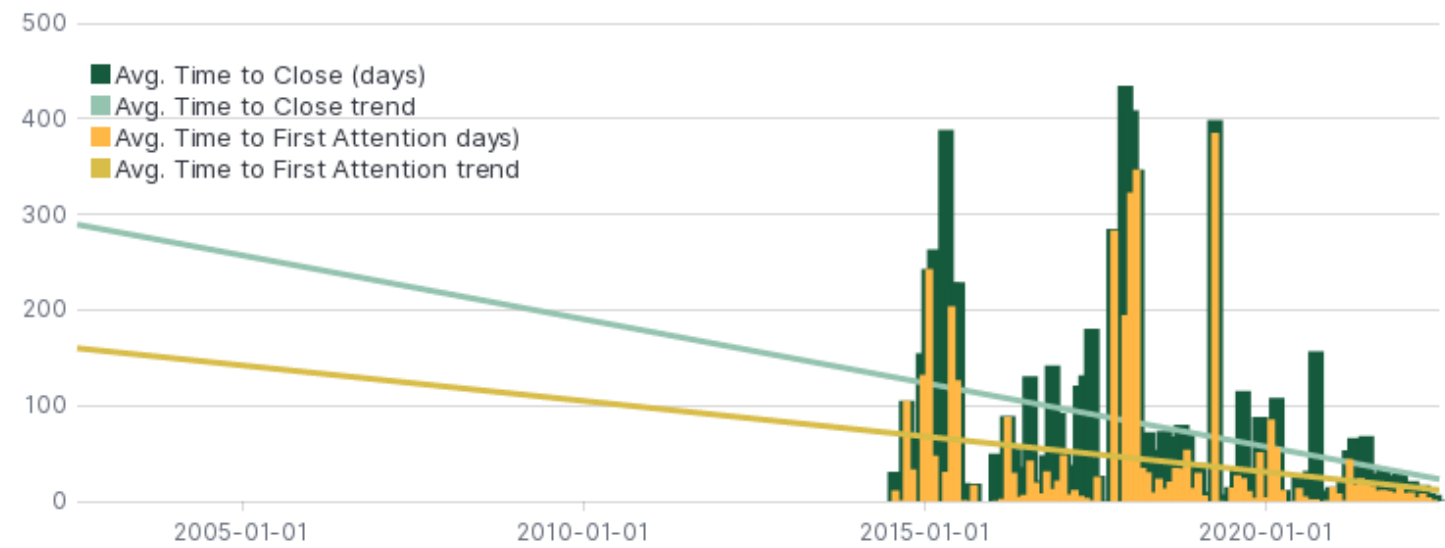
Closed Tickets × With Time To Close × With Time to First Attention × NOT Bots ×

### Efficiency: Timing Overview

Data Source

Select...

### Avg. Time to Attend and Close Tickets



### Repositories (Time to Close in Days)

Repository ↕	Median ↕	Avg. ↕
https://github.com/usds/website	6.1	80.081
https://github.com/usds/uswds-vue	262.75	262.75
https://github.com/usds/uswds-jekyll	21.385	21.385
https://github.com/usds/uswds-docs-template	1.03	1.03
https://github.com/usds/us-forms-system-starter-app	5.04	31.789
https://github.com/usds/us-forms-system	34.46	60.679
https://github.com/usds/techfar-hub	15.08	41.228
https://github.com/usds/questionable	0.025	3.18
https://github.com/usds/playbook	29.03	108.871
https://github.com/usds/justice40-tool	8.896	33.159

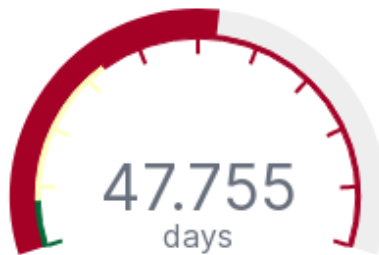
Export: [Raw](#) [Formatted](#)

### Avg. Time to First Attention



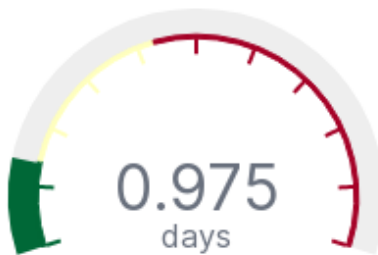
Avg. time to first attention

### Avg. Time to Close



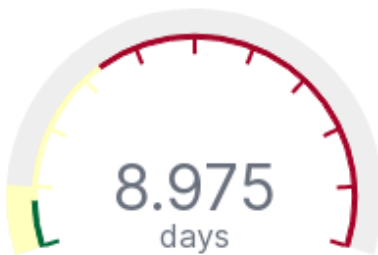
Avg. time to close

### Median Time to First Attention



Median time to first attention

### Median Time to Close



Median time to close

### 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](#)