

# Open Distro Kibana Reports

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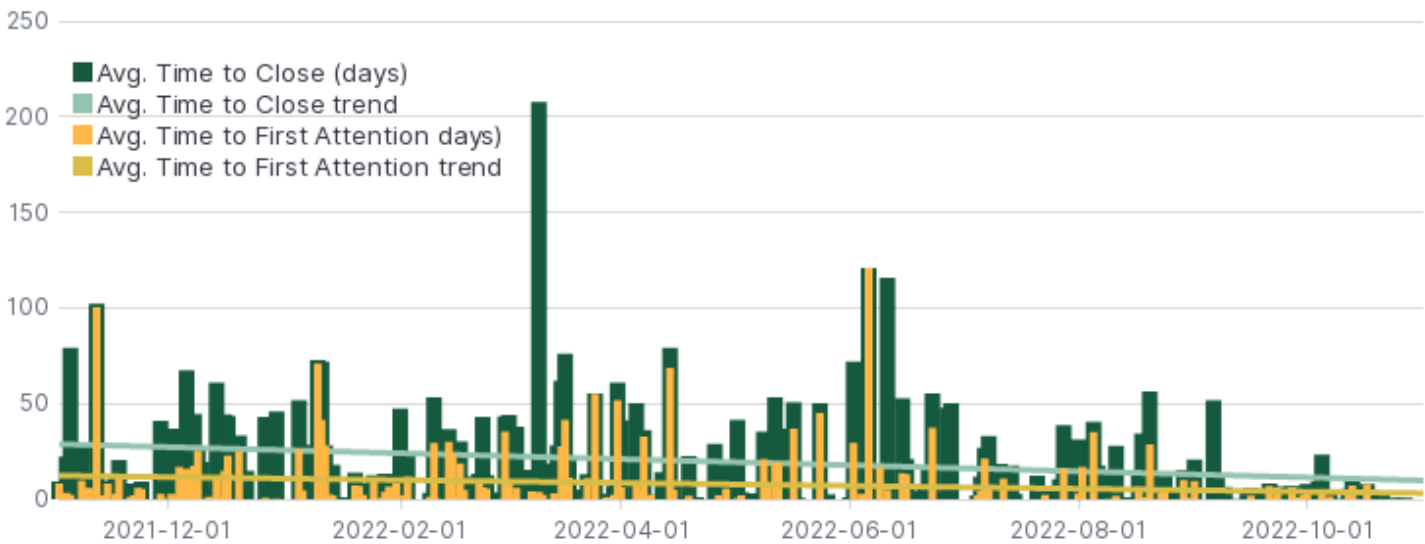
Closed Tickets × With Time To Close × With Time to First Attention × NOT Bots ×

### Efficiency: Timing Overview

Data Source

Select...

### Avg. Time to Attend and Close Tickets

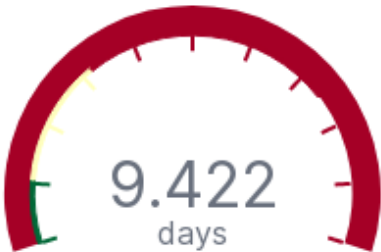


### Repositories (Time to Close in Days)

Repository ↕	Median ↕	Avg. ↕
https://github.com/usds/website	5.16	14.016
https://github.com/usds/questionable	0	0.534
https://github.com/usds/justice40-tool	6.295	23.388
https://github.com/usds/erap	0.08	0.08
https://github.com/usds/cloud-gov-cli	0.86	0.86
https://github.com/usds/SME-QA-Website	14.97	14.97

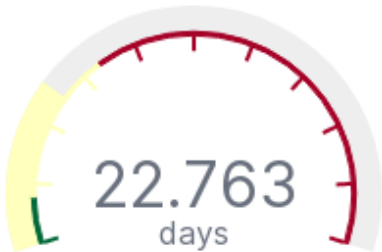
Export: [Raw](#) [Formatted](#)

### Avg. Time to First Attention



Avg. time to first attention

### Avg. Time to Close



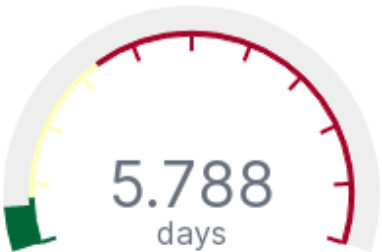
Avg. time to close

### 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](#)