

Open Distro Kibana Reports

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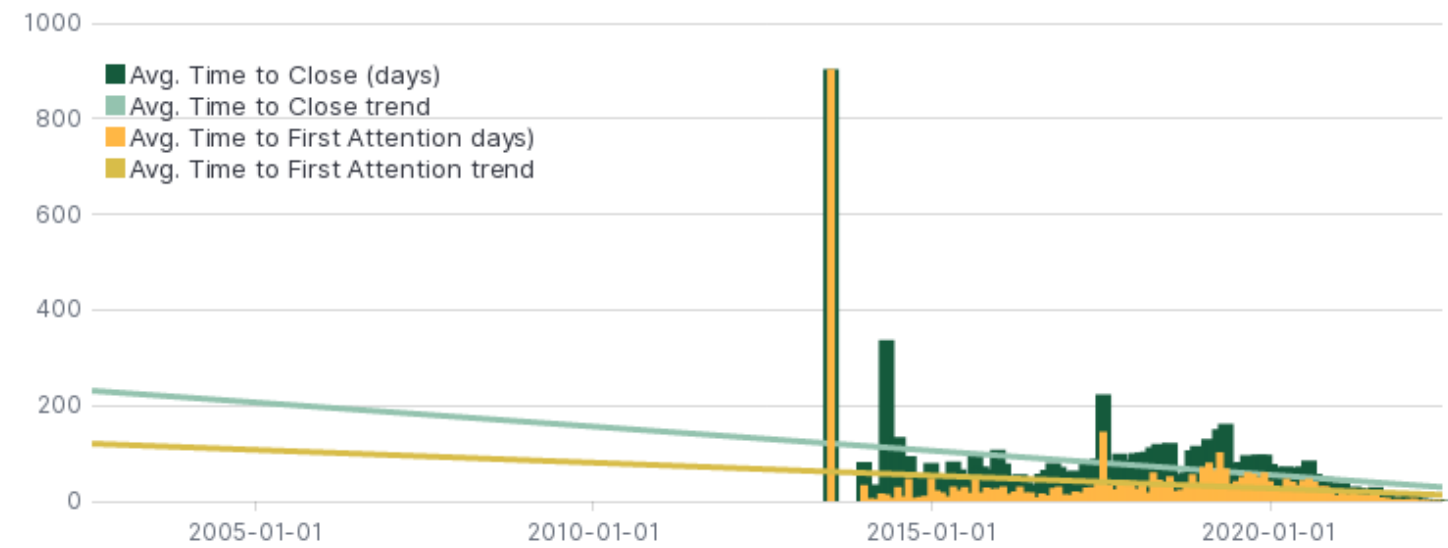
Closed Tickets × With Time To Close × With Time to First Attention × NOT Bots ×

Efficiency: Timing Overview

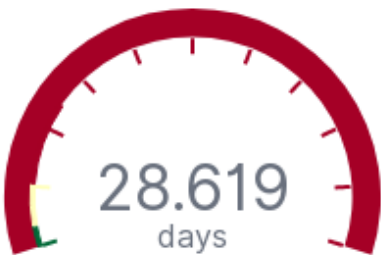
Data Source

Select...

Avg. Time to Attend and Close Tickets

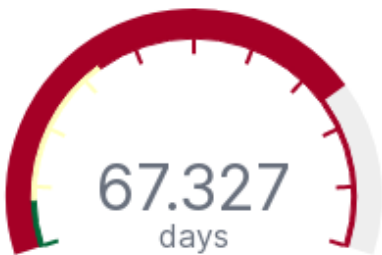


Avg. Time to First Attention



Avg. time to first attention

Avg. Time to Close



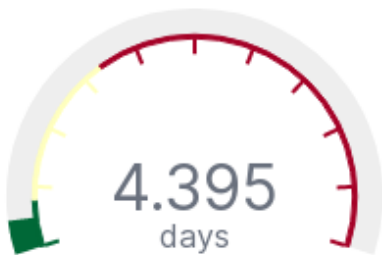
Avg. time to close

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/18F/writing-lab-guide	0	0
https://github.com/18F/workshops-lab	3.74	3.74
https://github.com/18F/wg-testing	2	2
https://github.com/18F/wg-diversity	6.895	6.895
https://github.com/18F/wg-dataservices	0	0
https://github.com/18F/wg-api	0.06	0.06
https://github.com/18F/weekly_snippets	1.91	1.91
https://github.com/18F/web-design-standards-drupal	12.86	89.232
https://github.com/18F/watchtower	0.25	0.403
https://github.com/18F/vulnerability-disclosure-policy	0.725	135.919

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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](#)