Open Distro Kibana Reports

~ a year ago → ~ 18 hours ago

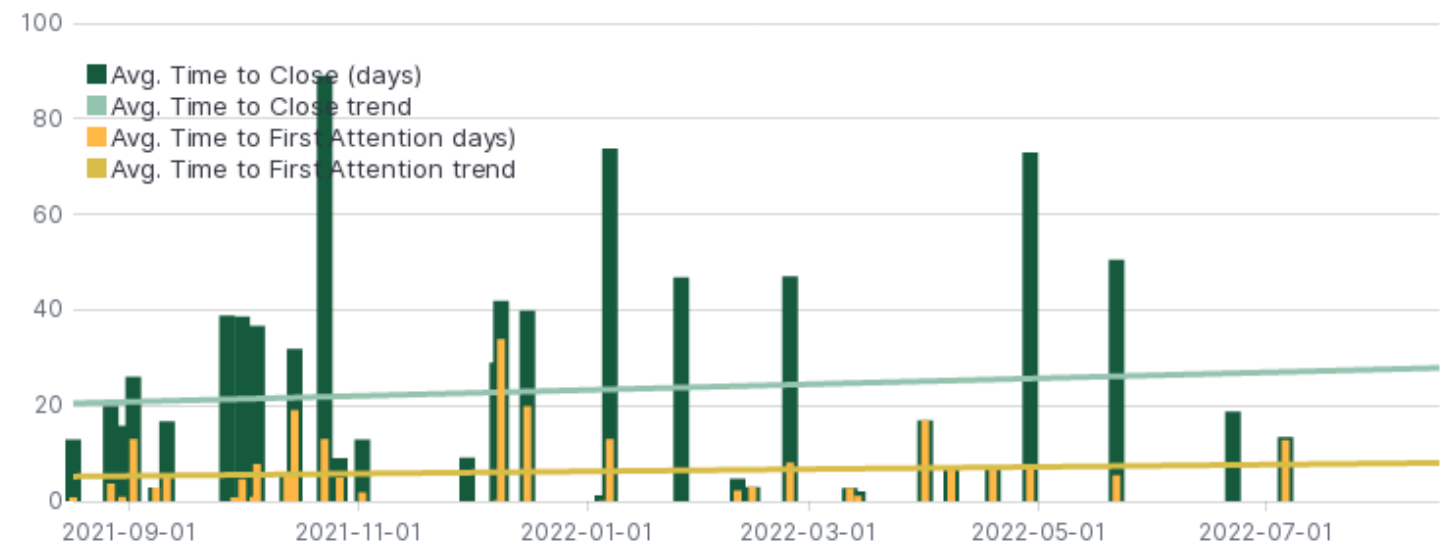Closed Tickets ✕ | With Time To Close ✕ | With Time to First Attention ✕ | NOT Bots ✕

Efficiency: Timing Overview

Data Source

Select...

Avg. Time to Attend and Close Tickets

- Avg. Time to Close (days)
- Avg. Time to Close trend
- Avg. Time to First Attention days)
- Avg. Time to First Attention trend

Repositories (Time to Close in Days)

| Repository ⇅	Median ⇅	Avg. ⇅
https://github.com/CMSgov/bluebutton-web-server	19.91	24.402
https://github.com/CMSgov/bluebutton-web-deployment	6.06	6.93
https://github.com/CMSgov/bluebutton-site-static	3.445	3.445
https://github.com/CMSgov/bluebutton-sample-client-python-react	12.89	12.89
https://github.com/CMSgov/bluebutton-sample-client-nodejs-react	16.89	37.898

Export: Raw ⬇ Formatted ⬇
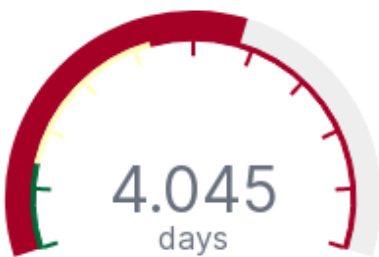
Avg. Time to First Attention

6.015
days

Avg. time to first attention

Avg. Time to Close

22.473
days
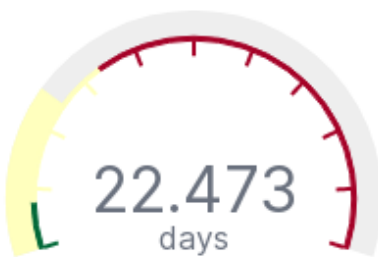
Avg. time to close

Median Time to First Attention

4.045
days

Median time to first attention

Median Time to Close

14.62
days
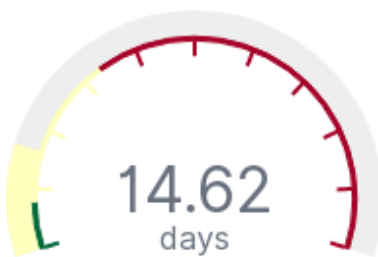
Median time to close

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