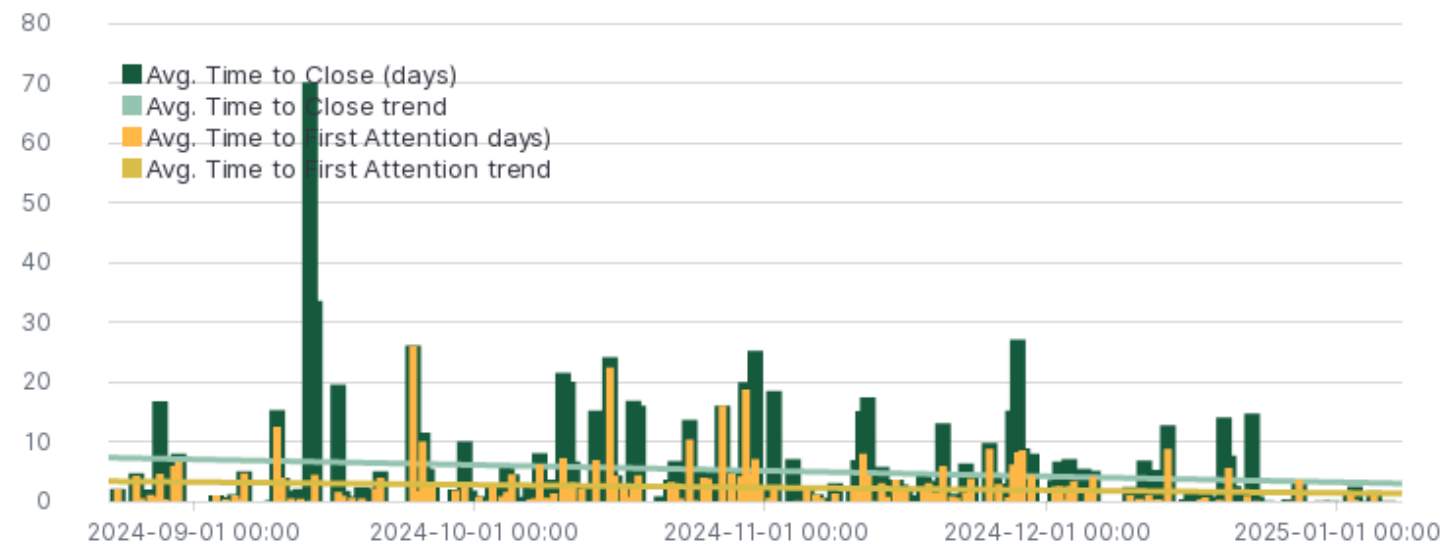# Open Distro Kibana Reports

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

Legend:
- 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/aws-deadline/deadline-cloud-worker-agent	0.86	4.653
https://github.com/aws-deadline/deadline-cloud-test-fixtures	0.12	2.669
https://github.com/aws-deadline/deadline-cloud-samples	8	20.978
https://github.com/aws-deadline/deadline-cloud-for-unreal-engine	1.055	6.596
https://github.com/aws-deadline/deadline-cloud-for-rhino	1.48	7.125
https://github.com/aws-deadline/deadline-cloud-for-nuke	0.85	6.736
https://github.com/aws-deadline/deadline-cloud-for-maya	1.8	5.676
https://github.com/aws-deadline/deadline-cloud-for-keyshot	0.715	4.822
https://github.com/aws-deadline/deadline-cloud-for-houdini	1.335	6.132
https://github.com/aws-deadline/deadline-cloud-for-cinema-4d	0.865	4.438

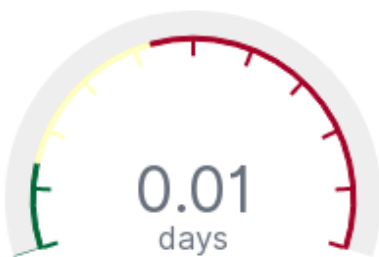Export: Raw ⬇ Formatted ⬇

Avg. Time to First Attention

2.58
days
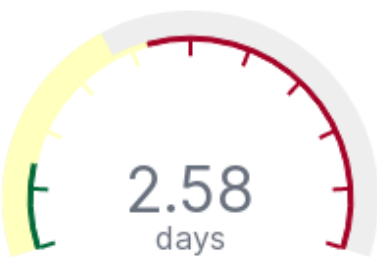
Avg. time to first attention

Avg. Time to Close

5.669
days

Avg. time to close

Median Time to First Attention

0.01
days

Median time to first attention

Median Time to Close

0.995
days
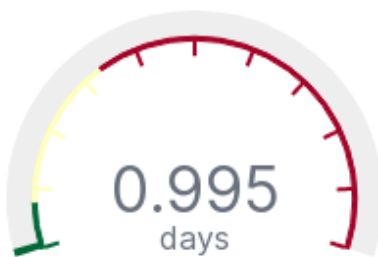
Median time to close

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