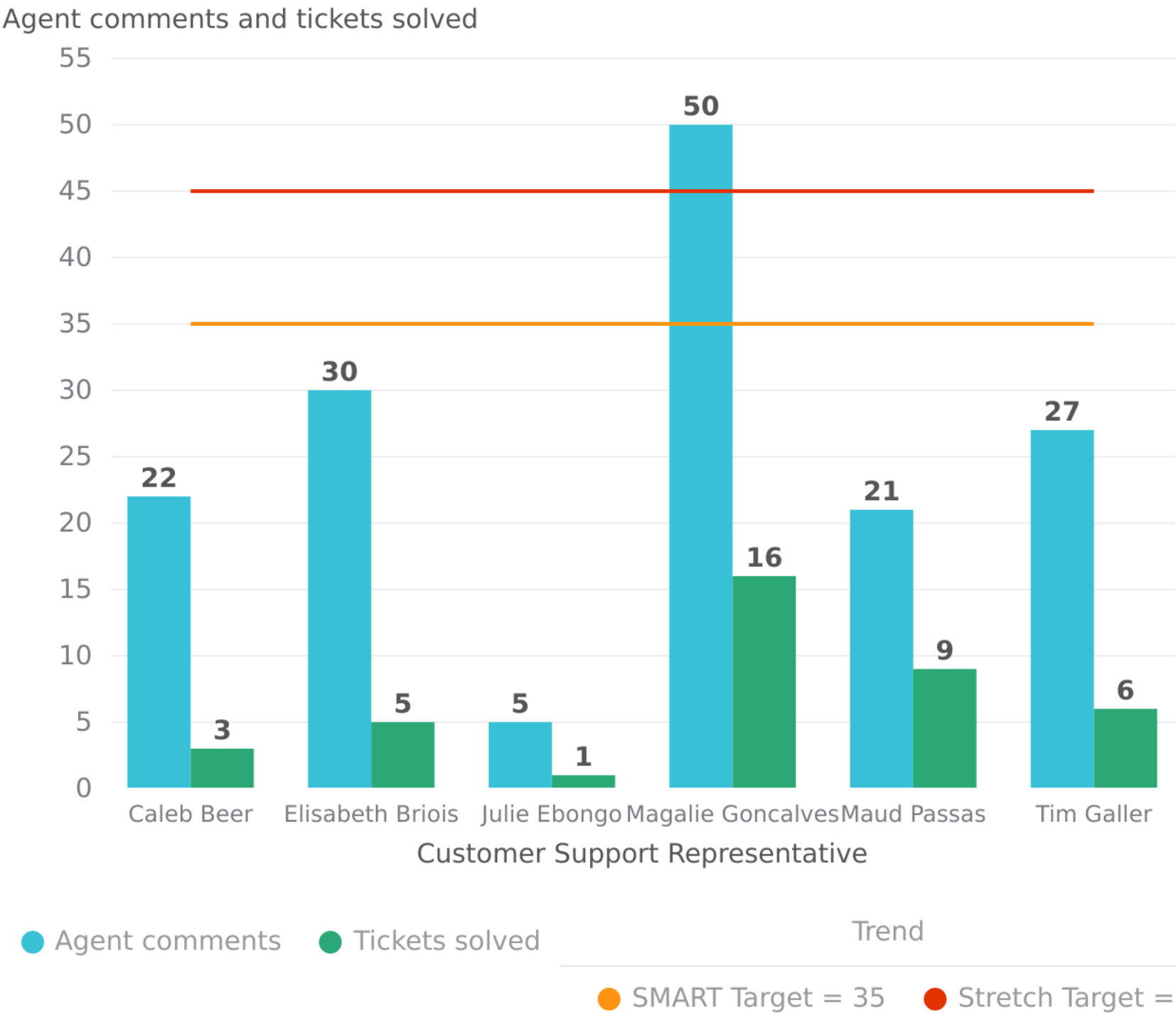


08/03/2023

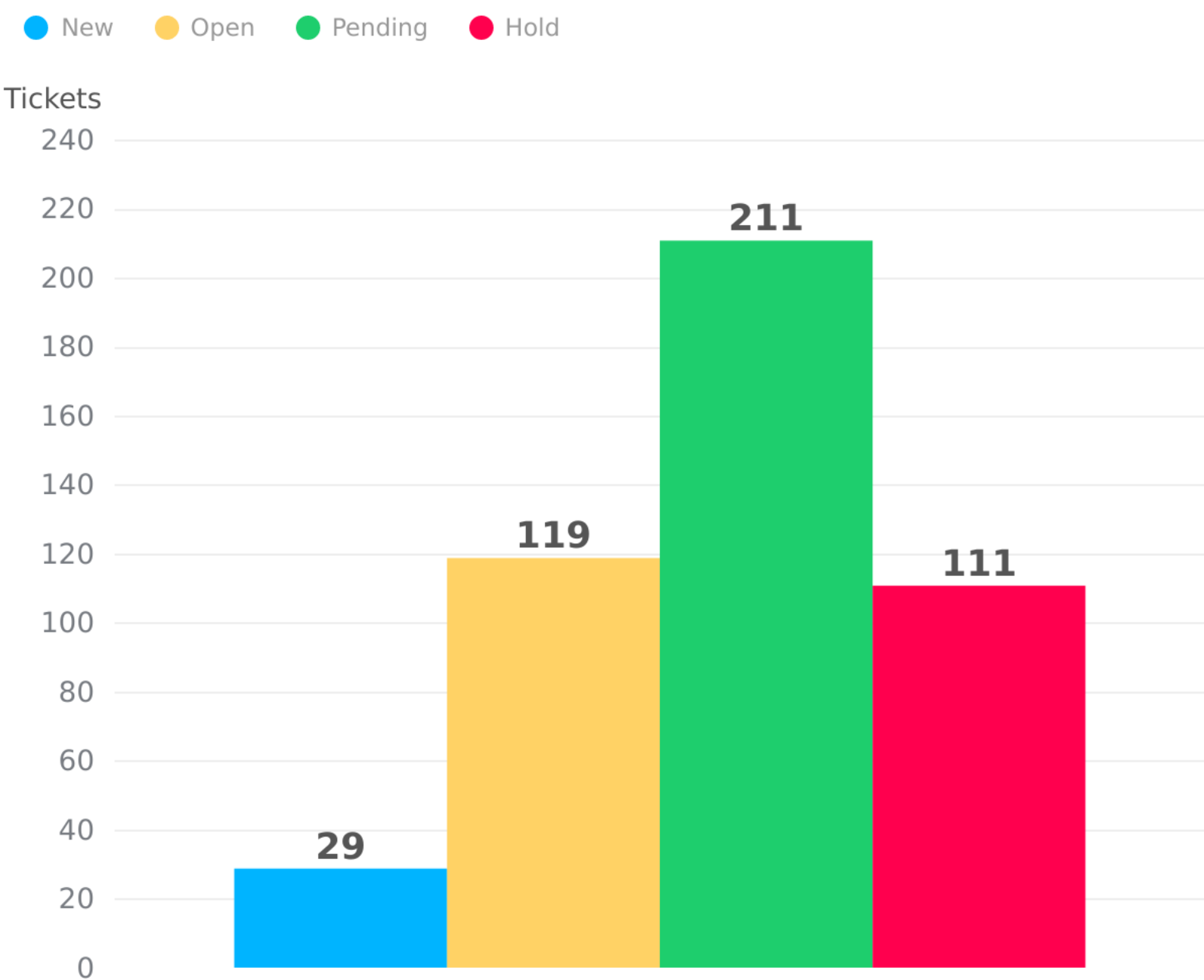
New tickets received

63

Ticket updates - previous day

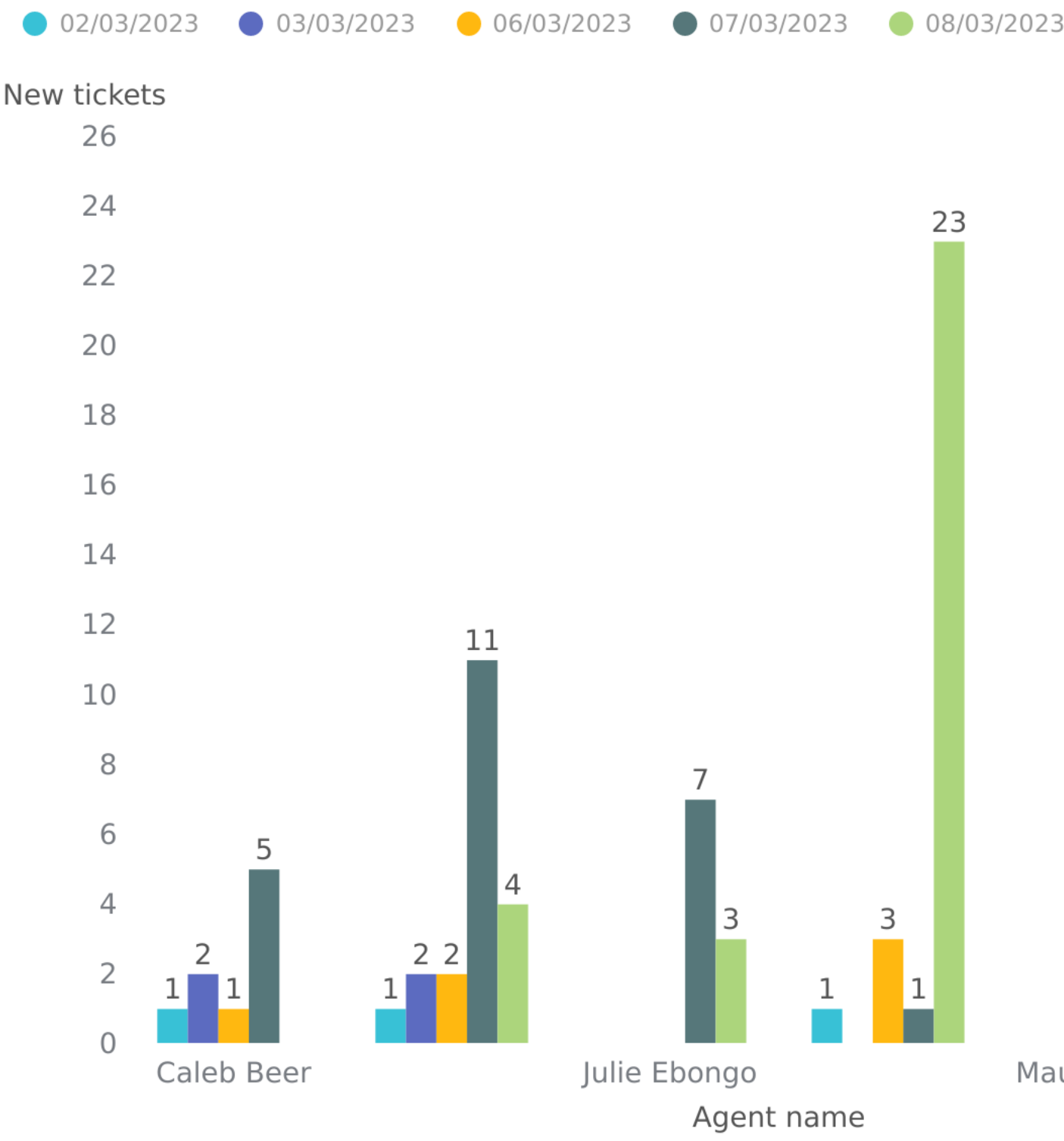


New, Open, Pending and On-Hold overall tickets



Ticket updates are the number of internal/external comments entered by the Agent
Open Status means the ticket has not yet been actioned by the Customer Support team
Pending Status denotes the action is currently with the customer
On Hold Status denotes that a ticket has been assigned to a Resolver Group internally

All New tickets moved to next status - previous day



Athoris SLA Breached Ticket

Ticket ID	Requester name	ATH - Requester	Ticket status	Ticket created -	Ticket solved -	SLA update -	Ticket priority	SLA metric	SLA target status	Assignee name
209740	Courtier, Anne (Volkswagen Group France) C.A.V. FERREIRA Gaetan	DMS SUPPORT	Pending	21/02/2023		08/03/2023	Normal	Requester Wait Time	Breached	Caleb Beer
211032	DOISNE Thibault	Repairer	Solved	24/02/2023	09/03/2023	08/03/2023	Low	Requester Wait Time	Breached	Caleb Beer
211494	Vincent Schwartz	VM/NSC	Hold	27/02/2023		08/03/2023	Normal	Requester Wait Time	Breached	Magalie Goncalves
214317	Viyagappan Amalraj, Jency		Solved	06/03/2023	08/03/2023	08/03/2023	Normal	Requester Wait Time	Breached	Caleb Beer
214647	genevieve MARTINOLLE	Repairer	Hold	07/03/2023		08/03/2023	Normal	Requester Wait Time	Breached	Julie Ebongo
214652	FR RES TM INFO ATHORIS	Leasing Company	Solved	07/03/2023	08/03/2023	08/03/2023	Low	Requester Wait Time	Breached	Caleb Beer
214872	FR RES TM INFO ATHORIS	Leasing Company	Open	07/03/2023		08/03/2023	Normal	First Reply Time	Breached	Elisabeth Briois
214874	FR RES TM INFO ATHORIS	Leasing Company	Open	07/03/2023		08/03/2023	Normal	Requester Wait Time	Breached	Magalie Goncalves
214878	FR RES TM INFO ATHORIS	Leasing Company	Open	07/03/2023		08/03/2023	Normal	First Reply Time	Breached	Magalie Goncalves
214880	David MICHEL	Repairer	Open	07/03/2023		08/03/2023	Normal	Requester Wait Time	Breached	Magalie Goncalves
214896	Virginie LEFEBVRE	Repairer	Pending	07/03/2023		08/03/2023	Normal	First Reply Time	Breached	Julie Ebongo
215166	Thomas Arnaud		Pending	07/03/2023		08/03/2023	Normal	Requester Wait Time	Breached	Julie Ebongo
215210	Carrosserie Bouffet	Repairer	Open	07/03/2023		08/03/2023	Normal	First Reply Time	Breached	Elisabeth Briois
215297	Antczak Aleksander (PIAPL - PL/Poznan)	Repairer	Solved	07/03/2023	08/03/2023	08/03/2023	Low	First Reply Time	Breached	Tim Galler
215297	Antczak Aleksander (PIAPL - PL/Poznan)	Repairer	Solved	08/03/2023	08/03/2023	08/03/2023	Low	First Reply Time	Breached	Magalie Goncalves
215338	Aurélie Poirier	Repairer	Solved	08/03/2023		08/03/2023	Low	First Reply Time	Breached	Elisabeth Briois