

# Customer Service Team Success Dashboard with Tickets Management

This slide showcases customer service team success dashboard with tickets management. It contains information such as tickets submitted, solved, response time, resolution time, customer satisfaction, others, etc.

First Response Time

3h

1h

Customer Satisfaction

95%

Full Resolution Time

17h

Resolution in First Call

19.54%



Today

Tickets Submitted

16

Tickets by Status

Solved



7

In Progress



1

Top Ticket Solvers



Employee 1

4



Employee 2

4



Employee 3

4

Team Performance(Monthly)



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# Concert Tickets This Month Customer Service

**Katrin Zwirglmaier**



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entity relationship diagram also known as erd er diagram or er model is a type of structural diagram for use in database design an erd contains different symbols and connectors that visualize two important information the major entities within the system scope and the inter relationships among these entities

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sep 20 2023 the entity relationship diagram explains the relationship among the entities present in the database er models are used to model real world objects like a person a car or a company and the relation between these real world objects in short the er diagram is the structural format of the database

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diagrams created to represent attributes as well as entities and relationships may be called entity attribute relationship diagrams rather than entity relationship models an er model is typically implemented as a database in a simple relational database implementation each row of a table represents one instance of an entity type and each

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oct 2 2020 here s the basic order to follow 1 determine the entities in your erd start by identifying the what s in your system or architecture entities are represented with a rectangle and you ll want to give them plenty of room so that you

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er diagrams and entity relationship models an erd visualizes the relationships between entities like people things or concepts in a database an erd will also often visualize the attributes of these entities

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