



Turnaround Statistics – 608 Total unique tickets – September 2026/FY27

Time to First Reply

	#	%
0-1 hour	263	55
1-2 hours	20	4
2-3 hours	11	2
3-4 hours	8	2
4-5 hours	3	1
5-7 hours	4	1
7-10 hours	16	3
10-15 hours	30	6
15-24 hours	40	8
24-36 hours	11	2
36-48 hours	20	4
48-72 hours	20	4
72+ hours	28	6
Total	474	100

395 tickets out of 608/82% responded to within 24 hours!

Average Turnaround Times

The numbers below show the averages across each of your system's turnaround statistics for your chosen parameters.

Time to first reply
15.6 Hours

Time to close
39.5 Hours

Number of interactions to close
2.2 Interactions

Number of replies
1.4 Replies