Turnaround Statistics – **1781 Total unique tickets** – October 2026/FY27

Time to First Reply

0-1 hour	1133	71%
1-2 hours	62	4%
2-3 hours	36	2%
3-4 hours	21	1%
4-5 hours	17	1%
5-7 hours	30	2%
7-10 hours	67	4%
10-15 hours	86	5%
15-24 hours	71	4%
24-36 hours	17	1%
36-48 hours	24	2%
48-72 hours	12	1%
72+ hours	22	1%

1523 tickets out of 1781/94% 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	Time to close	Number of interactions to close	Number of replies
5.8 Hours	27.3 Hours	2.8 Interactions	2.3 Replies