A 3.4-fold gap, and why

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The ranking measures the queue, not the person.**

Technician	Average time	Queue composition
Fastest	**Baseline**	**71% resets and access rights**
Slowest	**3.4 ×**	**64% hardware and network incidents**

A technician measured on time picks the short tickets, and the long ones remain. It is mechanical, and it shows: the 34 oldest tickets have been opened 11 times on average — opened, read, put down.

What the agent measures instead

Measure	What it indicates
Time by ticket category	**Where the process sticks**

Measure	What it indicates
Number of reopenings	**Solutions that do not hold**
Tickets opened and put down with no action	**A queue people avoid**
Time waiting for a third party	**What is not helpdesk time**

Breakdown of total time	Share
Waiting for a third party — supplier, purchase, approval	**41%**
Handling by the helpdesk	**59%**

Forty-one per cent of the time the dashboard attributes to the helpdesk is spent waiting for somebody else.

> **Request a demo with your own documents**
> This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.
> https://bluelemonagent.ai/en/entreprises/cas-usage/agent-de-gestion-de-tickets-helpdesk-it

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