# Service Desk Monthly Report

*This report provides an overview of service desk operations during the reporting month. It summarizes ticket volumes, resolution statistics, and key performance metrics to facilitate service improvement and accountability.*

## Report Overview

**Reporting Period:** {reportingPeriod}
**Prepared By:** {preparedBy}
**Department:** {department}

## Summary Statistics

|  |  |
| --- | --- |
| **Metric** | **Value** |
| Total Tickets Received | {totalTickets} |
| Tickets Resolved | {resolvedTickets} |
| Resolution Rate (%) | {resolutionRate} |
| Average Resolution Time | {avgResolutionTime} |
| First Contact Resolution (%) | {firstContactResolution} |

## Ticket Category Breakdown

{#ticketCategories}

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Tickets** | **Resolved** | **Open** |
| {categoryName} | {total} | {resolved} | {open}{/ticketCategories} |

{^ticketCategories}*No category data to display.*{/ticketCategories}

## Top Issues

{#topIssues}

1. **{issue}** - {count} occurrences

{/topIssues}

## Team Performance

{#teamMembers}

|  |  |  |  |
| --- | --- | --- | --- |
| **Analyst** | **Tickets Handled** | **Avg Resolution Time** | **Customer Rating** |
| {name} | {tickets} | {resolutionTime} | {rating}{/teamMembers} |

## Customer Satisfaction

**Survey Response Rate:** {surveyResponseRate}
**Average Satisfaction Score:** {satisfactionScore} / 5

{#customerComments}

* *"{comment}"* — {customerName}

{/customerComments}

## Improvement Actions

{#actionItems}

* **{title}:** {description}

{/actionItems}

## Conclusion

{conclusion}