

# Statistics

The cleverQ statistics module provides you with graphically arranged, detailed evaluations with which you can better understand and control your company in figures.



**you have questions regarding this module?**

Our sales team is at your service:

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**The statistics module creates informative graphics about the period of time customers spend in your organization. The visualization can be freely selected and thus enables a quick overview.**

**The following statistical evaluations are possible:**

 <p><b>Number of tickets</b></p>	 <p><b>∅ Waiting time</b></p>	 <p><b>Maximum waiting time</b></p>	 <p><b>Processing time</b></p>
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**We configure the cleverQ statistics module according to your specifications.**

**Of course, the statistical surveys can be configured in such a way, that these cannot be assigned to any persons.**

The cleverQ Statistics module is an ideal supplement to your basic package 1 or 2 to document the total workload of your employees, adapt processes and increase customer satisfaction.

# Performance Indication

In addition to simple data evaluation, cleverQ Performance Indication allows you to see at a glance whether a customer has been called within the specified waiting time and whether their processing has remained within the times set by you (green, yellow, red). Too long processing times can thus be quickly made visible.

**Summary Statistics:**

- Anzahl Tickets: 124
- Maximale Wartezeit: 137 Minuten
- Durchschnittliche Wartezeit: 50 Minuten
- Durchschnittliche Bearbeitungsdauer: 19 Minuten

Ticket	Dienst	Erstellt um	Aufgerufen um	Beendet	Arbeitsplatz	Wartezeit	Bearbeitungszeit
▼ B000 (2)	Support, Beratung	08:33, 08:27	09:05, 08:32	10:40, 08:33	Raum 12, Raum 12	19	49
	Support	08:33	09:05	10:40	Raum 12	32	96
	Beratung	08:27	08:32	08:33	Raum 12	5	1
► B001 (1)	Beratung	08:29	08:33	09:04	Raum 14	4	31
► B002 (1)	Beratung	08:30	08:33	08:49	Raum 12	3	16
► B003 (1)	Beratung	08:31	08:37	08:40	Raum 1	6	3
► B004 (1)	Beratung	08:32	08:43	08:48	Raum 1	11	5
► B005 (1)	Beratung	08:33	08:58	09:00	Raum 1	25	2

# Sorting

You can sort by hours, day, week, month or year individually. The individual workstations, rooms or switches are freely configurable.

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Stunde	Dienst	Aufgerufene Tickets	Max. Wartezeit	Ø Wartezeit	Ø Bearbeitungszeit
8:00	Beratung	10	46	19	13
9:00	Beratung	3	49	39	27
10:00	Beratung	7	59	34	26
11:00	Beratung	7	137	72	22
13:00	Beratung	4	61	53	23
14:00	Beratung	5	97	56	14
11:00	Reparaturen	7	102	60	27