

# The ticket conundrum

When your support is unable to provide help

16%

Average ticket volume has risen by 16% since the pandemic, making it more difficult for help desk agents

Source: Zendesk

492

avg. tickets / month received by internal support teams

Source: Zendesk

69%

of the tickets received can be resolved in one touch

Source: Zendesk

24.2h

the average response times to customer support tickets

Source: Zendesk

3d 10h

the average resolution time of customer support tickets

Source: Jitbit

21

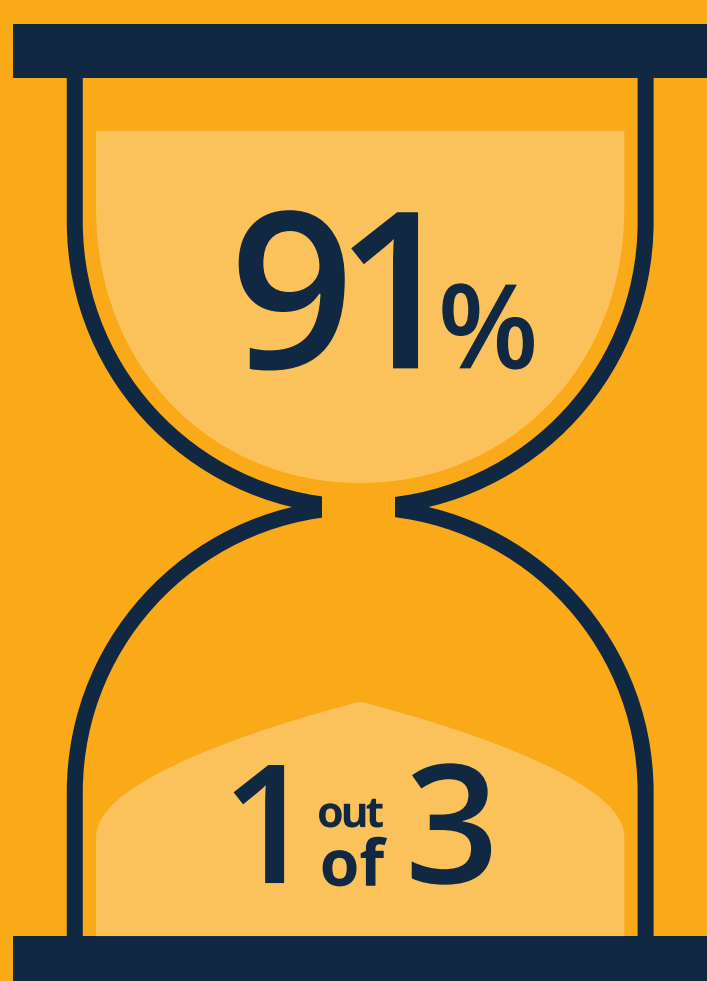
support tickets being handled by a single technician per day

Source: Zendesk

69%

of consumers begin by researching the company's online resources before seeking help from agents when faced with issues

Source: Forbes



of customers would use a self-service knowledge base if it were available and tailored to their needs ...

Source: Social Media Today

... however, only one out of three businesses offer self-service options such as knowledge bases and forums

Source: Zendesk

I love raising support tickets

said no one ever

31%

said the need to repeat their information multiple times is the most frustrating aspect of their customer service experience

To find out more about how Userlane can help, click here:

LET'S HAVE A CHAT