

Operations report: first quarter 2024

Sample data prepared for a fictional company. None of these figures are real.

Sales grew in four of the six regions this quarter, led by the South West where the new showroom opened in February. The second table lists support tickets that were still open at the end of March, with the hours logged against each one so far.

Sales by region (£)

Region	January	February	March	Total	Change
North	12,450	13,020	12,890	38,360	+3.1%
Midlands	9,800	9,650	10,120	29,570	-1.4%
South East	21,300	22,480	23,015	66,795	+5.6%
South West	8,420	11,960	12,740	33,120	+18.2%
Wales	5,120	4,980	5,065	15,165	-0.7%
Scotland	10,240	10,310	10,875	31,425	+2.4%
All regions	67,330	72,400	74,705	214,435	+4.9%

Most tickets are waiting on customers to confirm a fix. Hours are logged in quarter-hour steps and include time spent on calls.

Open support tickets

Ticket	Opened	Customer	Priority	Hours	Status
000481	2024-03-04	Harper Fields Café	High	3.5	Waiting on customer
000487	2024-03-07	Moorland Bikes	Normal	1.25	In progress
000502	2024-03-12	Kite & Crane Toys	Low	0.5	Waiting on customer
000515	2024-03-18	Old Mill Bakery	High	6	In progress
000522	2024-03-21	Riverside Dental	Normal	2.75	Waiting on supplier
000530	2024-03-27	Northgate Library	Low	0.25	New

Prepared by the operations team (sample). Figures rounded to the nearest pound.