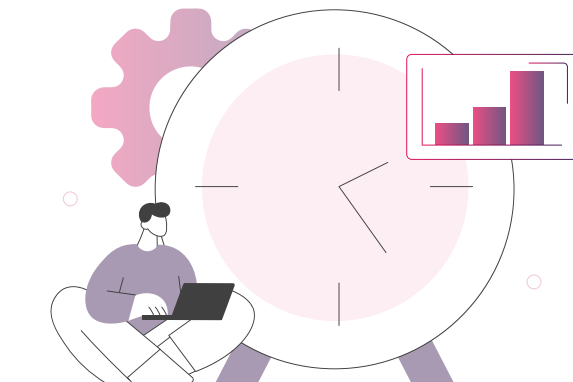


# Time in Status Reports for Support Team Leads



If you manage a support team on Jira, you already know the drill. A ticket gets raised, gets assigned, then quietly ages in "In Progress" while your SLA clock ticks down. By the time someone flags it, it's either breached or dangerously close. You're left explaining to stakeholders what went wrong, instead of having stopped it.

**The problem isn't effort. It's visibility.**



Time in Status Reports by RVS Softek gives support team leads exactly what's missing: a clear, metric-driven view of how long tickets are sitting in each Jira status, so you can catch SLA risks early, identify workflow bottlenecks, and report resolution performance with confidence.

## The Real Cost of Missing Status

**Most support teams track whether SLAs are breached. Very few track why they breach.**

When a ticket misses SLA, the final assignee rarely caused it. The queue did. The ticket sat in "Waiting for Triage" for 14 hours before anyone touched it. Then it aged another 6 hours in "Pending Customer" with no follow-up nudge. By the time anyone flagged it, the clock had already run out.

Without time-in-status data, your team keeps reacting to breaches after they happen. With it, you start seeing the pattern: which statuses are consistently eating resolution time, which ticket types are most at risk, and where to act before SLA becomes a post-mortem.

# What Support Team Leads Need?

Jira tracks status transitions.

But out of the box, it doesn't tell you:

- ✦ How long a ticket is spent in each status across its entire lifecycle
- ✦ What your median time to resolution looks like, broken down by priority, assignee, or issue type
- ✦ Where your 85th percentile SLA performance sits, so you can set realistic, data-backed SLAs
- ✦ Which agents or queues are consistently hitting bottlenecks

These are the metrics that matter in support reviews, customer escalations, and SLA contract renewals. Time in Status Reports surfaces all of them directly inside Jira.

## How It Works for Support Teams

### 01 Jira SLA Breach Report: See Breach Risk Before It's a Breach

Time in Status Report calculates exactly how long each ticket has been in its current status, and teams can compare issues that are approaching SLA thresholds. Support leads can filter by project, priority, or assignee to get a focused view of at-risk tickets, not a fire alarm after the fact, but an early warning system.

**Use case:** Your P1 tickets have a 4-hour SLA. Time in Status Report shows you three tickets currently sitting in "Awaiting Assignment" for over 2 hours. You reassign before the clock runs out.

### 02 Jira Time to Resolution Report: Understand Your Actual Performance Baseline

Your SLA target says 4 hours. Your tickets are averaging 11. Something is happening in between, and "resolution time" as a single number won't tell you what.

**Time in Status Report shows you where those hours actually go.**

- ✦ **Average Time in Status** shows how long issues spend in each status on average across your queue, so you can see whether "In Progress" is taking 2 hours or 12, and whether that number is consistent or trending upward.
- ✦ **Time in Status Per Time Grain** lets you compare those same status times across a historic duration, week over week, month over month, so a slowdown in "Waiting for Triage" doesn't stay invisible for six weeks before someone notices.
- ✦ **Time between Status Transitions** shows the total time issues take moving from one status to another through your Jira workflow. This is where handoff delays surface: the lag between "Escalated" and "In Progress," or between "Resolved" and "Closed," shows up clearly here.

Together, these three reports answer the question your resolution time average can't: not just *how long it took*, but *which stage of your workflow added the most time*, and *whether that's getting better or worse*.

**Use case:** You're preparing for a QBR and need to show resolution time trends for the last quarter. Run Time in Status Per Time Grain filtered by issue type and date range. The week-by-week status breakdown is already structured and exportable; no manual reconstruction needed.

### 03 Jira 85th Percentile SLA: Set SLAs That Are Defensible, Not Optimistic

Median resolution time is useful. But if you're setting SLA commitments, the 85th percentile is what you actually need. It tells you what performance looks like for your harder tickets, not just the average.

**Time in Status Reports calculates percentile-based resolution metrics so you can:**

- ✦ Set SLA targets grounded in your real historical data
- ✦ Identify outlier tickets that are pulling your 85th percentile up
- ✦ Have a credible answer when a customer asks, "What can we expect for P2 resolution?"

**Use case:** Your team's median resolution for P2 bugs is 6 hours, but your 85th percentile is 18 hours. You now know your SLA commitment should reflect 18 hours, not 6, and you know which ticket types are causing that spread.

## Get Started

Time in Status Reports is available on the Atlassian Marketplace as a Jira plugin by RVS Softek.

If you're a support lead who's tired of reactive SLA management, it's worth seeing what proactive looks like.

[View on Atlassian Marketplace](#)

[Book a Demo](#)