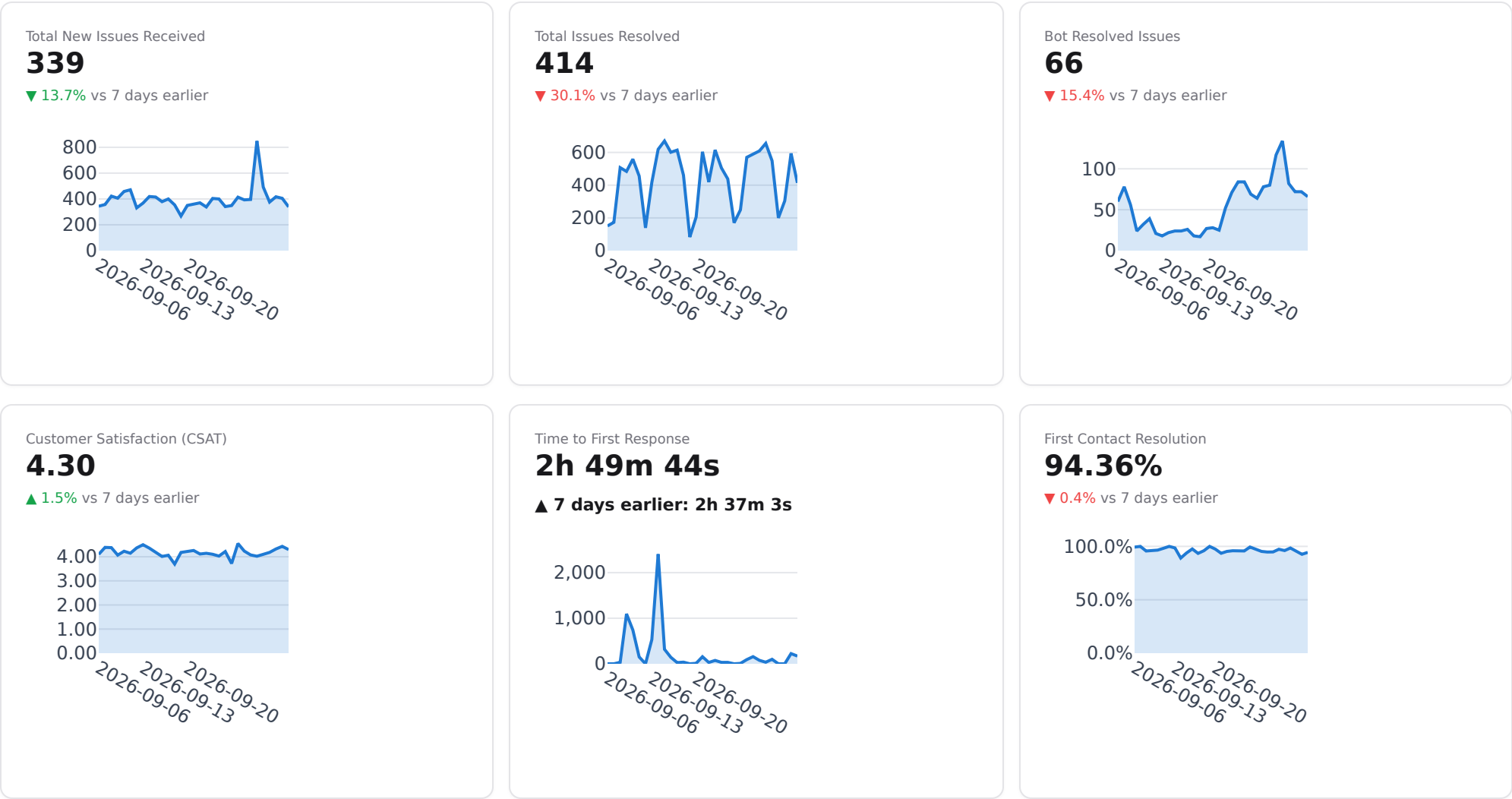


Support

Overall Helpshift support KPIs, followed by one page per agent (see the sidebar). Tiles compare the latest complete UTC day with the same weekday one week earlier; sparklines cover the last 30 days.

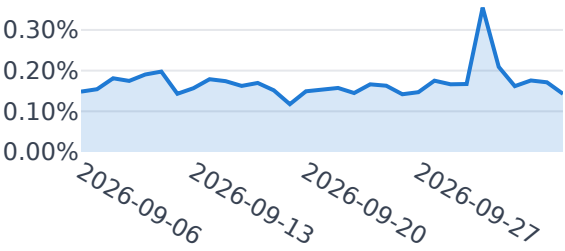
Overall KPIs



Contact Rate

0.14%

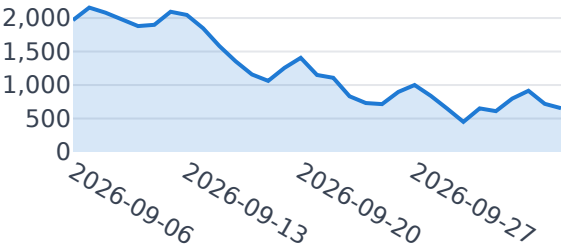
▼ 14.1% vs 7 days earlier



Open Issues (23:00 UTC)

654

▲ 0.9% vs 7 days earlier



Unassigned

59

Waiting on an Agent

28

Waiting on Player

1,330

Tier 2

0

Pending Reassignment

475

Waiting on an agent

Open issues waiting for an agent action or still unassigned · age in minutes since last update

ID	Agent	Queue	Age (min)	Updated At	Last Resolved At	State	Tag 1
286719	(unassigned)	Default	490,538	2025-11-01 01:40:23	2025-11-01 01:40:23	waiting_for_agent	bug_report
384932	Sandra	Arcade V2	223,368	2026-05-05 14:30:51	2026-05-05 14:28:41	waiting_for_agent	arcade
460100	Jenny	Emails	8,258	2026-10-01 23:40:29	—	new_for_agent	account_delete
460102	Jenny	Emails	8,257	2026-10-01 23:41:45	—	new_for_agent	account_delete
460104	Jenny	Emails	8,256	2026-10-01 23:42:59	—	new_for_agent	account_delete
460270	(unassigned)	Default	7,729	2026-10-02 08:29:57	—	new	—
460459	(unassigned)	Default	7,188	2026-10-02 17:30:00	—	new	—
460468	(unassigned)	Default	7,181	2026-10-02 17:37:46	—	new	—
460594	(unassigned)	Default	6,796	2026-10-03 00:02:56	—	new	—
460650	(unassigned)	Default	6,572	2026-10-03 03:46:05	—	new	—
460697	(unassigned)	Default	6,361	2026-10-03 07:17:55	—	new	—
460698	(unassigned)	Default	6,357	2026-10-03 07:21:31	—	new	—
460708	(unassigned)	Default	6,306	2026-10-03 08:12:20	—	new	—
460722	(unassigned)	Default	6,206	2026-10-03 09:52:55	—	new	—
458723	Jasmine ortiz	General Issues	6,186	2026-10-03 10:12:14	2026-09-29 21:18:46	waiting_for_agent	ai_agent_assist
460743	(unassigned)	Default	6,143	2026-10-03 10:55:30	—	new	—
460785	(unassigned)	Default	5,998	2026-10-03 13:20:17	—	new	—
460796	(unassigned)	Default	5,980	2026-10-03 13:38:03	—	new	—
460886	(unassigned)	Default	5,711	2026-10-03 18:07:33	—	new	—
460925	(unassigned)	Default	5,592	2026-10-03 20:06:36	—	new	—
460941	(unassigned)	Default	5,524	2026-10-03 21:14:28	—	new	—
461072	(unassigned)	Default	4,876	2026-10-04 08:02:10	—	new	—
461075	(unassigned)	Default	4,862	2026-10-04 08:16:45	—	new	—
461124	(unassigned)	Default	4,664	2026-10-04 11:34:07	—	new	—
461141	(unassigned)	Default	4,616	2026-10-04 12:22:42	—	new	—

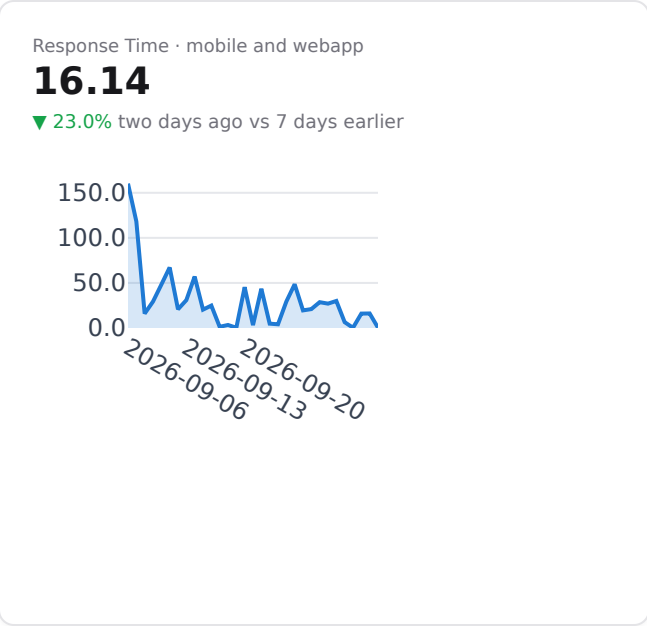
Id	Agent	Queue	Age (min)	Updated At	Last Resolved At	State	Tag 1
461250	Jenny	Emails	4,328	2026-10-04 17:10:37	—	new_for_agent	account_delete
461252	Jenny	Emails	4,326	2026-10-04 17:12:03	—	new_for_agent	account_delete
461262	(unassigned)	Default	4,307	2026-10-04 17:31:01	—	new	—
461318	(unassigned)	Default	4,151	2026-10-04 20:07:15	—	new	—
461345	(unassigned)	Default	4,060	2026-10-04 21:38:58	—	new	—
461379	(unassigned)	Default	3,946	2026-10-04 23:32:39	—	new	—
461377	(unassigned)	Default	3,931	2026-10-04 23:47:06	—	new	—
461435	(unassigned)	Default	3,706	2026-10-05 03:32:03	—	new	—
461454	(unassigned)	Default	3,614	2026-10-05 05:04:29	—	new	—
461496	(unassigned)	Default	3,366	2026-10-05 09:12:08	—	new	—
461514	(unassigned)	Default	3,275	2026-10-05 10:43:12	—	new	—
461103	(unassigned)	Default	3,159	2026-10-05 12:39:28	—	new	—
461597	(unassigned)	Default	3,005	2026-10-05 15:13:30	—	new	—
461642	(unassigned)	Default	2,890	2026-10-05 17:08:16	—	new	—
461656	(unassigned)	Default	2,845	2026-10-05 17:53:44	—	new	—
461693	(unassigned)	Default	2,768	2026-10-05 19:10:35	—	new	badge_ideas
457190	Jasmine ortiz	Default	2,731	2026-10-05 19:47:29	—	new_for_agent	—
461707	(unassigned)	Default	2,724	2026-10-05 19:54:29	—	new	—
461709	(unassigned)	Default	2,720	2026-10-05 19:58:23	—	new	—
460725	Jasmine ortiz	General Issues	2,645	2026-10-05 21:13:28	—	new_for_agent	ai_agent_assist
461758	(unassigned)	Default	2,603	2026-10-05 21:55:48	—	new	—
461780	(unassigned)	Default	2,533	2026-10-05 23:05:50	—	new	—
461897	(unassigned)	Default	1,956	2026-10-06 08:42:33	—	new	—
461934	(unassigned)	Default	1,751	2026-10-06 12:07:08	—	new	—
461945	(unassigned)	Default	1,709	2026-10-06 12:49:41	—	new	—
461909	(unassigned)	Default	1,653	2026-10-06 13:45:41	—	new	—

Id	Agent	Queue	Age (min)	Updated At	Last Resolved At	State	Tag 1
460891	Stephanie	Default	1,387	2026-10-06 18:11:54	—	new_for_agent	badge_ideas
462038	(unassigned)	Default	1,357	2026-10-06 18:41:15	—	new	—
462047	(unassigned)	Default	1,341	2026-10-06 18:57:38	—	new	—
461714	Jasmine ortiz	Default	1,257	2026-10-06 20:21:04	2026-10-06 18:12:48	waiting_for_agent	reportplayer
462089	(unassigned)	Default	1,217	2026-10-06 21:01:46	—	new	—
462091	(unassigned)	Default	1,212	2026-10-06 21:06:50	—	new	—
461933	Jenny	Billing Issues	1,188	2026-10-06 21:30:02	—	waiting_for_agent	ai_agent_assist
462104	(unassigned)	Default	1,159	2026-10-06 21:59:52	—	new	—
461765	Sandra	Arcade V2	1,129	2026-10-06 22:29:24	—	waiting_for_agent	ai_agent_assist
460335	Jasmine ortiz	Default	1,125	2026-10-06 22:33:23	—	waiting_for_agent	ai_agent_assist
462125	(unassigned)	Default	1,091	2026-10-06 23:07:12	—	new	—
462135	(unassigned)	Default	1,047	2026-10-06 23:51:11	—	new	—
462140	(unassigned)	Default	1,018	2026-10-07 00:20:18	—	new	—
462144	(unassigned)	Default	997	2026-10-07 00:41:45	—	new	—
462147	(unassigned)	Default	989	2026-10-07 00:49:16	—	new	—
458254	Jasmine ortiz	Rent Redemption	989	2026-10-07 00:49:42	—	waiting_for_agent	ai_agent_assist
462148	(unassigned)	Default	981	2026-10-07 00:57:15	—	new	—
462165	(unassigned)	Default	914	2026-10-07 02:04:08	—	new	reportplayer
462168	(unassigned)	App Reviews	902	2026-10-07 02:16:14	—	new	appstore
461866	Maria	Default	902	2026-10-07 02:16:44	—	waiting_for_agent	ai_agent_assist
461635	Jasmine ortiz	Phone Number	887	2026-10-07 02:31:56	—	waiting_for_agent	ai_agent_assist
462181	(unassigned)	Default	879	2026-10-07 02:39:54	—	new	—
460869	Maria	Default	838	2026-10-07 03:20:49	—	waiting_for_agent	ai_agent_assist
461973	Maria	Phone Number	837	2026-10-07 03:21:46	—	waiting_for_agent	ai_agent_assist
461067	Maria	Rent Redemption	801	2026-10-07 03:57:38	2026-10-06 23:28:50	waiting_for_agent	ai_agent_assist
460007	Maria	Warning Message	793	2026-10-07 04:05:26	—	waiting_for_agent	ai_agent_assist

Id	Agent	Queue	Age (min)	Updated At	Last Resolved At	State	Tag 1
459965	Maria	General Issues	788	2026-10-07 04:10:26	—	waiting_for_agent	ai_agent_assist
460646	Maria	Default	652	2026-10-07 06:26:44	—	waiting_for_agent	login_streak_reset
462225	(unassigned)	App Reviews	633	2026-10-07 06:45:31	—	new	playstore
462254	(unassigned)	Default	469	2026-10-07 09:29:23	—	new	—
459785	Maria	Default	461	2026-10-07 09:37:29	—	waiting_for_agent	ai_agent_assist
458554	Jasmine ortiz	Rent Redemption	435	2026-10-07 10:03:53	2026-09-29 20:04:25	waiting_for_agent	ai_agent_assist
461079	Maria	Arcade V2	410	2026-10-07 10:28:34	—	waiting_for_agent	ai_agent_assist
462282	(unassigned)	Default	331	2026-10-07 11:47:08	—	new	—
462283	(unassigned)	Default	330	2026-10-07 11:48:54	—	new	—
462286	(unassigned)	Default	319	2026-10-07 11:59:53	—	waiting_for_agent	ai_agent_assist

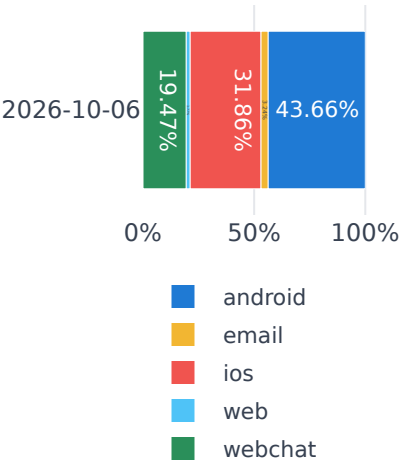
Platform statistics

Platform is the channel an issue came in on: Android, iOS, web chat (all in the game), email, or the public web form. Response time is minutes from creation to Helpshift's first response; the tiles read the day before yesterday because replies to email issues keep arriving for a day.



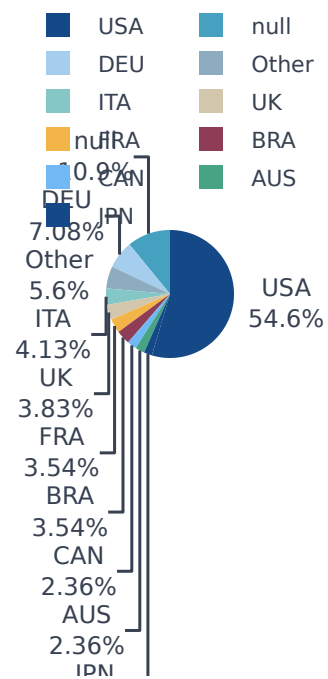
New Issues by Platform

Yesterday · share of new issues



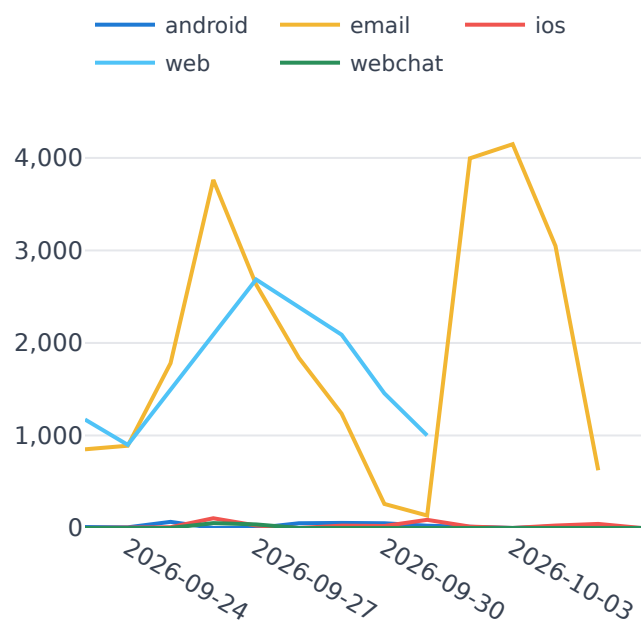
New Issues by Country

Yesterday · null = email, app reviews and unauthenticated web chat, where no player can be identified



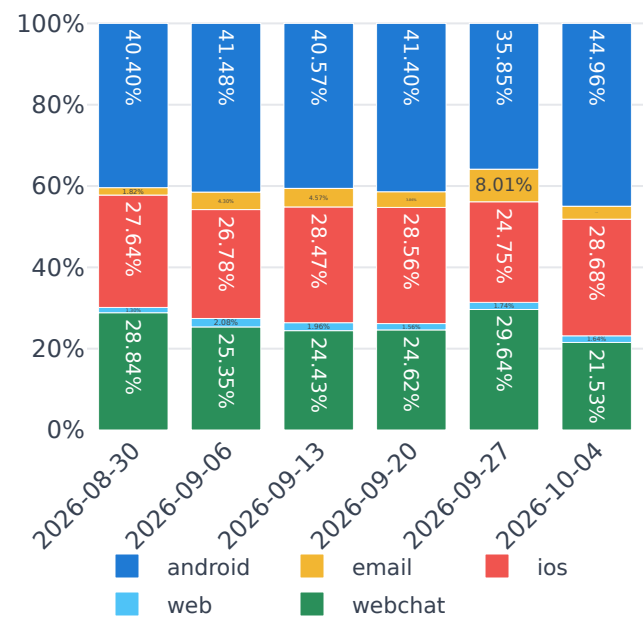
Average Response Time by Platform

Minutes to first response for issues created each day · last 14 days



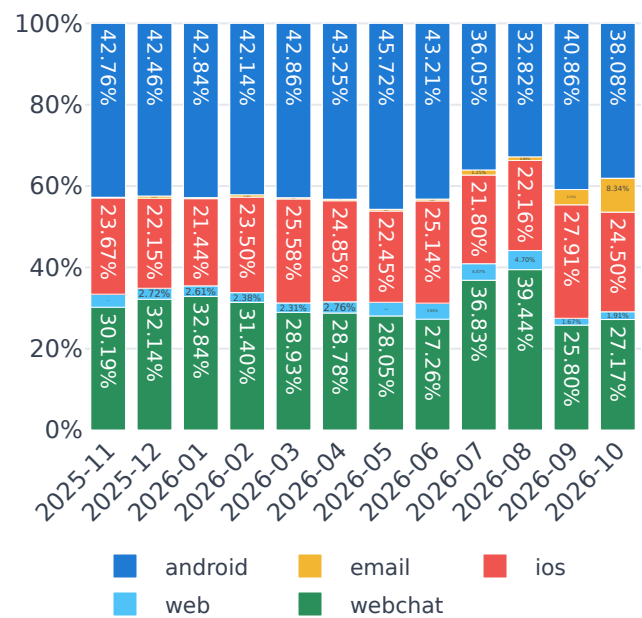
Weekly Distribution of Issues by Platform

Share of new issues per Sunday-start week · last 6 weeks, current week to date



Monthly Distribution of Issues by Platform

Share of new issues per month · last 12 months, current month to date



About these numbers

Every element on this page reads Helpshift's own analytics tables, the same source the Sigma report used. The backlog tiles are a count of the state at generation time. Response times for the most recent days keep rising for a day or two as late replies arrive. Pending Reassignment is a real backlog state that Sigma did not show; it is added here so the tiles add up to the open issue count.