

Jenny · performance dashboard

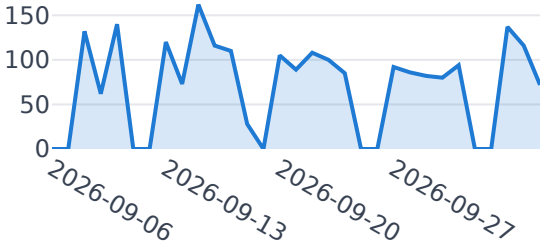
Helpshift performance for Jenny. Tiles compare the latest complete day with the same weekday one week earlier; sparklines cover the last 30 days.

Daily metric trends

Total Issues Resolved

72

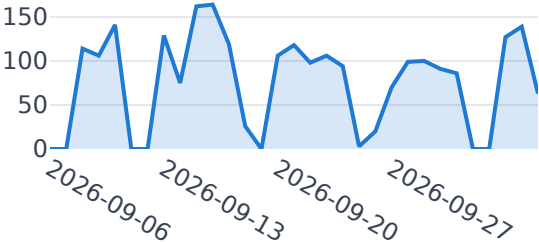
▼ 12.2% vs 7 days earlier



Total New Issues Received

63

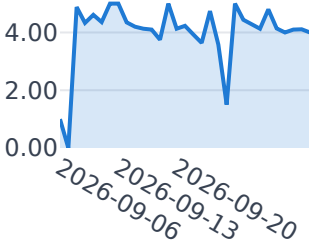
▼ 37.0% vs 7 days earlier



Customer Satisfaction (CSAT)

4.00

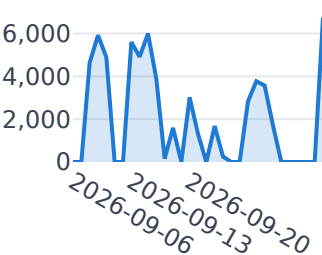
▼ 7.2% vs 7 days earlier



Time to First Response

4d 16h 20m 20s

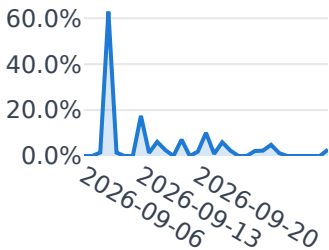
▲ 7 days earlier: 2d 11h 26m 57s



First Contact Resolution

2.78%

▼ 43.0% vs 7 days earlier



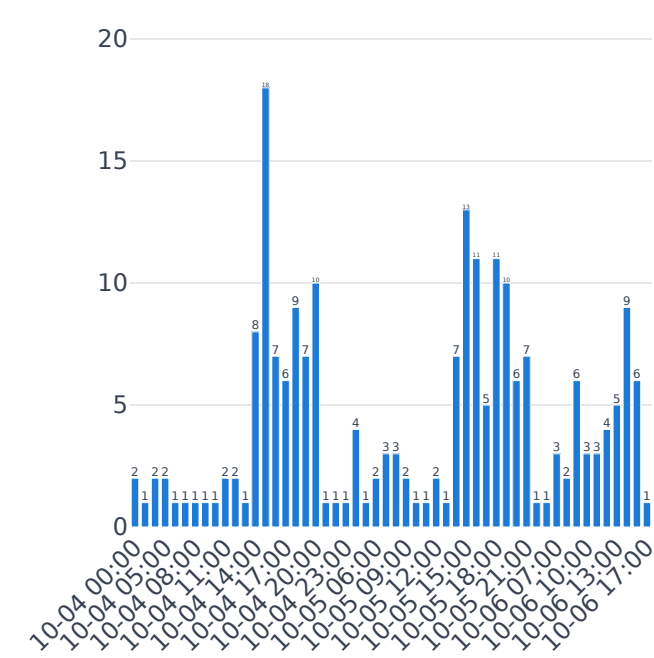
Waiting on Agent

Jenny · open issues waiting for an agent action · age in minutes since last update

Id	Age (min)	Queue	Updated At	Last Resolved At	Tag 1
460100	8,258	Emails	2026-10-01 23:40:29	—	account_delete
460102	8,257	Emails	2026-10-01 23:41:45	—	account_delete
460104	8,256	Emails	2026-10-01 23:42:59	—	account_delete
461250	4,328	Emails	2026-10-04 17:10:37	—	account_delete
461252	4,326	Emails	2026-10-04 17:12:03	—	account_delete
461933	1,188	Billing Issues	2026-10-06 21:30:02	—	ai_agent_assist

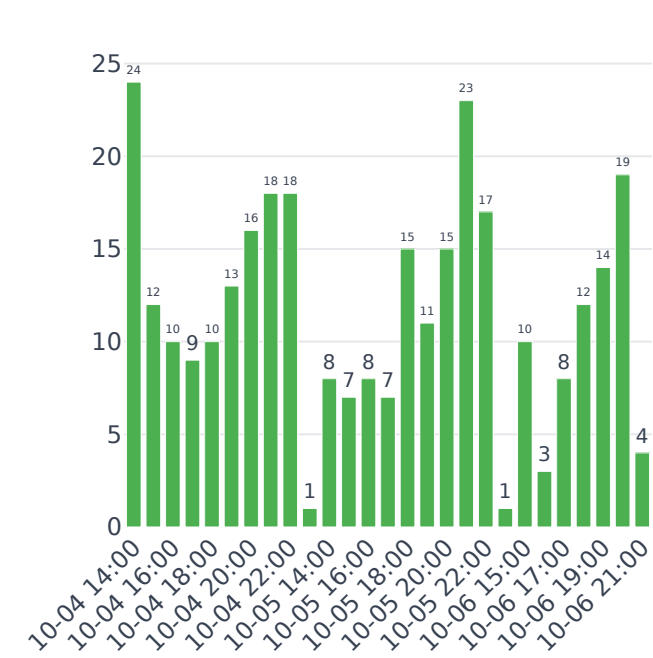
Hourly New Issues

Jenny · last 3 days, UTC



Hourly Issues Resolved

Jenny · last 3 days, UTC

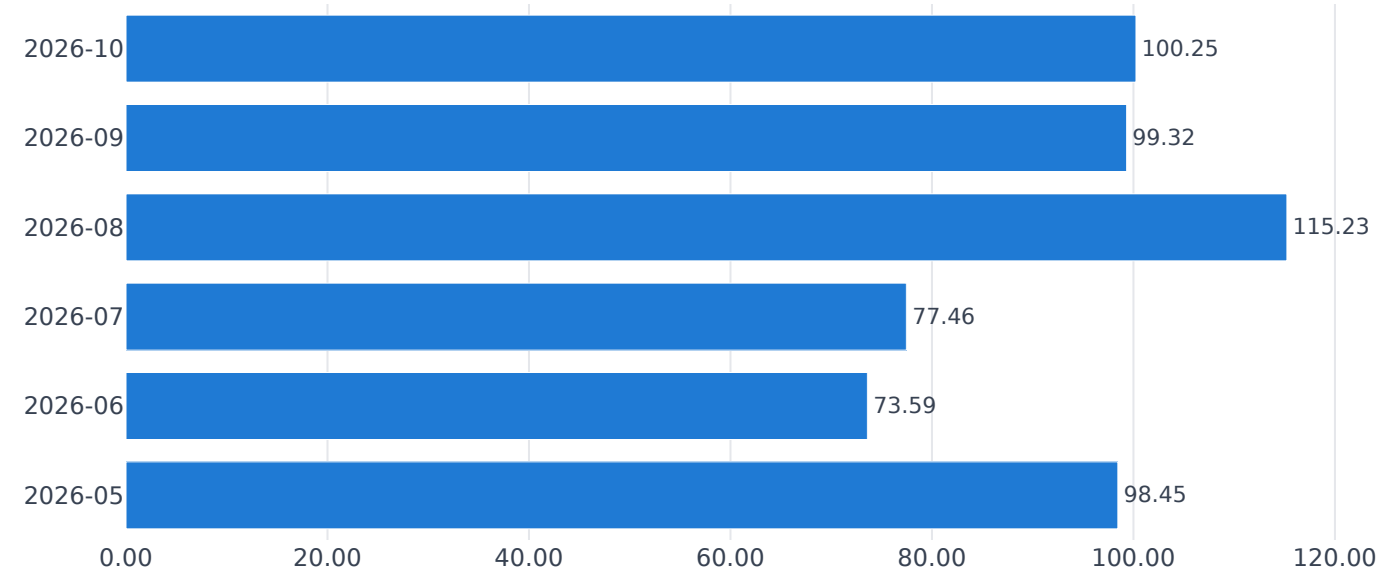


Monthly metric trends

Last six months, current month to date.

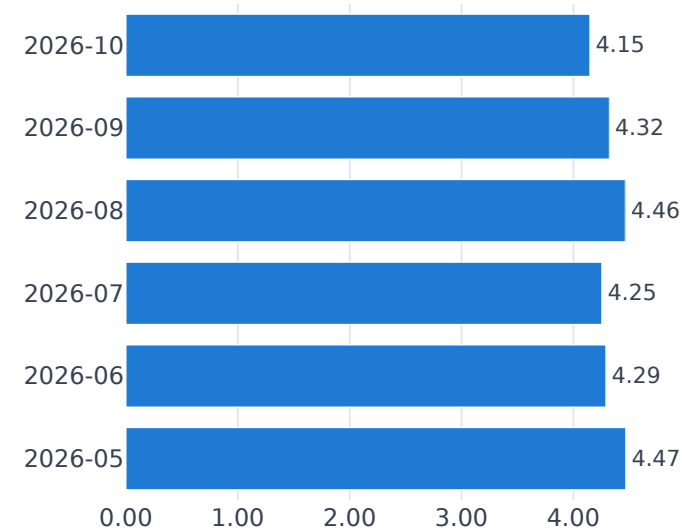
Average Resolved Tickets Per Day

Jenny · resolutions divided by days with at least one resolution



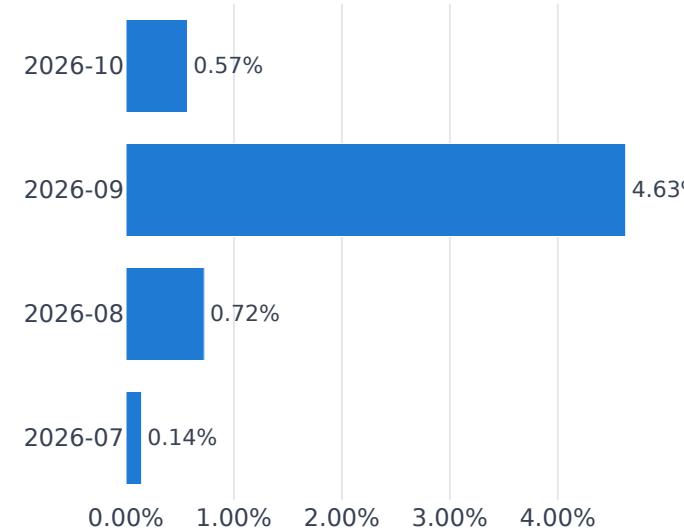
Monthly Avg CSAT

Jenny · average customer rating, by month resolved



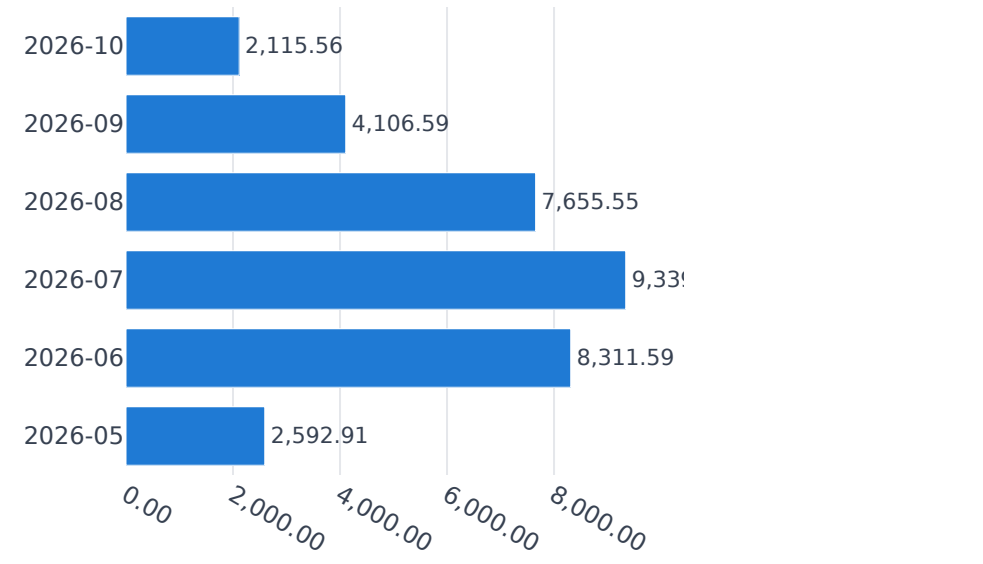
Monthly FCR

Jenny · issues resolved at their first response, by month of first response · last 90 days



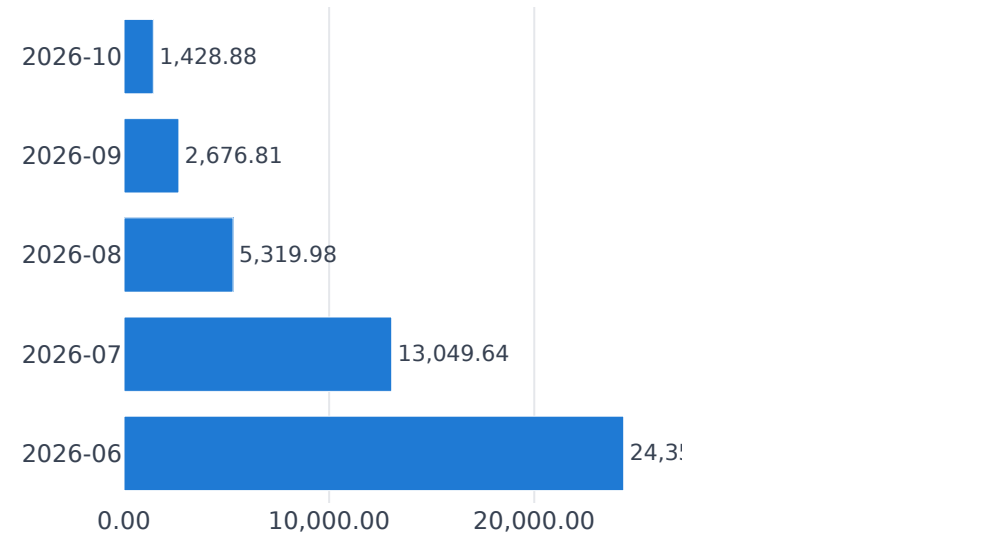
Avg of TTTR (minutes) by Month

Jenny · minutes from creation to resolution, by month resolved



Monthly Average TTFR

Jenny · minutes from creation to resolution for issues resolved in the last 90 days, by month created (labelled TTFR in Sigma)



Underlying Calculations

Jenny · by month resolved

Month	Avg TTTR (min)	Resolutions	Days worked	Per day	Avg feedback rating
2026-10	2,115.56	401	4	100.25	4.1
2026-09	4,106.59	2,185	22	99.32	4.3
2026-08	7,655.55	2,535	22	115.23	4.4
2026-07	9,339.38	1,859	24	77.46	4.2
2026-06	8,311.59	1,987	27	73.59	4.2
2026-05	2,592.91	1,969	20	98.45	4.47

TTFR

Jenny · issues resolved in the last 90 days, by month created

Month	Sum of TTTR (min)	Count of Id	TTFR
2026-10	500,106	350	1,428.88
2026-09	5,471,402	2,044	2,676.81
2026-08	11,847,588	2,227	5,319.98
2026-07	24,154,884	1,851	13,049.64
2026-06	1,364,155	56	24,359.91

About these numbers

The five daily tiles read Helpshift's agent analytics and the monthly and hourly charts read its per-issue analytics, the same sources the Sigma report used. The Waiting on Agent table is a count of the state at generation time. Recent months can sit slightly above a Sigma export taken earlier because issues keep being resolved. "Monthly Average TTFR" and the "TTFR" table are kept as Sigma built them: minutes from creation to resolution, not first response.

Snapshot from run 2026-10-07, generated 2026-10-07T17:17:53Z from commit 13b60bf0. The numbers were read from Snowflake once, when this page was generated, and never refresh.