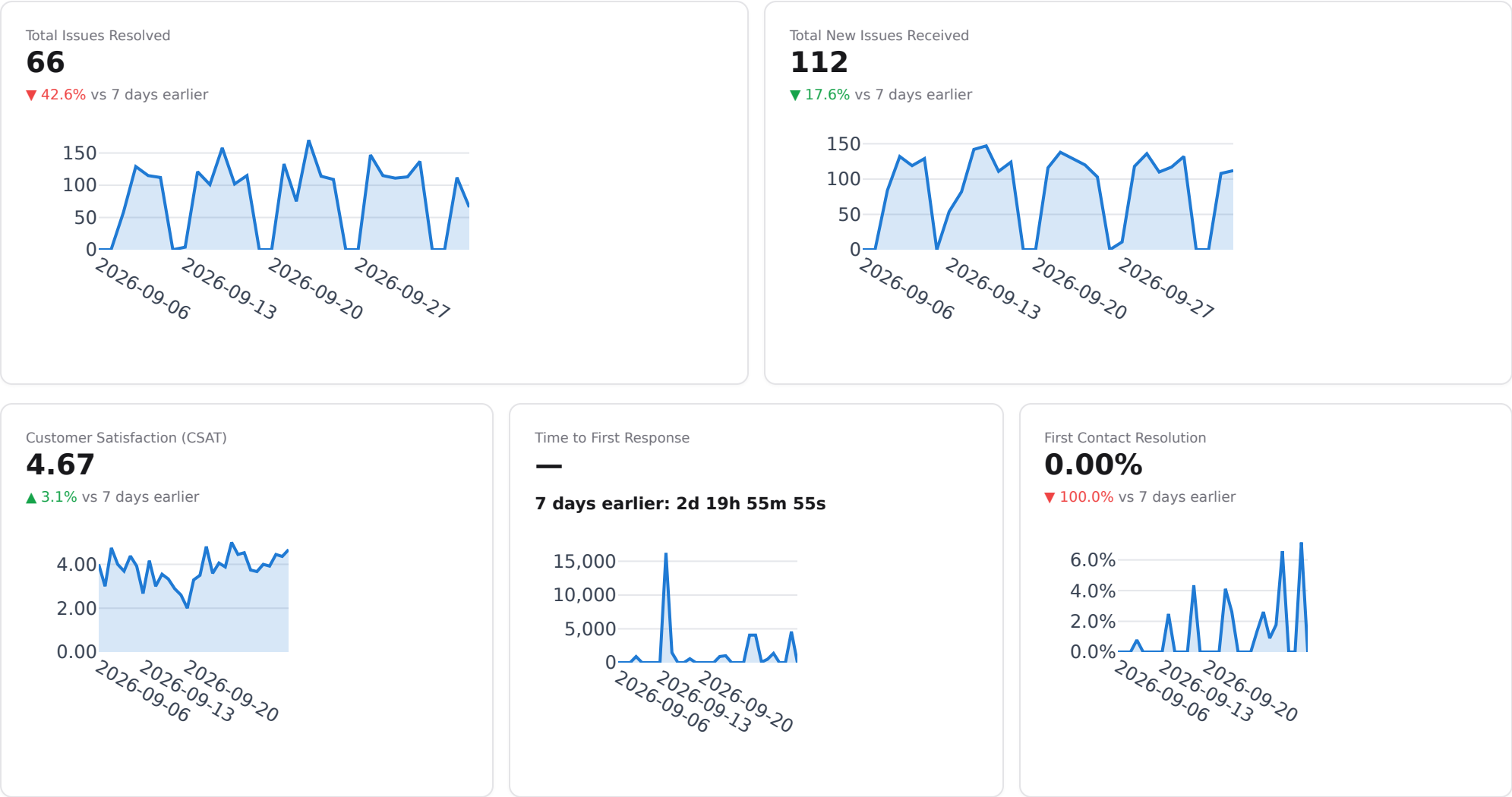


Maria · performance dashboard

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

Daily metric trends



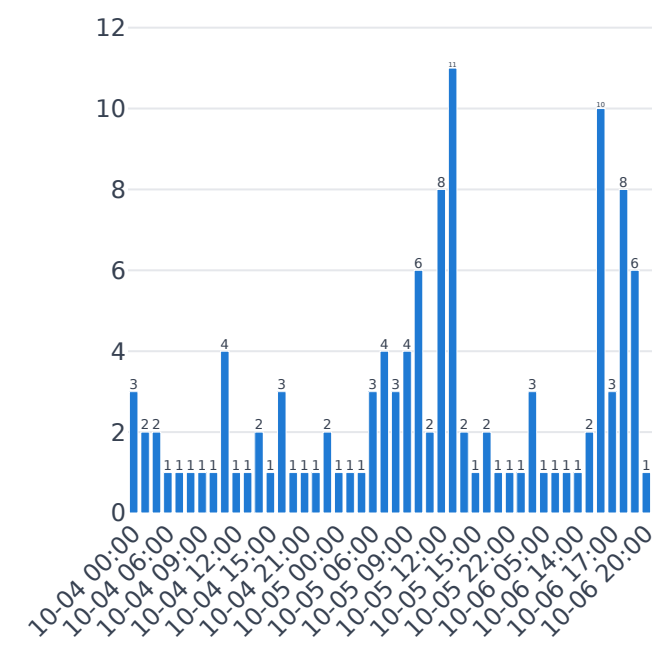
Waiting on Agent

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

Id	Age (min)	Queue	Updated At	Last Resolved At	Tag 1
461866	902	Default	2026-10-07 02:16:44	—	ai_agent_assist
460869	838	Default	2026-10-07 03:20:49	—	ai_agent_assist
461973	837	Phone Number	2026-10-07 03:21:46	—	ai_agent_assist
461067	801	Rent Redemption	2026-10-07 03:57:38	2026-10-06 23:28:50	ai_agent_assist
460007	793	Warning Message	2026-10-07 04:05:26	—	ai_agent_assist
459965	788	General Issues	2026-10-07 04:10:26	—	ai_agent_assist
460646	652	Default	2026-10-07 06:26:44	—	login_streak_reset
459785	461	Default	2026-10-07 09:37:29	—	ai_agent_assist
461079	410	Arcade V2	2026-10-07 10:28:34	—	ai_agent_assist

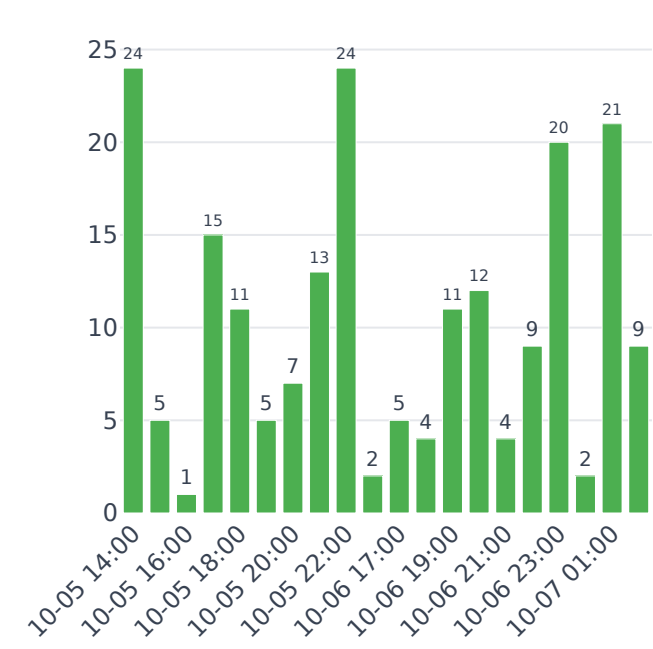
Hourly New Issues

Maria · last 3 days, UTC



Hourly Issues Resolved

Maria · last 3 days, UTC

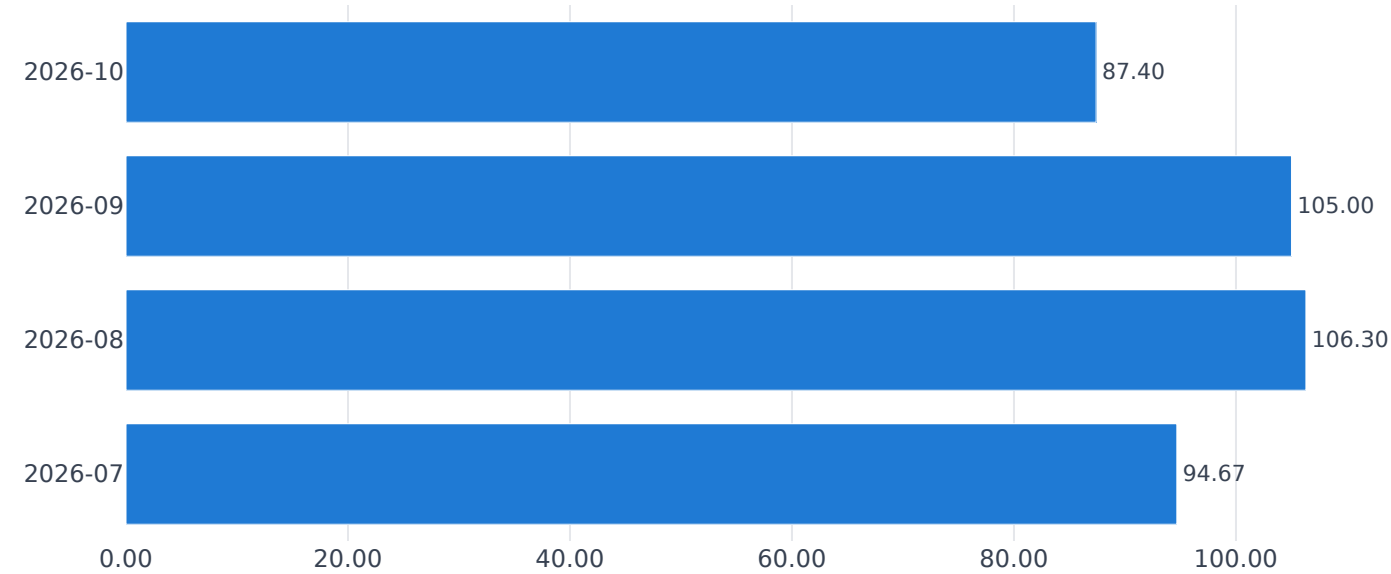


Monthly metric trends

Last six months, current month to date.

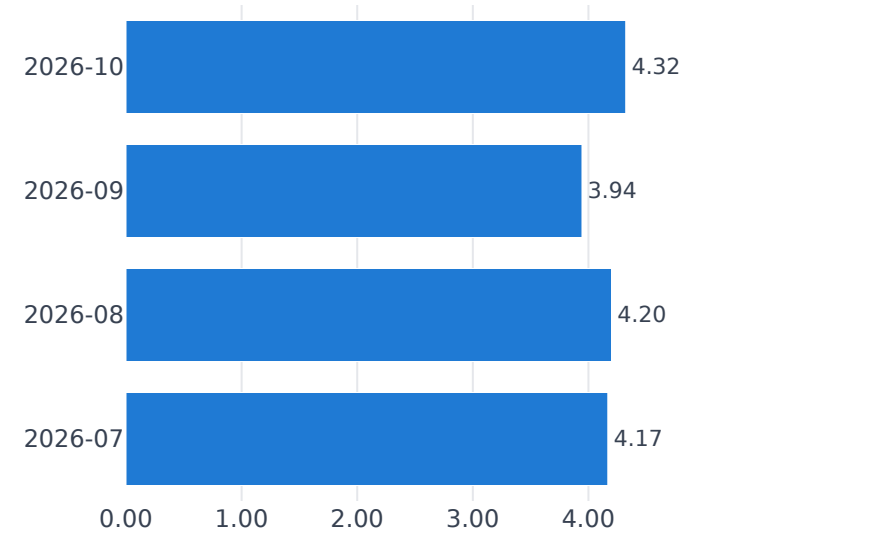
Average Resolved Tickets Per Day

Maria · resolutions divided by days with at least one resolution



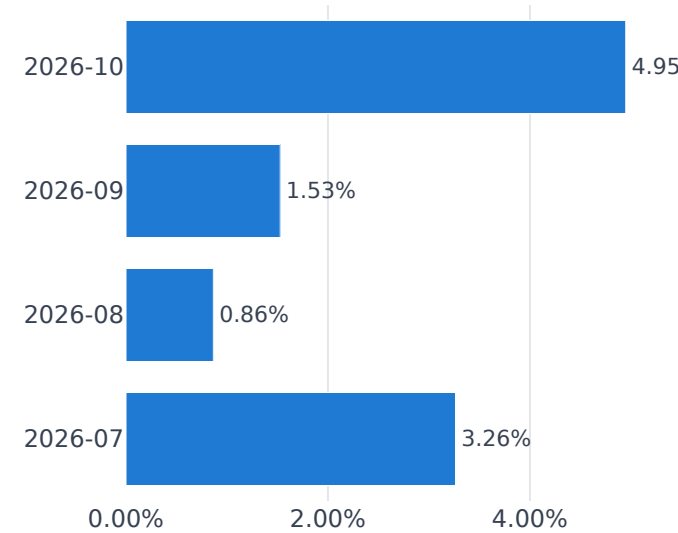
Monthly Avg CSAT

Maria · average customer rating, by month resolved



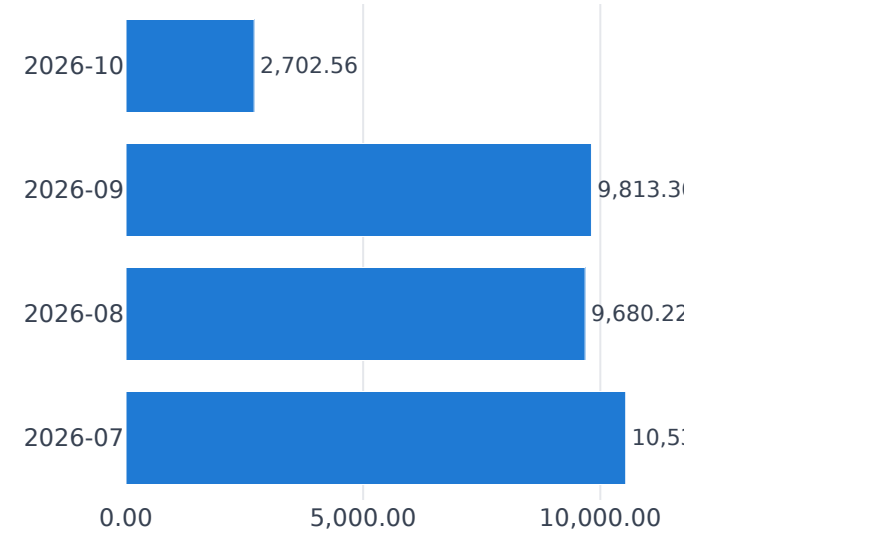
Monthly FCR

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



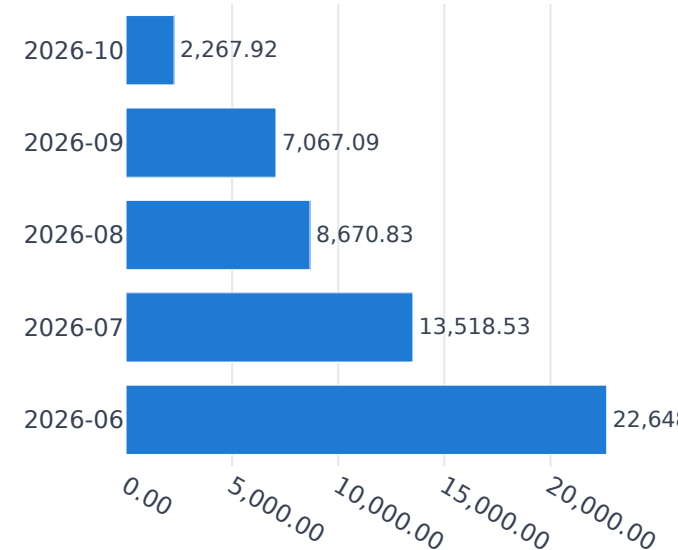
Avg of TTTR (minutes) by Month

Maria · minutes from creation to resolution, by month resolved



Monthly Average TTFR

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



Underlying Calculations

Maria · by month resolved

Month	Avg TTTR (min)	Resolutions	Days worked	Per day	Avg feedback rating
2026-10	2,702.56	437	5	87.40	4.3
2026-09	9,813.30	2,310	22	105.00	3.9
2026-08	9,680.22	2,445	23	106.30	4.2
2026-07	10,535.03	1,704	18	94.67	4.1

TTFR

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

Month	Sum of TTTR (min)	Count of Id	TTFR
2026-10	857,275	378	2,267.92
2026-09	13,264,937	1,877	7,067.09
2026-08	21,044,108	2,427	8,670.83
2026-07	29,105,404	2,153	13,518.53
2026-06	1,109,788	49	22,648.74

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.