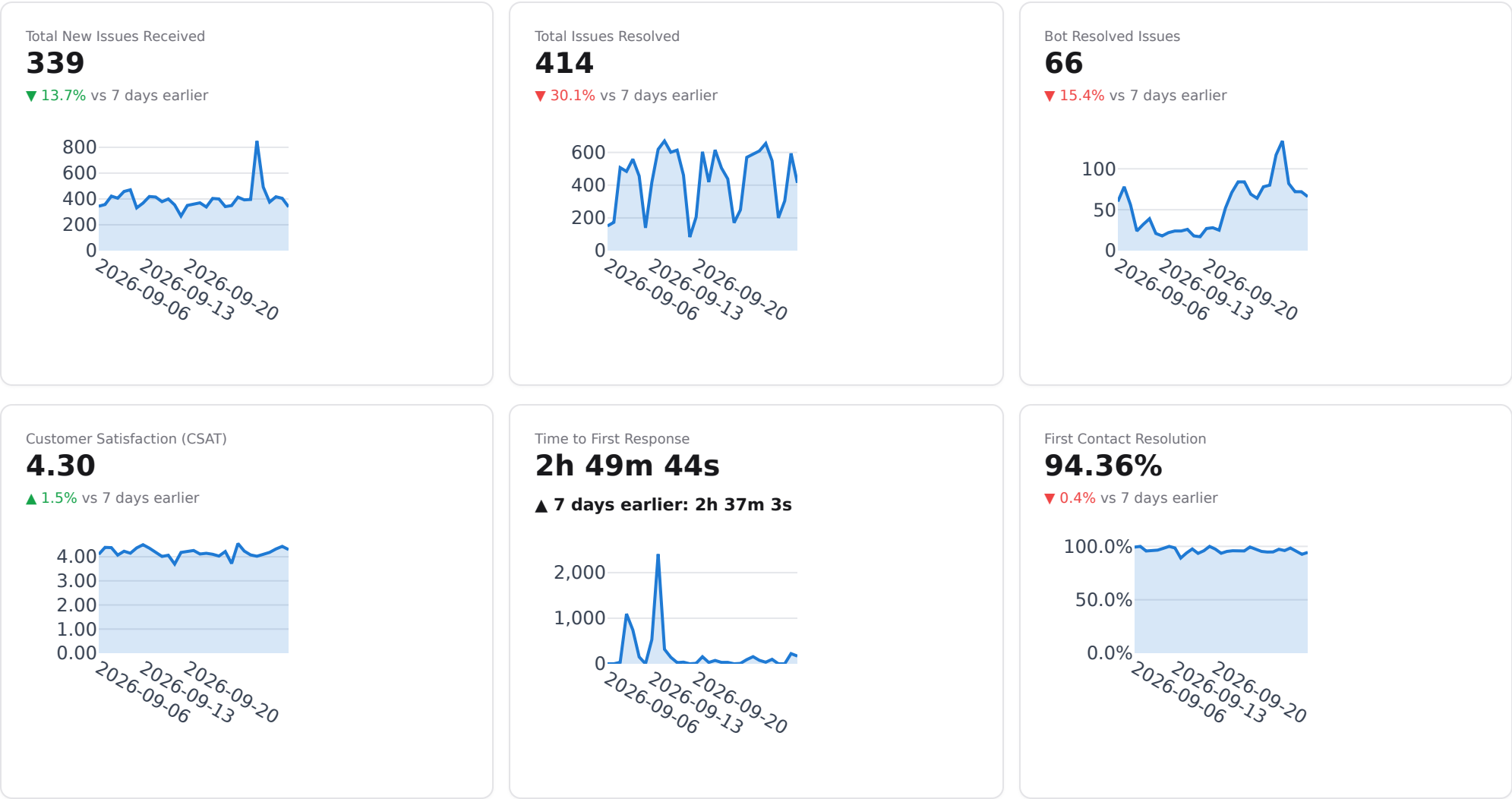


Support

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.

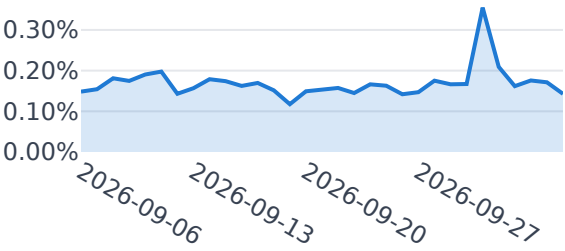
Overall KPIs



Contact Rate

0.14%

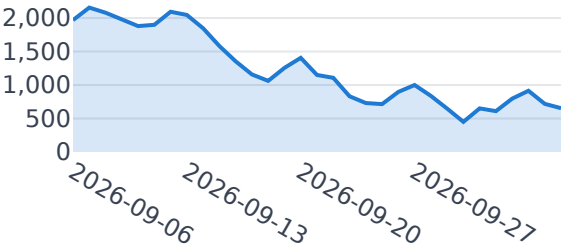
▼ 14.1% vs 7 days earlier



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	490,727	2025-11-01 01:40:23	2025-11-01 01:40:23	waiting_for_agent	bug_report
384932	Sandra	Arcade V2	223,557	2026-05-05 14:30:51	2026-05-05 14:28:41	waiting_for_agent	arcade
460100	Jenny	Emails	8,447	2026-10-01 23:40:29	—	new_for_agent	account_delete
460102	Jenny	Emails	8,446	2026-10-01 23:41:45	—	new_for_agent	account_delete
460104	Jenny	Emails	8,445	2026-10-01 23:42:59	—	new_for_agent	account_delete
460270	(unassigned)	Default	7,918	2026-10-02 08:29:57	—	new	—
460459	(unassigned)	Default	7,377	2026-10-02 17:30:00	—	new	—
460468	(unassigned)	Default	7,370	2026-10-02 17:37:46	—	new	—
460594	(unassigned)	Default	6,985	2026-10-03 00:02:56	—	new	—
460650	(unassigned)	Default	6,761	2026-10-03 03:46:05	—	new	—
460697	(unassigned)	Default	6,550	2026-10-03 07:17:55	—	new	—
460698	(unassigned)	Default	6,546	2026-10-03 07:21:31	—	new	—
460708	(unassigned)	Default	6,495	2026-10-03 08:12:20	—	new	—
460722	(unassigned)	Default	6,395	2026-10-03 09:52:55	—	new	—
458723	Jasmine ortiz	General Issues	6,375	2026-10-03 10:12:14	2026-09-29 21:18:46	waiting_for_agent	ai_agent_assist
460743	(unassigned)	Default	6,332	2026-10-03 10:55:30	—	new	—
460785	(unassigned)	Default	6,187	2026-10-03 13:20:17	—	new	—
460796	(unassigned)	Default	6,169	2026-10-03 13:38:03	—	new	—
460886	(unassigned)	Default	5,900	2026-10-03 18:07:33	—	new	—
460925	(unassigned)	Default	5,781	2026-10-03 20:06:36	—	new	—
460941	(unassigned)	Default	5,713	2026-10-03 21:14:28	—	new	—
461072	(unassigned)	Default	5,065	2026-10-04 08:02:10	—	new	—
461075	(unassigned)	Default	5,051	2026-10-04 08:16:45	—	new	—
461124	(unassigned)	Default	4,853	2026-10-04 11:34:07	—	new	—
461141	(unassigned)	Default	4,805	2026-10-04 12:22:42	—	new	—

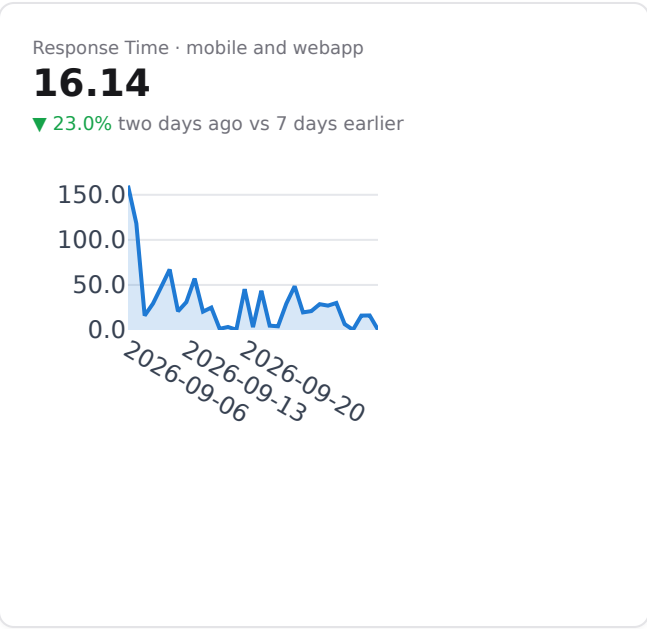
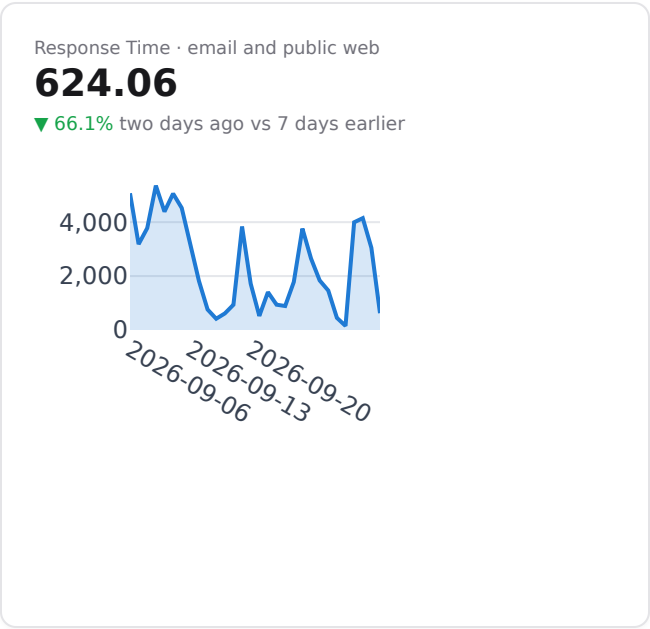
Id	Agent	Queue	Age (min)	Updated At	Last Resolved At	State	Tag 1
461250	Jenny	Emails	4,517	2026-10-04 17:10:37	—	new_for_agent	account_delete
461252	Jenny	Emails	4,515	2026-10-04 17:12:03	—	new_for_agent	account_delete
461262	(unassigned)	Default	4,496	2026-10-04 17:31:01	—	new	—
461318	(unassigned)	Default	4,340	2026-10-04 20:07:15	—	new	—
461345	(unassigned)	Default	4,249	2026-10-04 21:38:58	—	new	—
461379	(unassigned)	Default	4,135	2026-10-04 23:32:39	—	new	—
461377	(unassigned)	Default	4,120	2026-10-04 23:47:06	—	new	—
461435	(unassigned)	Default	3,895	2026-10-05 03:32:03	—	new	—
461454	(unassigned)	Default	3,803	2026-10-05 05:04:29	—	new	—
461496	(unassigned)	Default	3,555	2026-10-05 09:12:08	—	new	—
461514	(unassigned)	Default	3,464	2026-10-05 10:43:12	—	new	—
461103	(unassigned)	Default	3,348	2026-10-05 12:39:28	—	new	—
461597	(unassigned)	Default	3,194	2026-10-05 15:13:30	—	new	—
461642	(unassigned)	Default	3,079	2026-10-05 17:08:16	—	new	—
461656	(unassigned)	Default	3,034	2026-10-05 17:53:44	—	new	—
461693	(unassigned)	Default	2,957	2026-10-05 19:10:35	—	new	badge_ideas
457190	Jasmine ortiz	Default	2,920	2026-10-05 19:47:29	—	new_for_agent	—
461707	(unassigned)	Default	2,913	2026-10-05 19:54:29	—	new	—
461709	(unassigned)	Default	2,909	2026-10-05 19:58:23	—	new	—
460725	Jasmine ortiz	General Issues	2,834	2026-10-05 21:13:28	—	new_for_agent	ai_agent_assist
461758	(unassigned)	Default	2,792	2026-10-05 21:55:48	—	new	—
461780	(unassigned)	Default	2,722	2026-10-05 23:05:50	—	new	—
461897	(unassigned)	Default	2,145	2026-10-06 08:42:33	—	new	—
461934	(unassigned)	Default	1,940	2026-10-06 12:07:08	—	new	—
461945	(unassigned)	Default	1,898	2026-10-06 12:49:41	—	new	—
461909	(unassigned)	Default	1,842	2026-10-06 13:45:41	—	new	—

Id	Agent	Queue	Age (min)	Updated At	Last Resolved At	State	Tag 1
460891	Stephanie	Default	1,576	2026-10-06 18:11:54	—	new_for_agent	badge_ideas
462038	(unassigned)	Default	1,546	2026-10-06 18:41:15	—	new	—
462047	(unassigned)	Default	1,530	2026-10-06 18:57:38	—	new	—
461714	Jasmine ortiz	Default	1,446	2026-10-06 20:21:04	2026-10-06 18:12:48	waiting_for_agent	reportplayer
462089	(unassigned)	Default	1,406	2026-10-06 21:01:46	—	new	—
462091	(unassigned)	Default	1,401	2026-10-06 21:06:50	—	new	—
461933	Jenny	Billing Issues	1,377	2026-10-06 21:30:02	—	waiting_for_agent	ai_agent_assist
462104	(unassigned)	Default	1,348	2026-10-06 21:59:52	—	new	—
461765	Sandra	Arcade V2	1,318	2026-10-06 22:29:24	—	waiting_for_agent	ai_agent_assist
460335	Jasmine ortiz	Default	1,314	2026-10-06 22:33:23	—	waiting_for_agent	ai_agent_assist
462125	(unassigned)	Default	1,280	2026-10-06 23:07:12	—	new	—
462135	(unassigned)	Default	1,236	2026-10-06 23:51:11	—	new	—
462140	(unassigned)	Default	1,207	2026-10-07 00:20:18	—	new	—
462144	(unassigned)	Default	1,186	2026-10-07 00:41:45	—	new	—
462147	(unassigned)	Default	1,178	2026-10-07 00:49:16	—	new	—
458254	Jasmine ortiz	Rent Redemption	1,178	2026-10-07 00:49:42	—	waiting_for_agent	ai_agent_assist
462148	(unassigned)	Default	1,170	2026-10-07 00:57:15	—	new	—
462165	(unassigned)	Default	1,103	2026-10-07 02:04:08	—	new	reportplayer
462168	(unassigned)	App Reviews	1,091	2026-10-07 02:16:14	—	new	appstore
461866	Maria	Default	1,091	2026-10-07 02:16:44	—	waiting_for_agent	ai_agent_assist
461635	Jasmine ortiz	Phone Number	1,076	2026-10-07 02:31:56	—	waiting_for_agent	ai_agent_assist
462181	(unassigned)	Default	1,068	2026-10-07 02:39:54	—	new	—
460869	Maria	Default	1,027	2026-10-07 03:20:49	—	waiting_for_agent	ai_agent_assist
461973	Maria	Phone Number	1,026	2026-10-07 03:21:46	—	waiting_for_agent	ai_agent_assist
461067	Maria	Rent Redemption	990	2026-10-07 03:57:38	2026-10-06 23:28:50	waiting_for_agent	ai_agent_assist
460007	Maria	Warning Message	982	2026-10-07 04:05:26	—	waiting_for_agent	ai_agent_assist

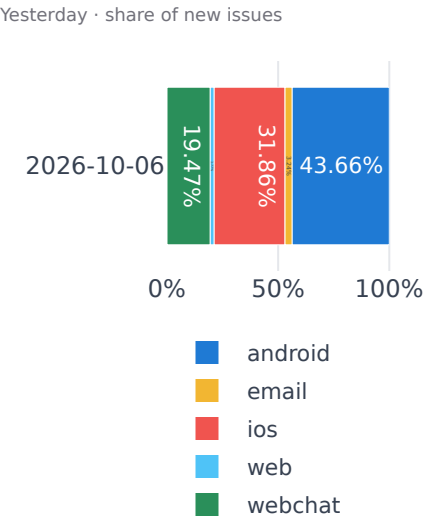
Id	Agent	Queue	Age (min)	Updated At	Last Resolved At	State	Tag 1
459965	Maria	General Issues	977	2026-10-07 04:10:26	—	waiting_for_agent	ai_agent_assist
460646	Maria	Default	841	2026-10-07 06:26:44	—	waiting_for_agent	login_streak_reset
462225	(unassigned)	App Reviews	822	2026-10-07 06:45:31	—	new	playstore
462254	(unassigned)	Default	658	2026-10-07 09:29:23	—	new	—
459785	Maria	Default	650	2026-10-07 09:37:29	—	waiting_for_agent	ai_agent_assist
458554	Jasmine ortiz	Rent Redemption	624	2026-10-07 10:03:53	2026-09-29 20:04:25	waiting_for_agent	ai_agent_assist
461079	Maria	Arcade V2	599	2026-10-07 10:28:34	—	waiting_for_agent	ai_agent_assist
462282	(unassigned)	Default	520	2026-10-07 11:47:08	—	new	—
462283	(unassigned)	Default	519	2026-10-07 11:48:54	—	new	—
462286	(unassigned)	Default	508	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.

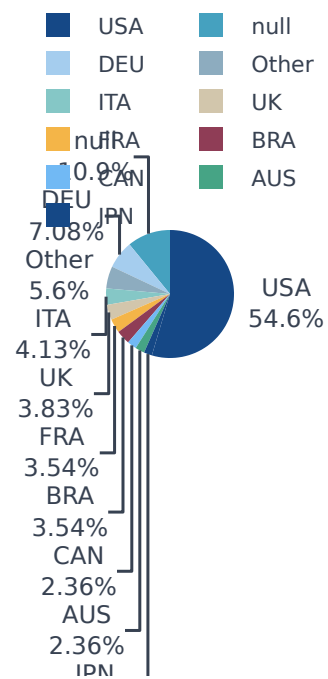


New Issues by Platform



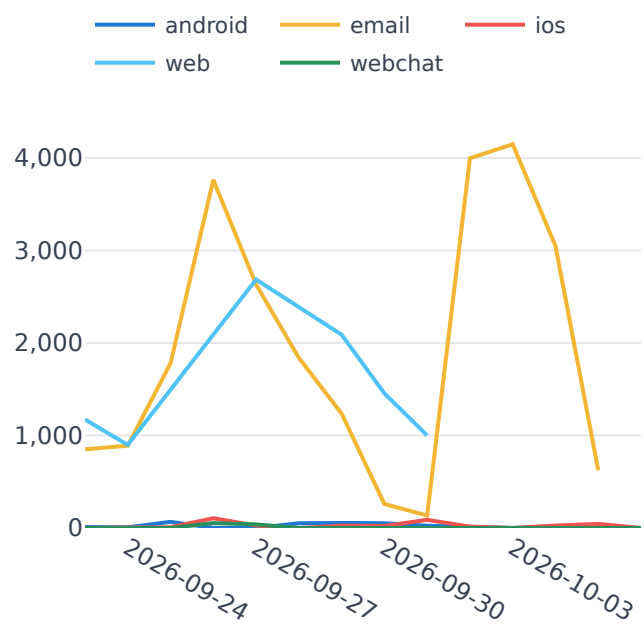
New Issues by Country

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



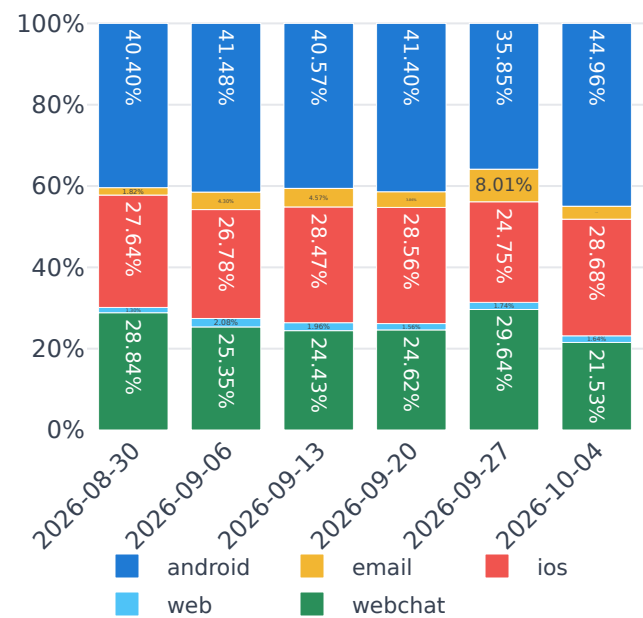
Average Response Time by Platform

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



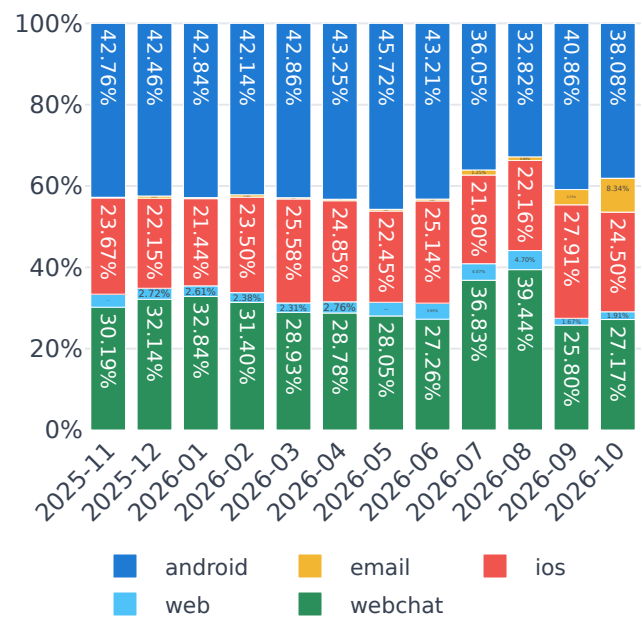
Weekly Distribution of Issues by Platform

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.