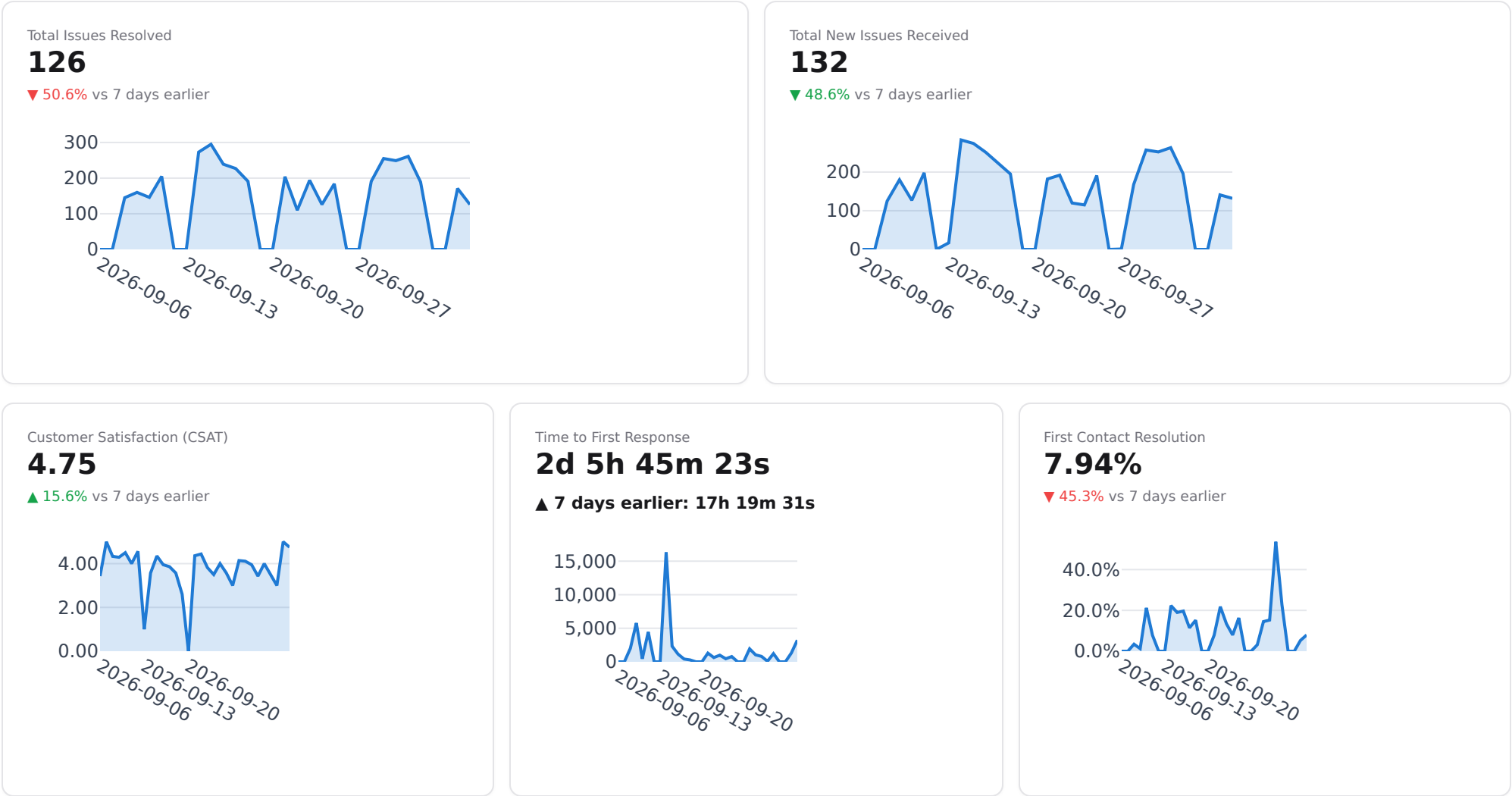


Jasmine · performance dashboard

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

Daily metric trends



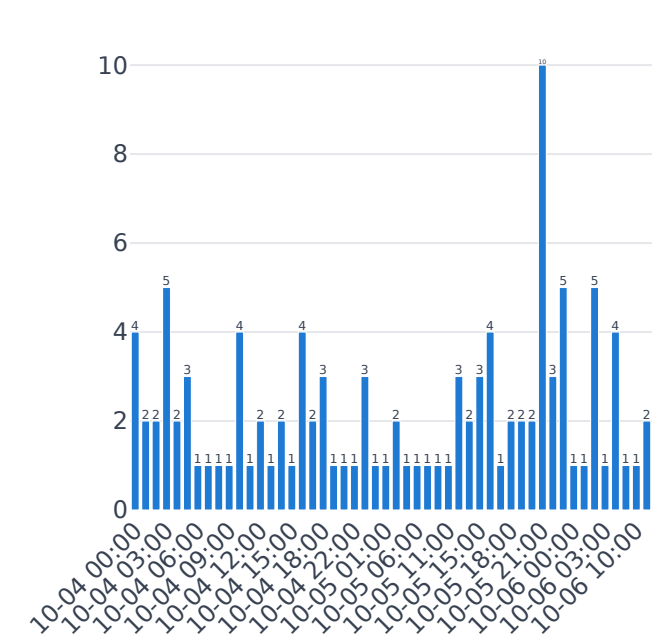
Waiting on Agent

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

Id	Age (min)	Queue	Updated At	Last Resolved At	Tag 1
458723	6,375	General Issues	2026-10-03 10:12:14	2026-09-29 21:18:46	ai_agent_assist
457190	2,920	Default	2026-10-05 19:47:29	—	—
460725	2,834	General Issues	2026-10-05 21:13:28	—	ai_agent_assist
461714	1,446	Default	2026-10-06 20:21:04	2026-10-06 18:12:48	reportplayer
460335	1,314	Default	2026-10-06 22:33:23	—	ai_agent_assist
458254	1,178	Rent Redemption	2026-10-07 00:49:42	—	ai_agent_assist
461635	1,076	Phone Number	2026-10-07 02:31:56	—	ai_agent_assist
458554	624	Rent Redemption	2026-10-07 10:03:53	2026-09-29 20:04:25	ai_agent_assist

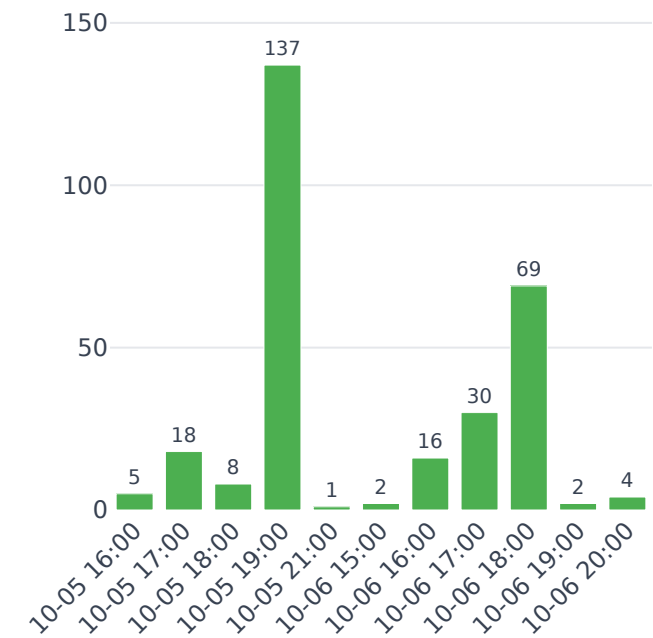
Hourly New Issues

Jasmine · last 3 days, UTC



Hourly Issues Resolved

Jasmine · last 3 days, UTC

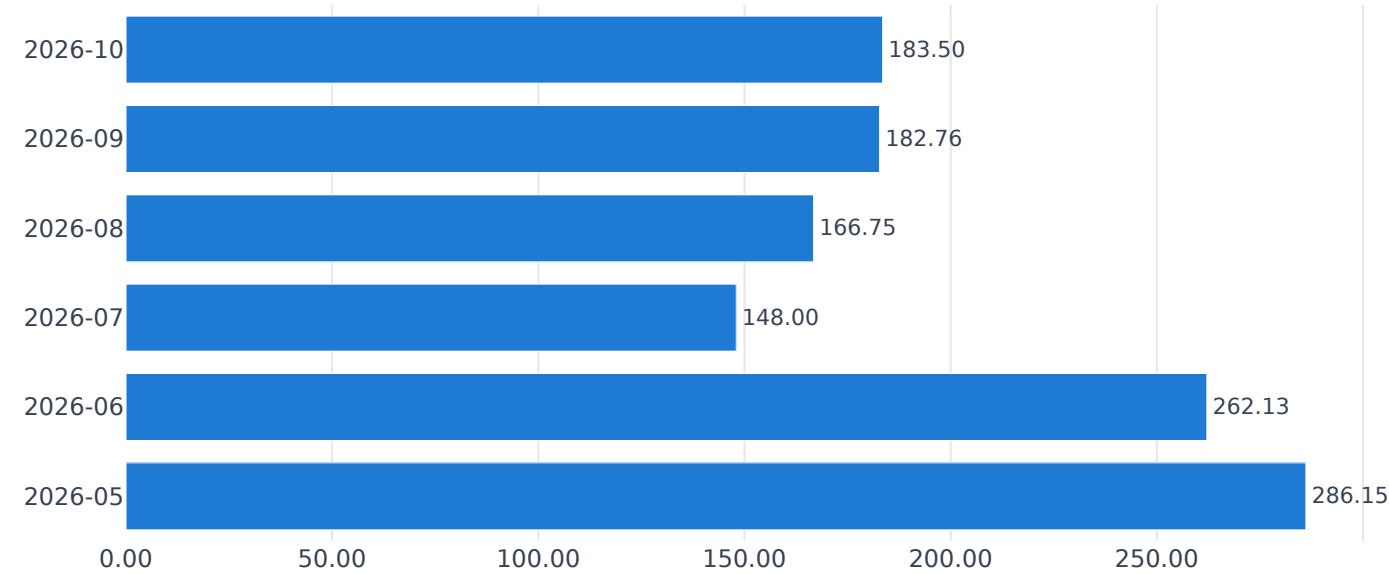


Monthly metric trends

Last six months, current month to date.

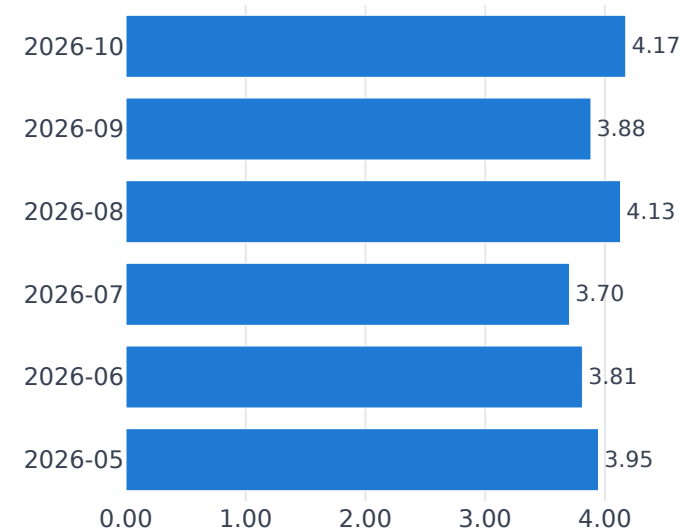
Average Resolved Tickets Per Day

Jasmine · resolutions divided by days with at least one resolution



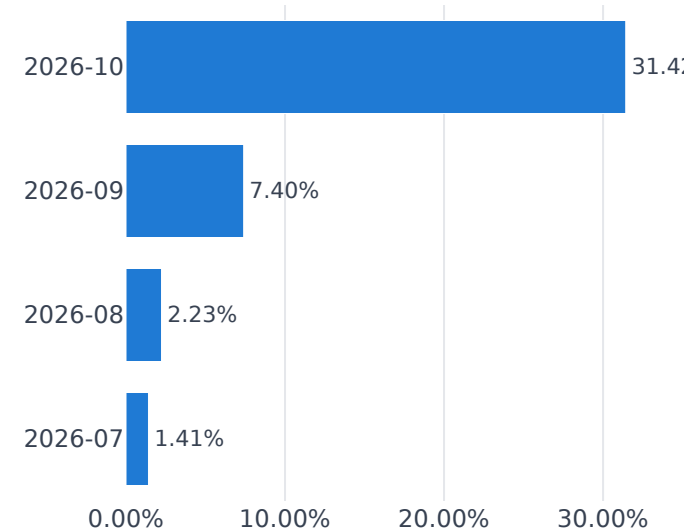
Monthly Avg CSAT

Jasmine · average customer rating, by month resolved



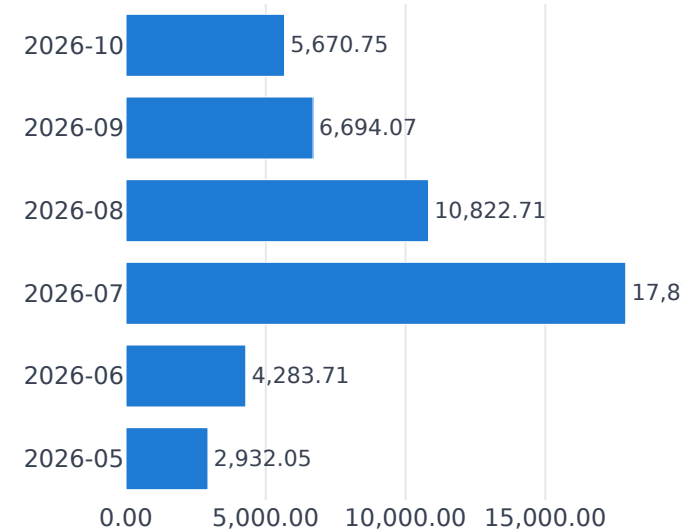
Monthly FCR

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



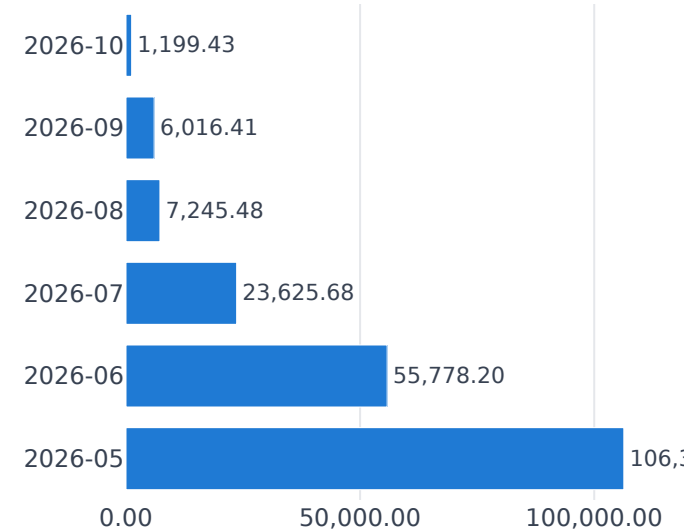
Avg of TTTR (minutes) by Month

Jasmine · minutes from creation to resolution, by month resolved



Monthly Average TTFR

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



Underlying Calculations

Jasmine · by month resolved

Month	Avg TTTR (min)	Resolutions	Days worked	Per day	Avg feedback rating
2026-10	5,670.75	734	4	183.50	4.1
2026-09	6,694.07	3,838	21	182.76	3.8
2026-08	10,822.71	3,335	20	166.75	4.1
2026-07	17,875.84	740	5	148.00	3.7
2026-06	4,283.71	6,291	24	262.13	3.8
2026-05	2,932.05	7,440	26	286.15	3.9

TTFR

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

Month	Sum of TTTR (min)	Count of Id	TTFR
2026-10	603,312	503	1,199.43
2026-09	21,376,293	3,553	6,016.41
2026-08	22,779,785	3,144	7,245.48
2026-07	33,855,604	1,433	23,625.68
2026-06	223,113	4	55,778.20
2026-05	212,635	2	106,317.71

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.