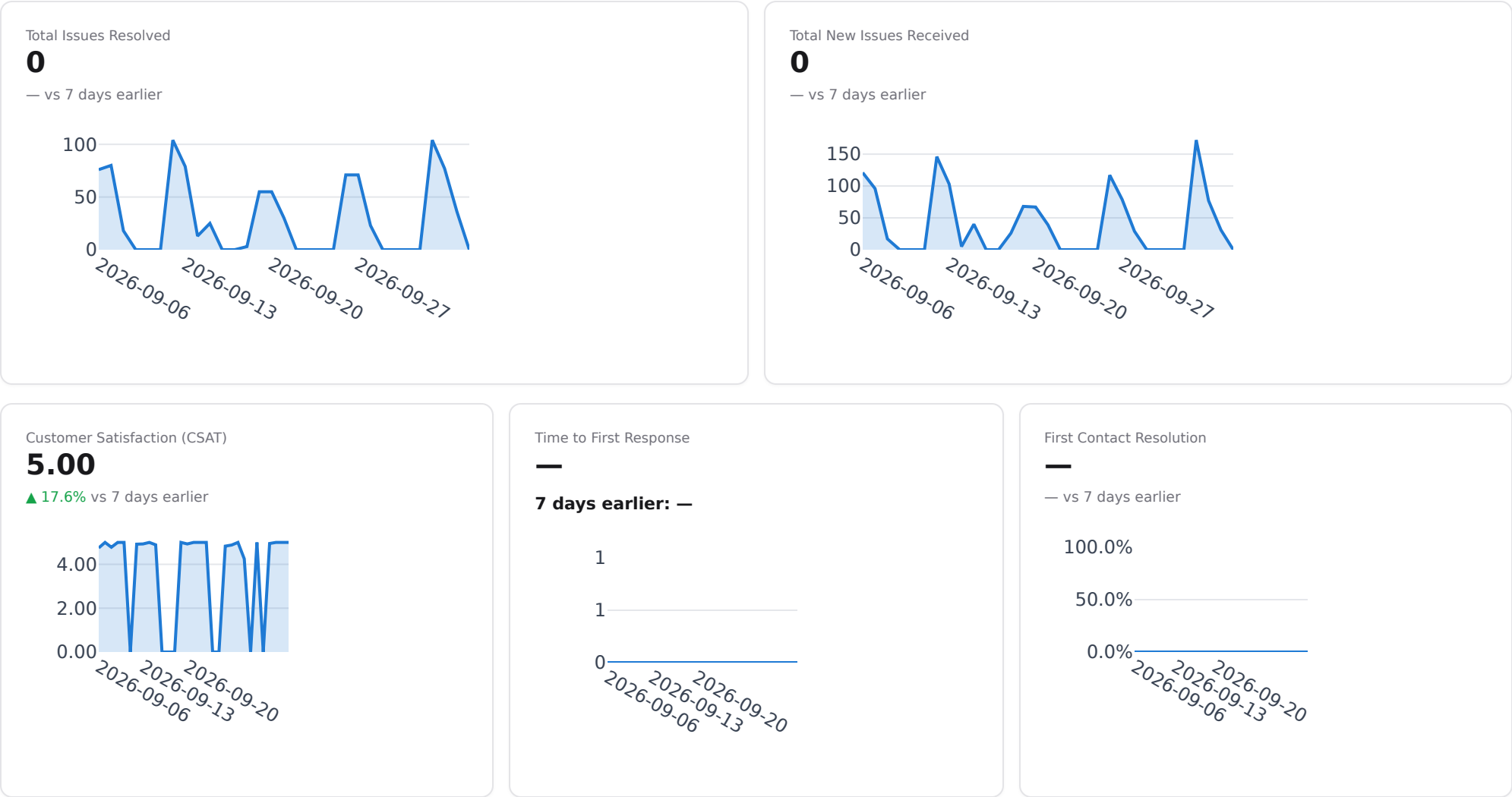


Michael · performance dashboard

Helpshift performance for Michael. 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

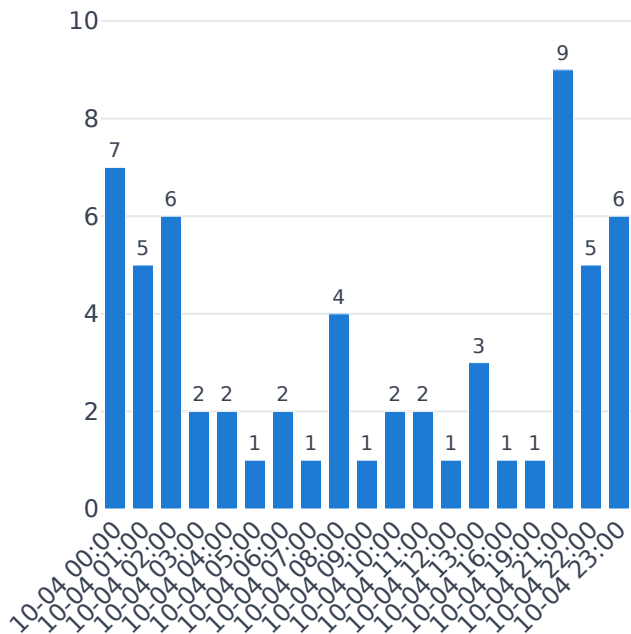
Michael · open issues waiting for an agent action · age in minutes since last update

Id						Age (min)		Queue		Updated At		Last Resolved At		Tag 1	
----	--	--	--	--	--	-----------	--	-------	--	------------	--	------------------	--	-------	--

No rows.

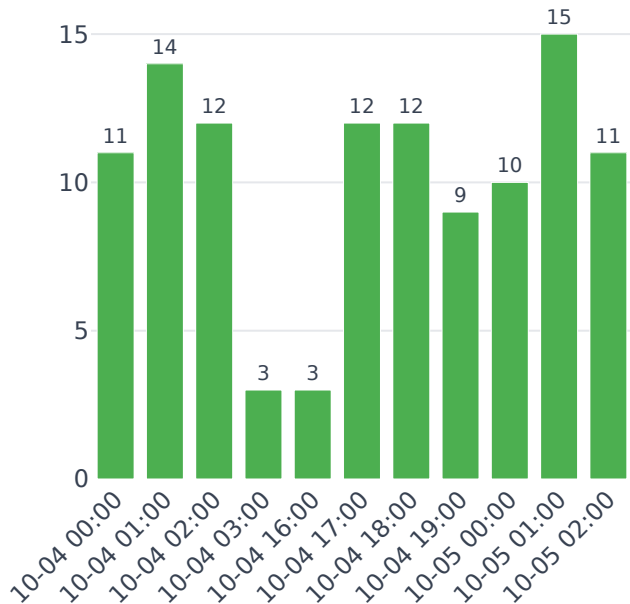
Hourly New Issues

Michael · last 3 days, UTC



Hourly Issues Resolved

Michael · last 3 days, UTC

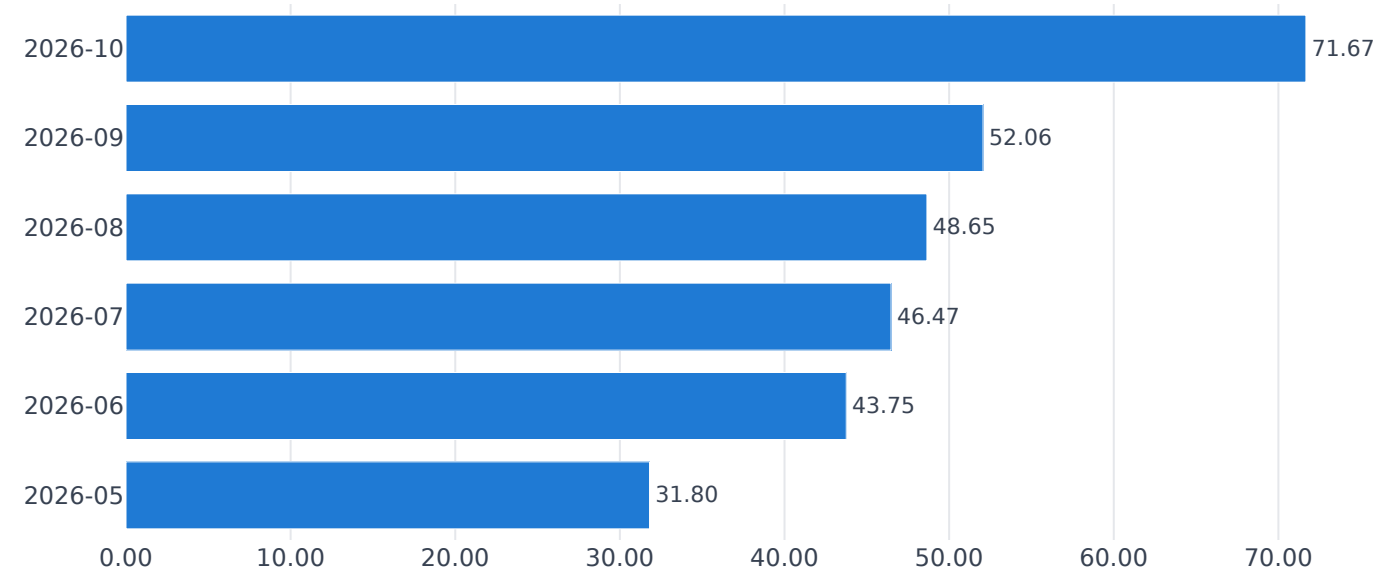


Monthly metric trends

Last six months, current month to date.

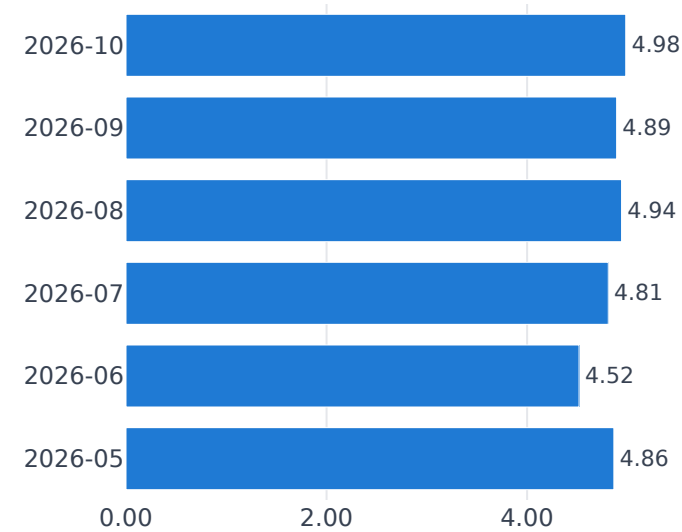
Average Resolved Tickets Per Day

Michael · resolutions divided by days with at least one resolution



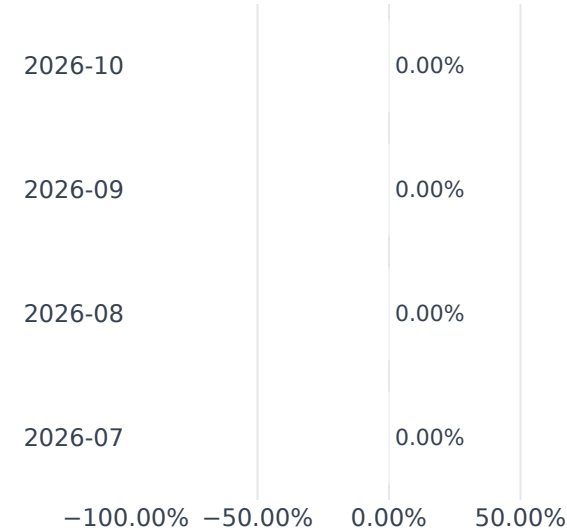
Monthly Avg CSAT

Michael · average customer rating, by month resolved



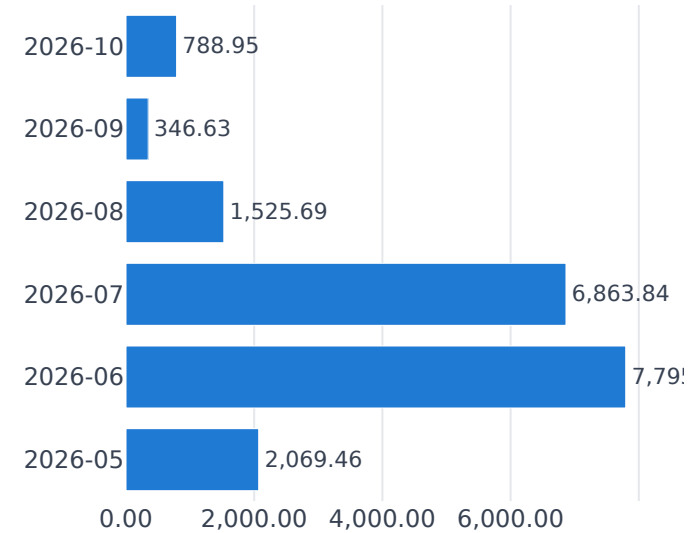
Monthly FCR

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



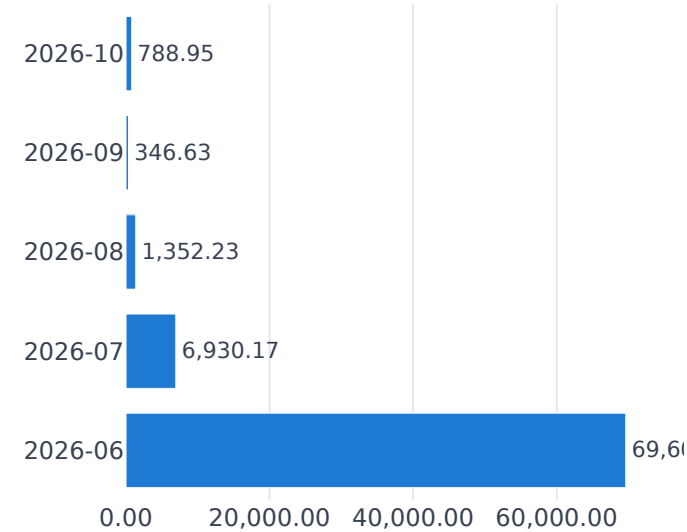
Avg of TTTR (minutes) by Month

Michael · minutes from creation to resolution, by month resolved



Monthly Average TTFR

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



Underlying Calculations

Michael · by month resolved

Month	Avg TTTR (min)	Resolutions	Days worked	Per day	Avg feedback rating
2026-10	788.95	215	3	71.67	4.9
2026-09	346.63	833	16	52.06	4.8
2026-08	1,525.69	827	17	48.65	4.9
2026-07	6,863.84	697	15	46.47	4.8
2026-06	7,795.56	525	12	43.75	4.5
2026-05	2,069.46	159	5	31.80	4.86

TTFR

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

Month	Sum of TTTR (min)	Count of Id	TTFR
2026-10	169,623	215	788.95
2026-09	288,741	833	346.63
2026-08	1,037,160	767	1,352.23
2026-07	4,359,075	629	6,930.17
2026-06	69,609	1	69,609.42
2026-05	37		

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.

