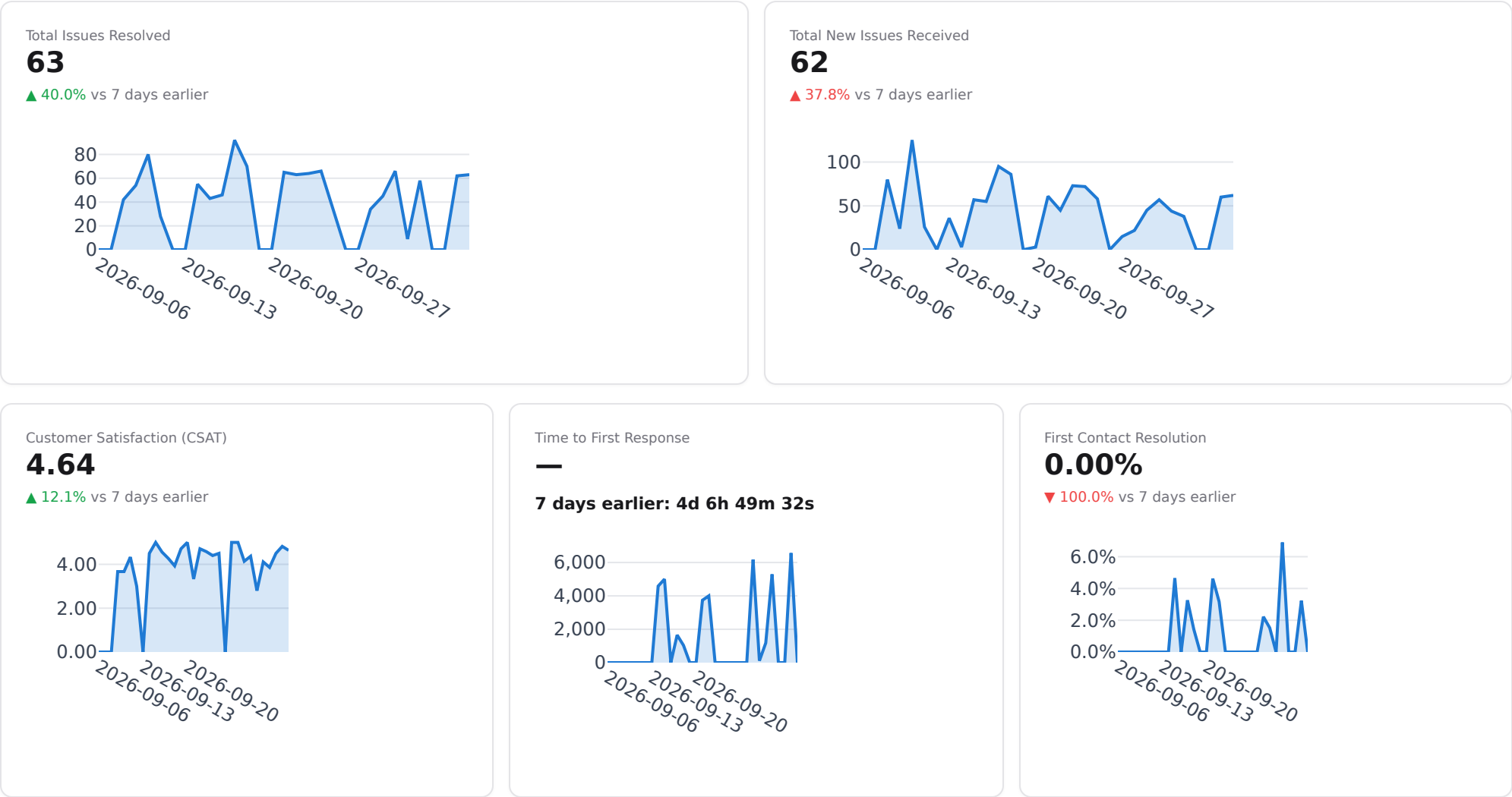


Sandra · performance dashboard

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

Daily metric trends



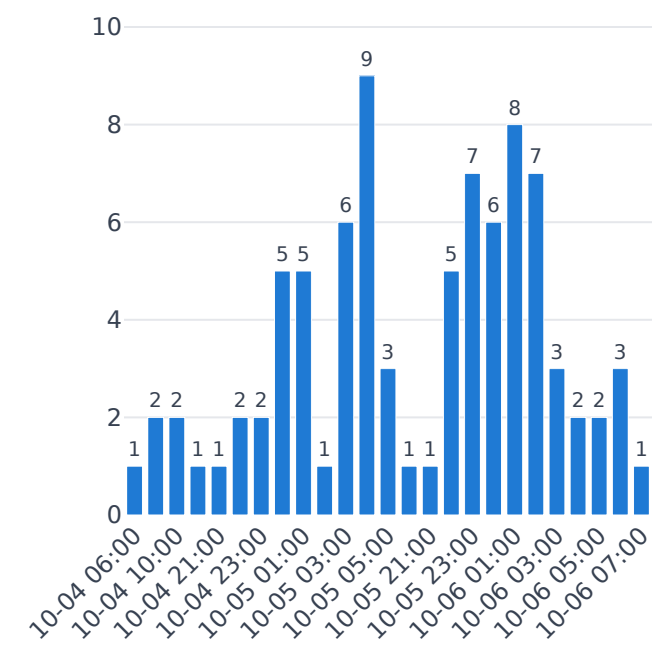
Waiting on Agent

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

Id	Age (min)	Queue	Updated At	Last Resolved At	Tag 1
384932	223,557	Arcade V2	2026-05-05 14:30:51	2026-05-05 14:28:41	arcade
461765	1,318	Arcade V2	2026-10-06 22:29:24	—	ai_agent_assist

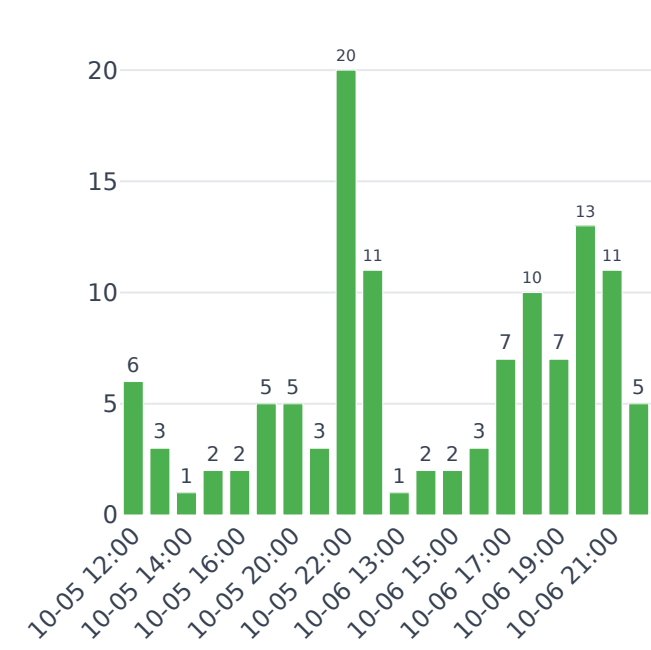
Hourly New Issues

Sandra · last 3 days, UTC



Hourly Issues Resolved

Sandra · last 3 days, UTC

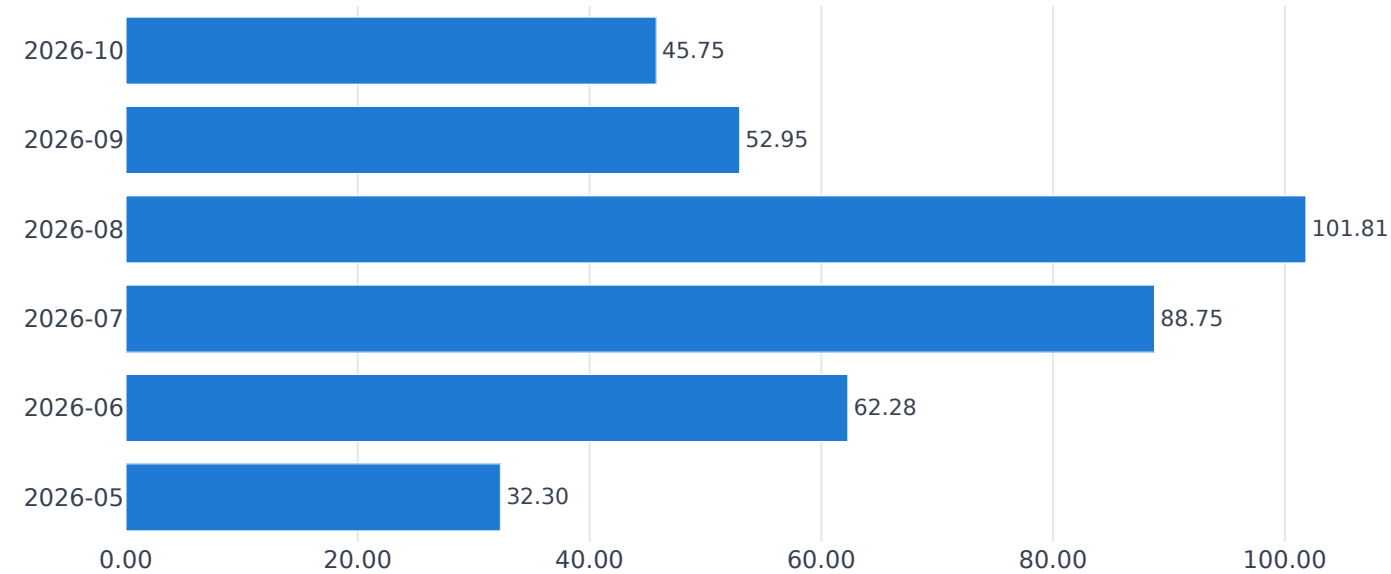


Monthly metric trends

Last six months, current month to date.

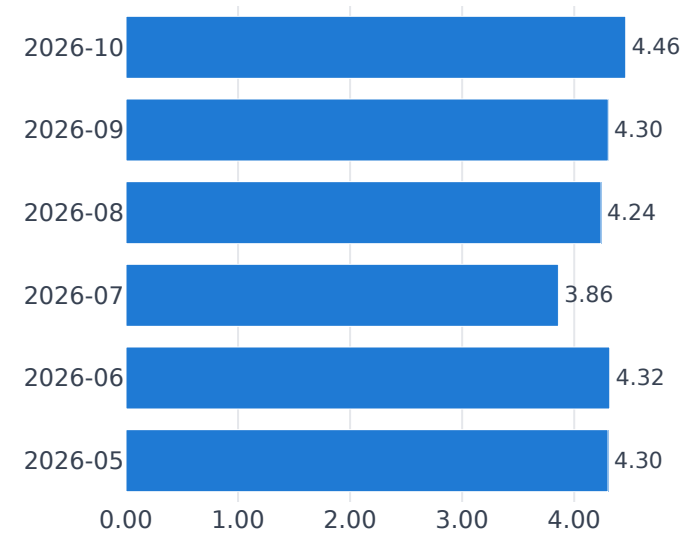
Average Resolved Tickets Per Day

Sandra · resolutions divided by days with at least one resolution



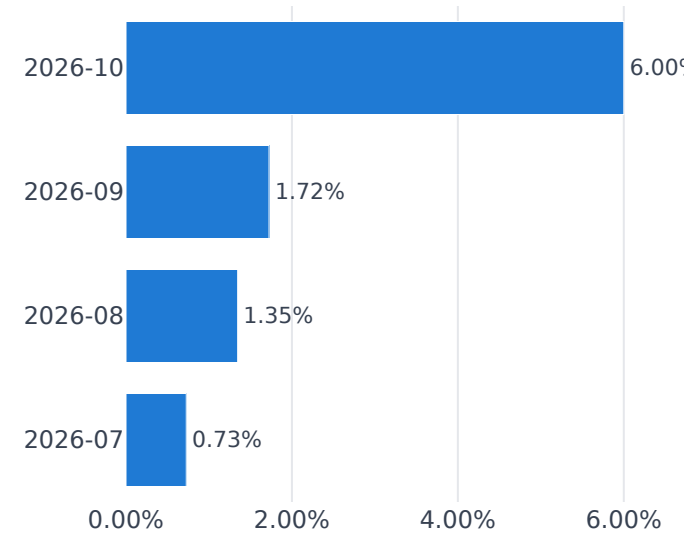
Monthly Avg CSAT

Sandra · average customer rating, by month resolved



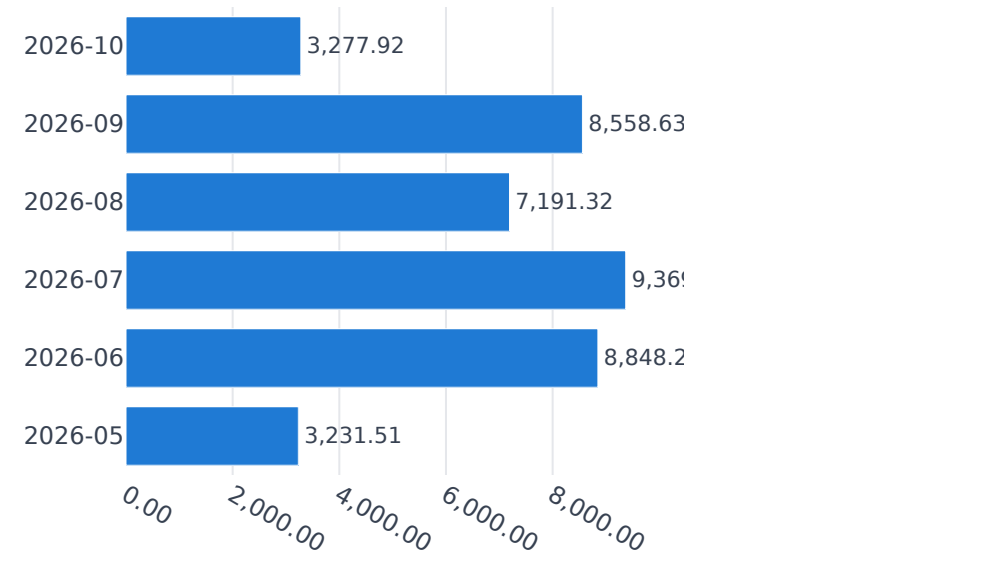
Monthly FCR

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



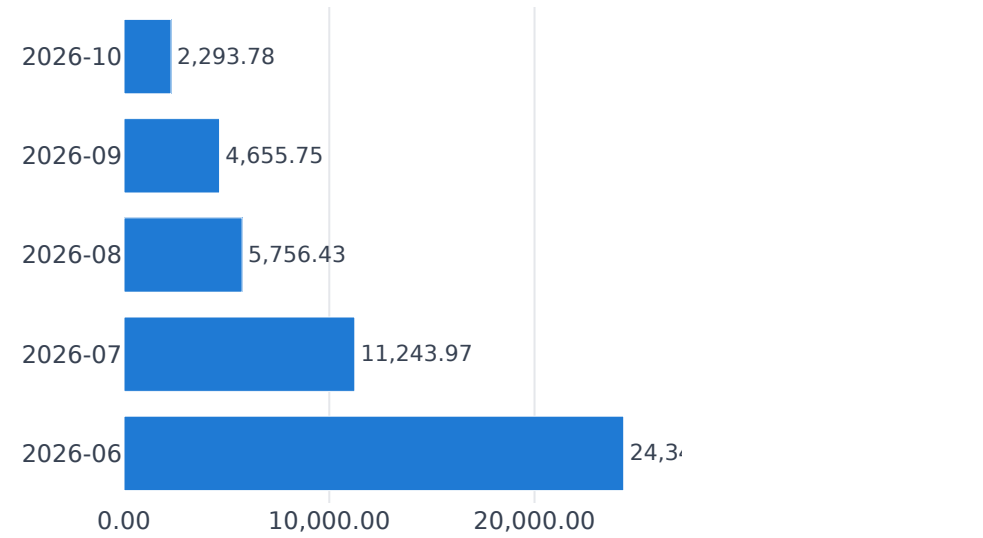
Avg of TTTR (minutes) by Month

Sandra · minutes from creation to resolution, by month resolved



Monthly Average TTFR

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



Underlying Calculations

Sandra · by month resolved

Month	Avg TTTR (min)	Resolutions	Days worked	Per day	Avg feedback rating
2026-10	3,277.92	183	4	45.75	4.4
2026-09	8,558.63	1,059	20	52.95	4.3
2026-08	7,191.32	2,138	21	101.81	4.2
2026-07	9,369.97	2,130	24	88.75	3.8
2026-06	8,848.21	1,557	25	62.28	4.3
2026-05	3,231.51	646	20	32.30	4.30

TTFR

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

Month	Sum of TTTR (min)	Count of Id	TTFR
2026-10	328,011	143	2,293.78
2026-09	3,529,060	758	4,655.75
2026-08	12,318,755	2,140	5,756.43
2026-07	23,083,876	2,053	11,243.97
2026-06	1,996,149	82	24,343.28

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.

