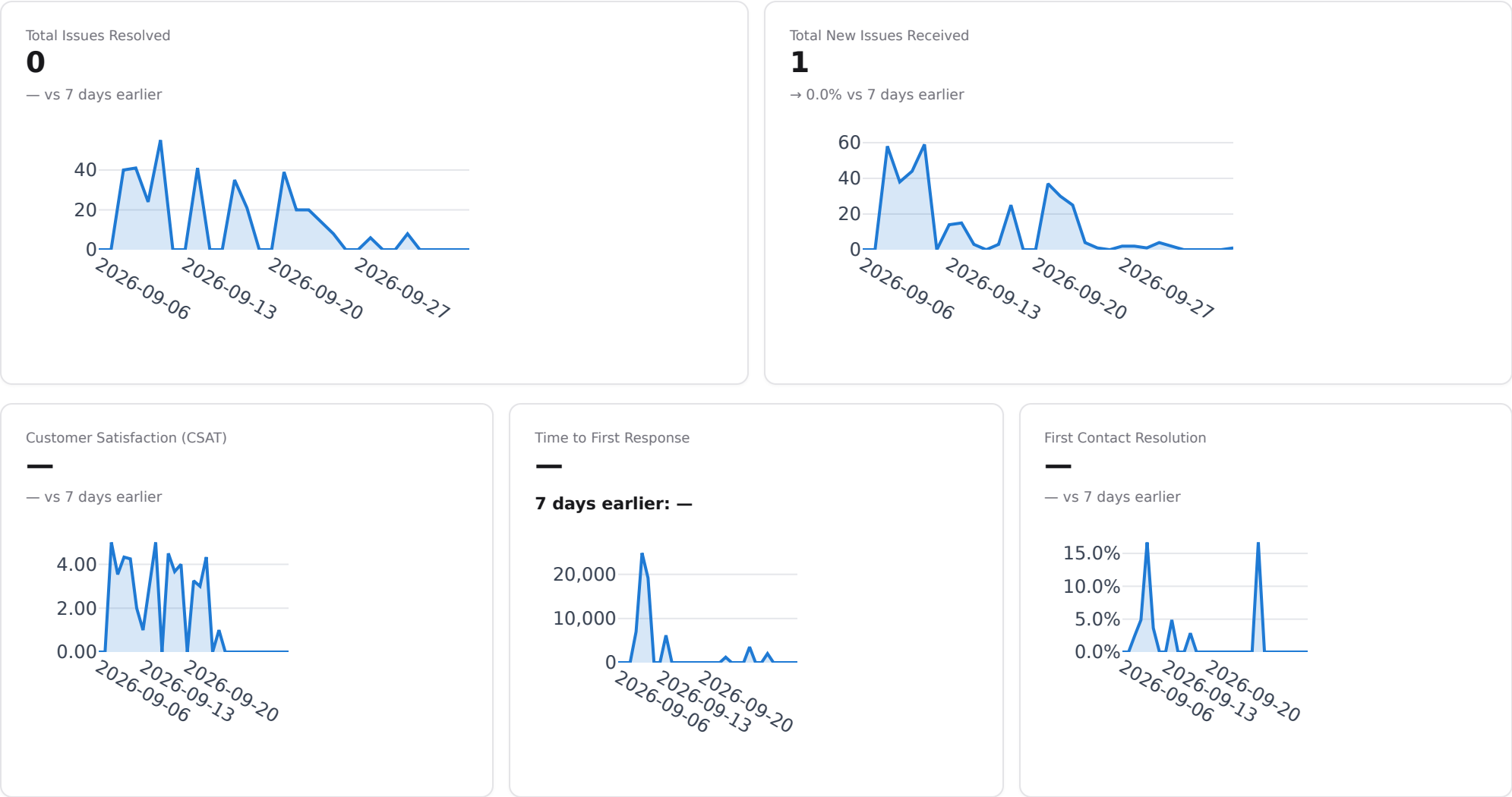


Stephanie · performance dashboard

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

Daily metric trends



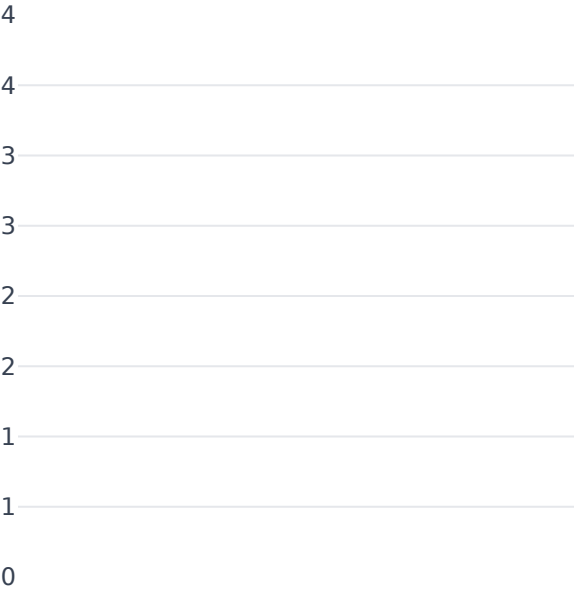
Waiting on Agent

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

Id	Age (min)	Queue	Updated At	Last Resolved At	Tag 1
460891	1,576	Default	2026-10-06 18:11:54	—	badge_ideas

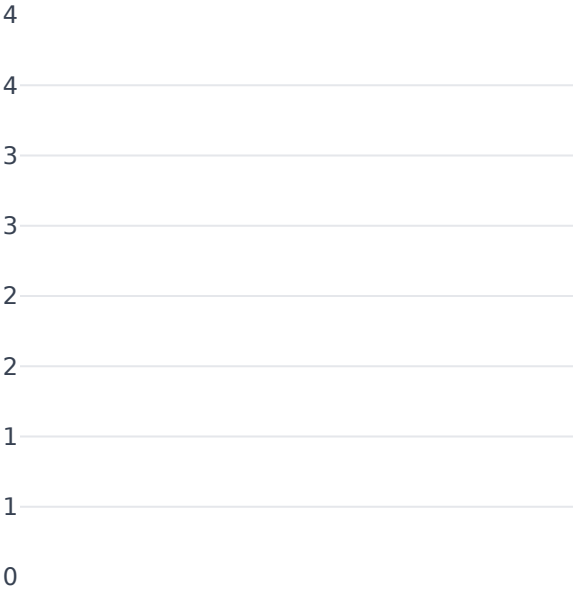
Hourly New Issues

Stephanie · last 3 days, UTC



Hourly Issues Resolved

Stephanie · last 3 days, UTC

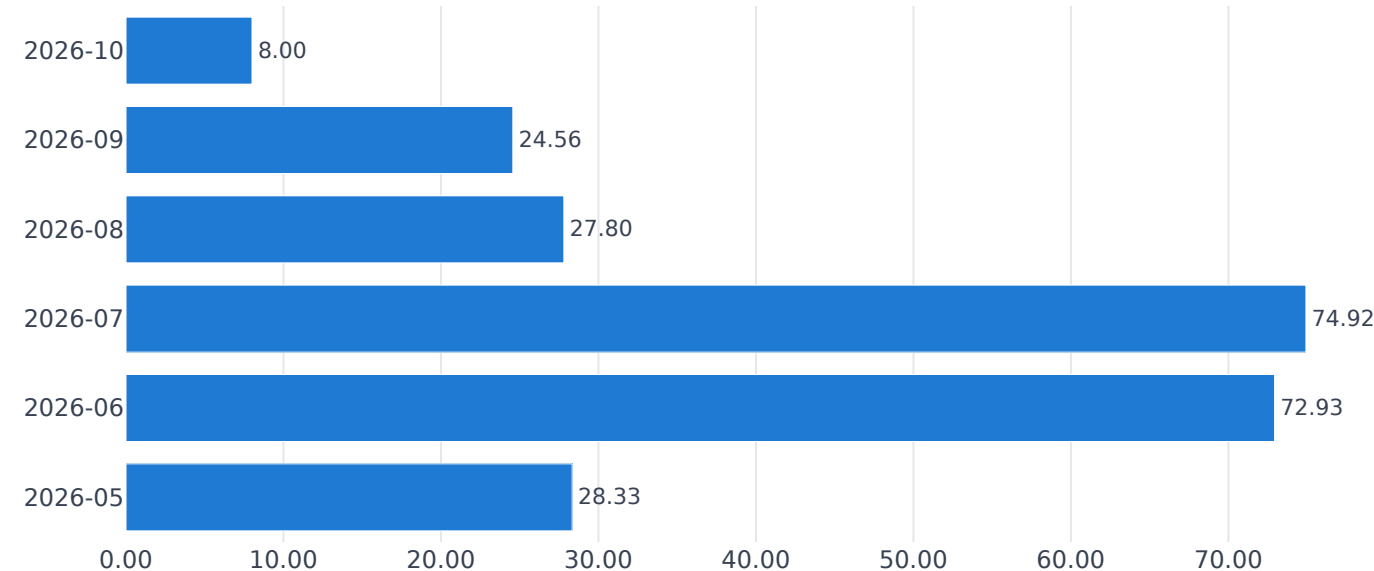


Monthly metric trends

Last six months, current month to date.

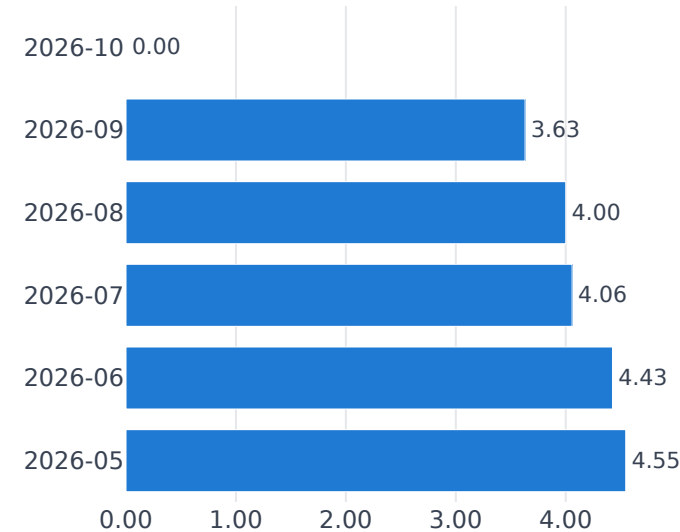
Average Resolved Tickets Per Day

Stephanie · resolutions divided by days with at least one resolution



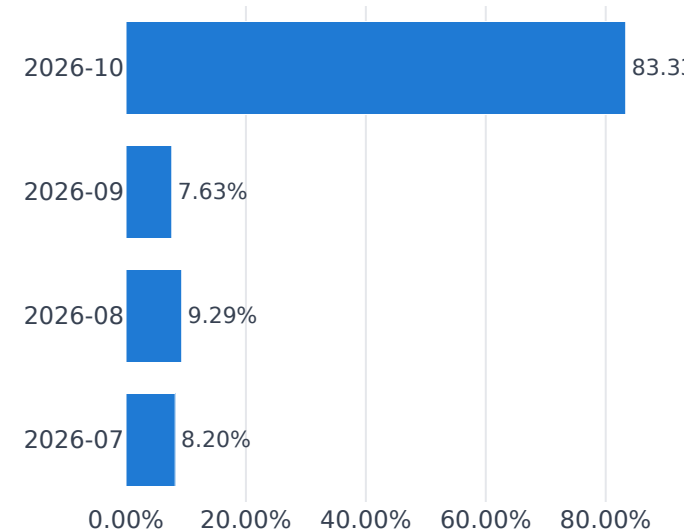
Monthly Avg CSAT

Stephanie · average customer rating, by month resolved



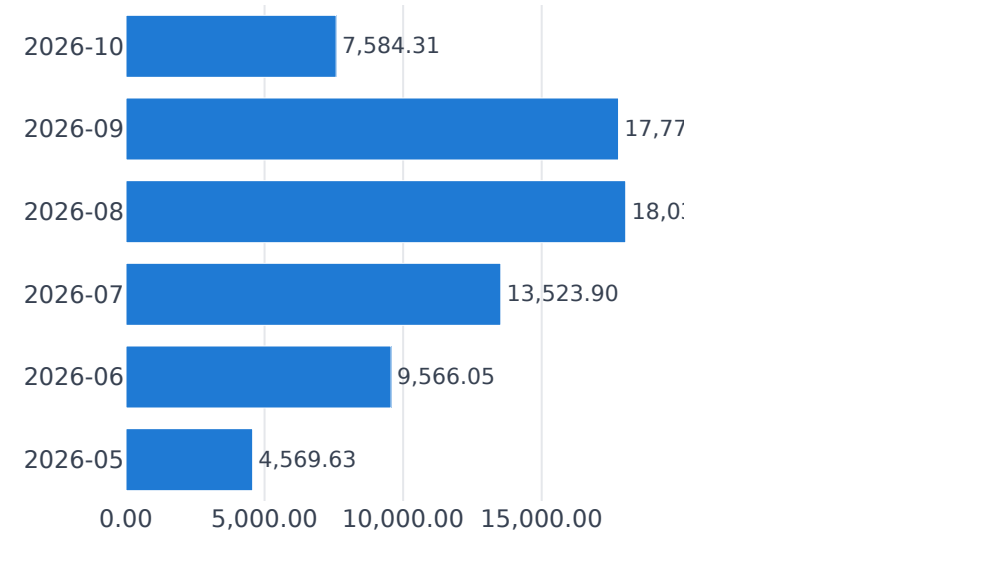
Monthly FCR

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



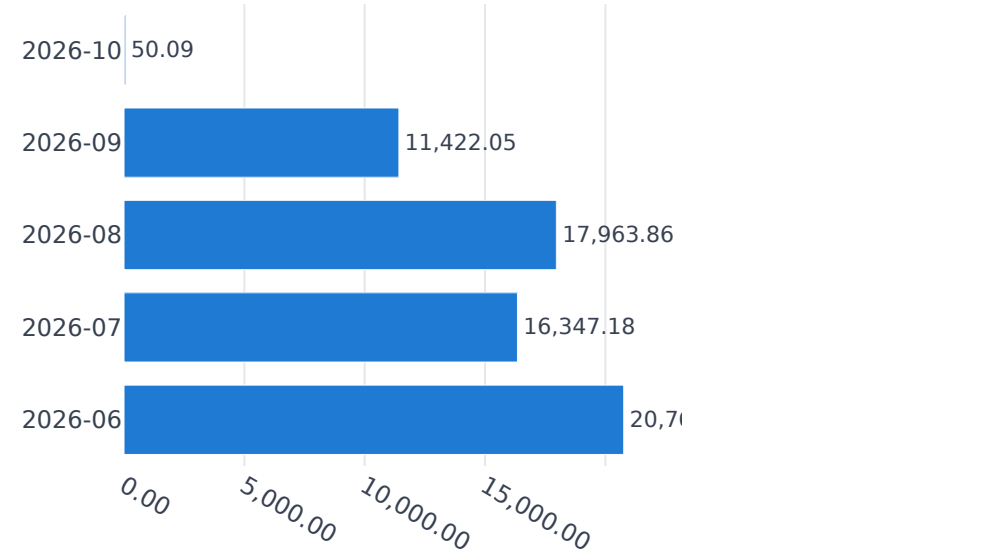
Avg of TTTR (minutes) by Month

Stephanie · minutes from creation to resolution, by month resolved



Monthly Average TTFR

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



Underlying Calculations

Stephanie · by month resolved

Month	Avg TTTR (min)	Resolutions	Days worked	Per day	Avg feedback rating
2026-10	7,584.31	8	1	8.00	
2026-09	17,772.90	393	16	24.56	3.6
2026-08	18,030.93	556	20	27.80	4.0
2026-07	13,523.90	1,798	24	74.92	4.0
2026-06	9,566.05	1,969	27	72.93	4.4
2026-05	4,569.63	425	15	28.33	4.55

TTFR

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

Month	Sum of TTTR (min)	Count of Id	TTFR
2026-10	100	2	50.09
2026-09	2,889,779	253	11,422.05
2026-08	5,820,292	324	17,963.86
2026-07	15,464,431	946	16,347.18
2026-06	2,636,629	127	20,760.86

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.

