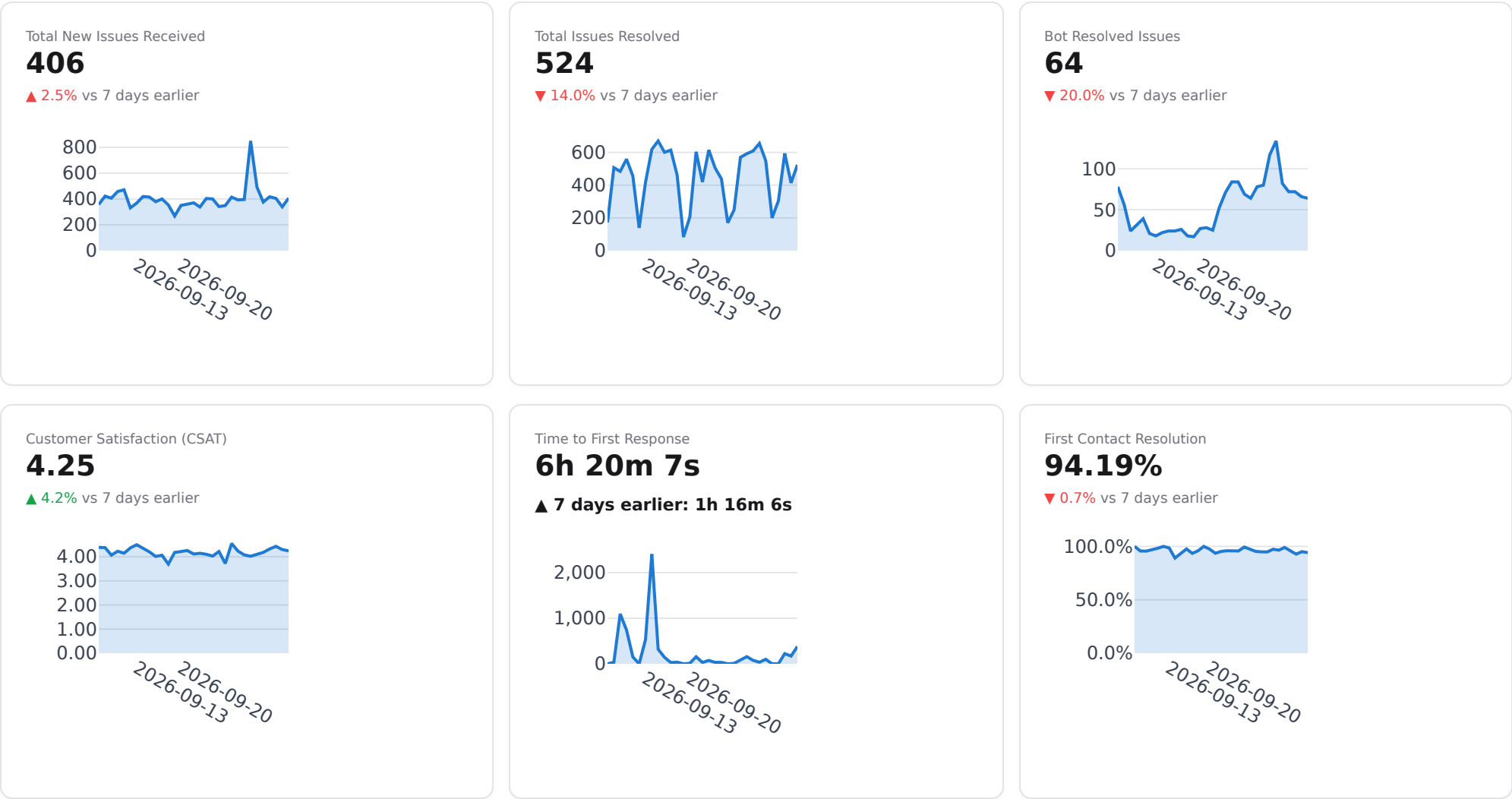


Support

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.

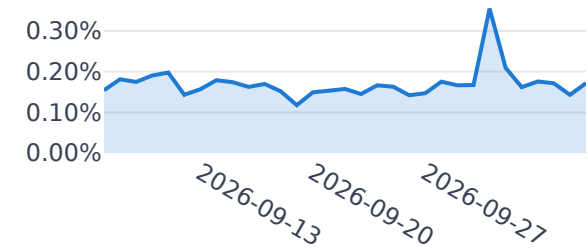
Overall KPIs



Contact Rate

0.17%

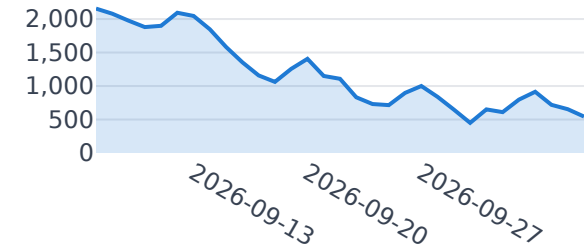
▲ 2.7% vs 7 days earlier



Open Issues (23:00 UTC)

544

▲ 20.9% vs 7 days earlier



Unassigned

35

Waiting on an Agent

22

Waiting on Player

1,201

Tier 2

0

Pending Reassignment

444

Waiting on an agent

Open issues waiting for an agent action or still unassigned · age in minutes since last update

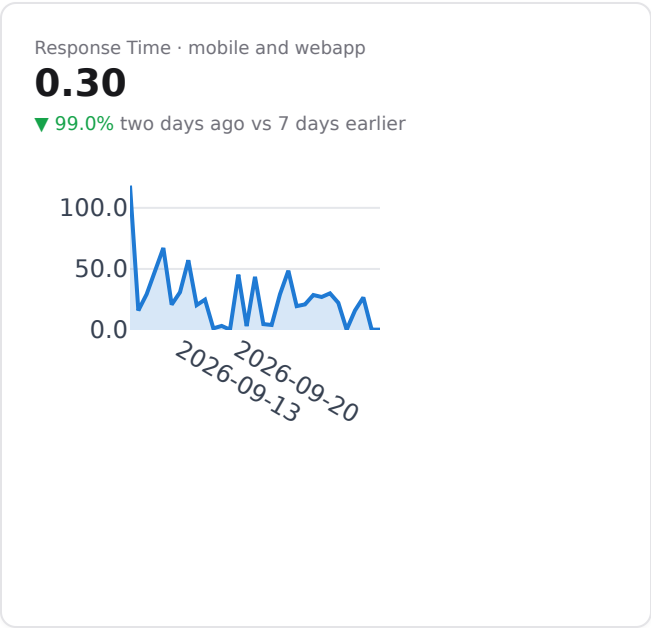
ID	Agent	Queue	Age (min)	Updated At	Last Resolved At	State	Tag 1
286719	(unassigned)	Default	491,976	2025-11-01 01:40:23	2025-11-01 01:40:23	waiting_for_agent	bug_report
384932	Sandra	Arcade V2	224,806	2026-05-05 14:30:51	2026-05-05 14:28:41	waiting_for_agent	arcade
460100	Jenny	Emails	9,696	2026-10-01 23:40:29	—	new_for_agent	account_delete
460102	Jenny	Emails	9,695	2026-10-01 23:41:45	—	new_for_agent	account_delete
460104	Jenny	Emails	9,694	2026-10-01 23:42:59	—	new_for_agent	account_delete
460941	(unassigned)	Default	6,962	2026-10-03 21:14:28	—	new	—
461250	Jenny	Emails	5,766	2026-10-04 17:10:37	—	new_for_agent	account_delete
461252	Jenny	Emails	5,764	2026-10-04 17:12:03	—	new_for_agent	account_delete
461496	(unassigned)	Default	4,804	2026-10-05 09:12:08	—	new	—
461693	(unassigned)	Default	4,206	2026-10-05 19:10:35	—	new	badge_ideas
457190	Jasmine ortiz	Default	4,169	2026-10-05 19:47:29	—	new_for_agent	—
461707	(unassigned)	Default	4,162	2026-10-05 19:54:29	—	new	—
461758	(unassigned)	Default	4,041	2026-10-05 21:55:48	—	new	—
461780	(unassigned)	Default	3,971	2026-10-05 23:05:50	—	new	—
461897	(unassigned)	Default	3,394	2026-10-06 08:42:33	—	new	—
461934	(unassigned)	Default	3,189	2026-10-06 12:07:08	—	new	—
461945	(unassigned)	Default	3,147	2026-10-06 12:49:41	—	new	—
461909	(unassigned)	Default	3,091	2026-10-06 13:45:41	—	new	—
462038	(unassigned)	Default	2,795	2026-10-06 18:41:15	—	new	—
462047	(unassigned)	Default	2,779	2026-10-06 18:57:38	—	new	—
462089	(unassigned)	Default	2,655	2026-10-06 21:01:46	—	new	—
462091	(unassigned)	Default	2,650	2026-10-06 21:06:50	—	new	—
462104	(unassigned)	Default	2,597	2026-10-06 21:59:52	—	new	—
462135	(unassigned)	Default	2,485	2026-10-06 23:51:11	—	new	—
462140	(unassigned)	Default	2,456	2026-10-07 00:20:18	—	new	—

Id	Agent	Queue	Age (min)	Updated At	Last Resolved At	State	Tag 1
462144	(unassigned)	Default	2,435	2026-10-07 00:41:45	—	new	—
462147	(unassigned)	Default	2,427	2026-10-07 00:49:16	—	new	—
462148	(unassigned)	Default	2,419	2026-10-07 00:57:15	—	new	—
462181	(unassigned)	Default	2,317	2026-10-07 02:39:54	—	new	—
462254	(unassigned)	Default	1,907	2026-10-07 09:29:23	—	new	—
462283	(unassigned)	Default	1,768	2026-10-07 11:48:54	—	new	—
462306	(unassigned)	Default	1,722	2026-10-07 12:34:19	—	new	reportplayer
462125	(unassigned)	Default	1,605	2026-10-07 14:31:46	—	new	—
462165	(unassigned)	Default	1,585	2026-10-07 14:51:05	—	new	reportplayer
462435	(unassigned)	Default	1,407	2026-10-07 17:49:26	—	new	—
462480	(unassigned)	Default	1,282	2026-10-07 19:54:16	—	new	—
462504	(unassigned)	Default	1,212	2026-10-07 21:04:49	—	new	—
460165	Jasmine ortiz	Phone Number	1,202	2026-10-07 21:14:45	2026-10-02 21:19:19	waiting_for_agent	ai_agent_assist
462390	Jasmine ortiz	Billing Issues	1,176	2026-10-07 21:40:50	2026-10-07 20:13:27	waiting_for_agent	ai_agent_assist
462470	Jenny	Arcade V2	1,082	2026-10-07 23:14:56	2026-10-07 23:00:18	waiting_for_agent	ai_agent_assist
460500	Sandra	Warning Message	1,077	2026-10-07 23:19:49	—	waiting_for_agent	ai_agent_assist
461635	Jasmine ortiz	Phone Number	1,072	2026-10-07 23:24:56	—	waiting_for_agent	ai_agent_assist
462536	(unassigned)	Default	1,064	2026-10-07 23:32:17	—	new	—
462545	(unassigned)	Default	1,010	2026-10-08 00:26:33	—	new	—
461874	Jasmine ortiz	Billing Issues	932	2026-10-08 01:44:13	—	waiting_for_agent	ai_agent_assist
460807	Maria	Default	910	2026-10-08 02:06:35	2026-10-07 17:14:37	waiting_for_agent	ai_agent_assist
462588	(unassigned)	Default	844	2026-10-08 03:12:58	—	new	—
461938	Stephanie	Warning Message	796	2026-10-08 04:00:40	—	waiting_for_agent	ai_agent_assist
461656	Maria	Default	693	2026-10-08 05:43:06	—	waiting_for_agent	account_info
458554	Jasmine ortiz	Rent Redemption	637	2026-10-08 06:39:46	2026-09-29 20:04:25	waiting_for_agent	ai_agent_assist
461534	Maria	Arcade V2	527	2026-10-08 08:29:53	—	waiting_for_agent	ai_agent_assist

Id	Agent	Queue	Age (min)	Updated At	Last Resolved At	State	Tag 1
462282	(unassigned)	Default	471	2026-10-08 09:25:00	—	new	—
462664	(unassigned)	Default	461	2026-10-08 09:35:57	—	new	reportplayer
462668	(unassigned)	Default	420	2026-10-08 10:16:31	—	new	—
462257	Jasmine ortiz	Billing Issues	362	2026-10-08 11:14:26	—	waiting_for_agent	ai_agent_assist
458254	Jasmine ortiz	Rent Redemption	343	2026-10-08 11:33:32	—	waiting_for_agent	ai_agent_assist
462689	(unassigned)	Default	317	2026-10-08 11:59:58	—	waiting_for_agent	ai_agent_assist

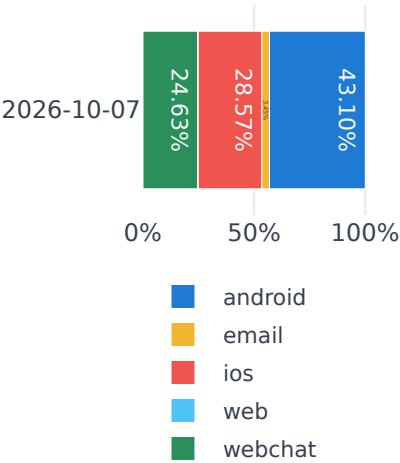
Platform statistics

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.

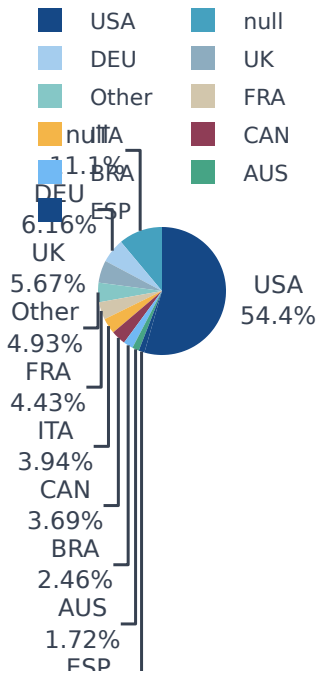


New Issues by Platform

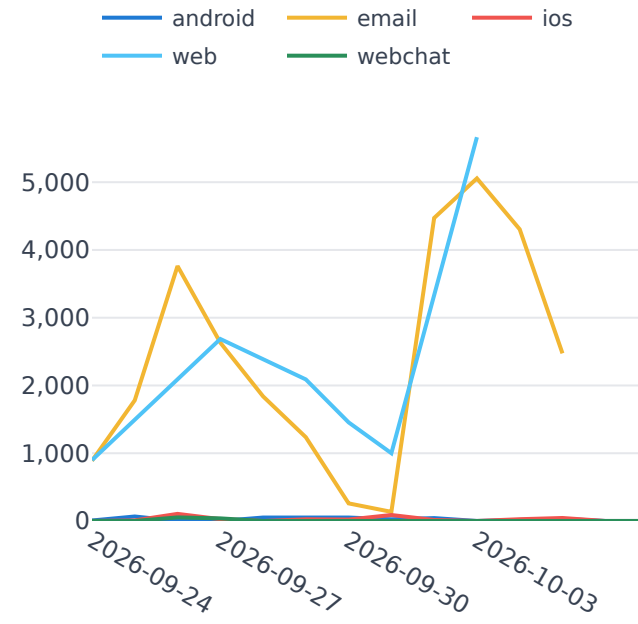
Yesterday · share of new issues



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

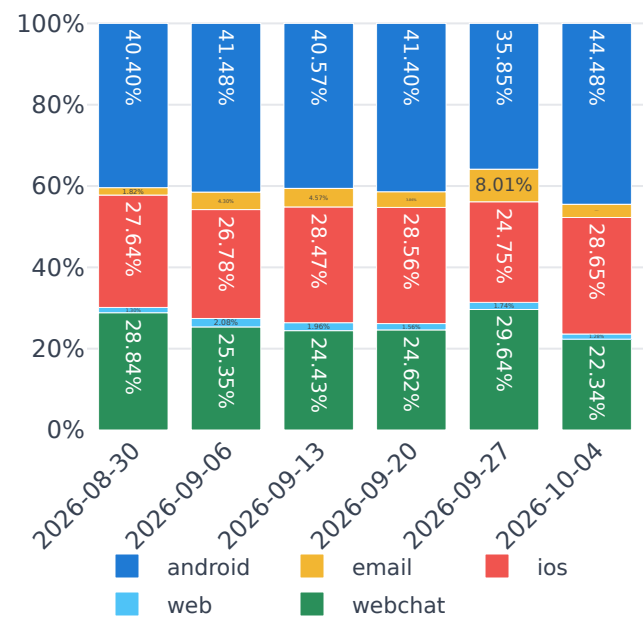


Minutes to first response for issues created each day · last 14 days



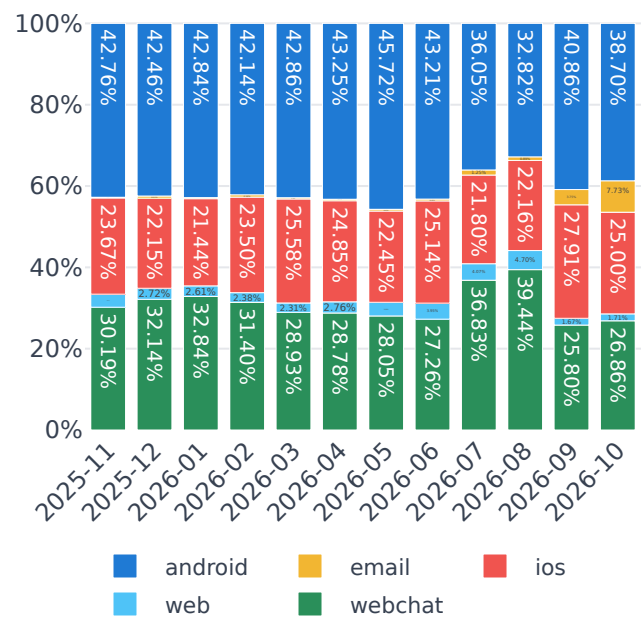
Weekly Distribution of Issues by Platform

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.