

Jasmine · performance dashboard

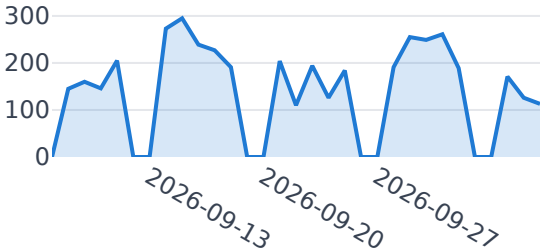
Helpshift performance for Jasmine. Tiles compare the latest complete day with the same weekday one week earlier; sparklines cover the last 30 days.

Daily metric trends

Total Issues Resolved

113

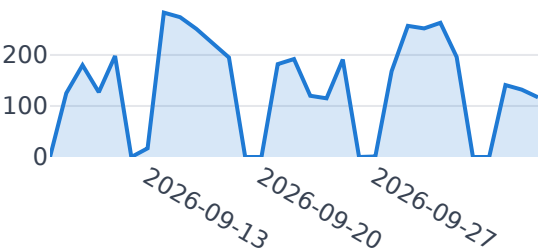
▼ 54.6% vs 7 days earlier



Total New Issues Received

117

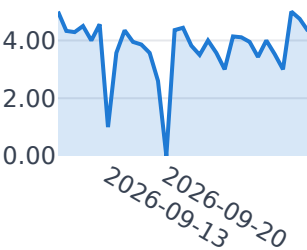
▼ 53.6% vs 7 days earlier



Customer Satisfaction (CSAT)

4.33

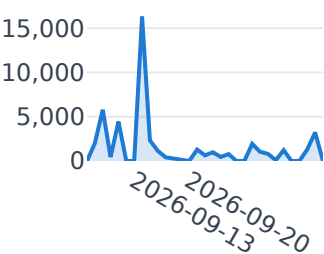
▲ 9.6% vs 7 days earlier



Time to First Response

—

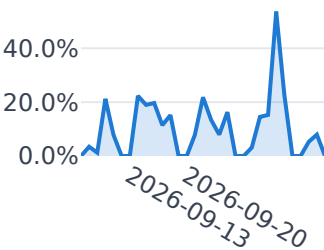
7 days earlier: 13h 29m 2s



First Contact Resolution

0.00%

▼ 100.0% vs 7 days earlier



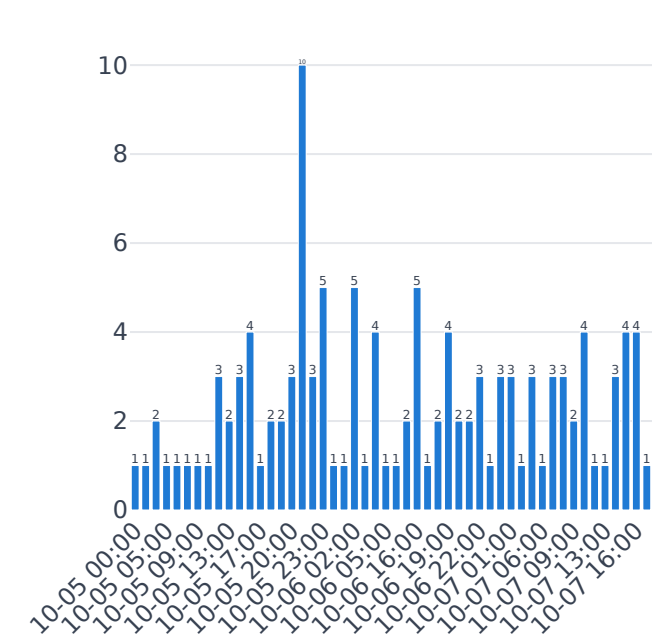
Waiting on Agent

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
457190	4,170	Default	2026-10-05 19:47:29	—	—
460165	1,203	Phone Number	2026-10-07 21:14:45	2026-10-02 21:19:19	ai_agent_assist
462390	1,177	Billing Issues	2026-10-07 21:40:50	2026-10-07 20:13:27	ai_agent_assist
461635	1,073	Phone Number	2026-10-07 23:24:56	—	ai_agent_assist
461874	933	Billing Issues	2026-10-08 01:44:13	—	ai_agent_assist
458554	638	Rent Redemption	2026-10-08 06:39:46	2026-09-29 20:04:25	ai_agent_assist
462257	363	Billing Issues	2026-10-08 11:14:26	—	ai_agent_assist
458254	344	Rent Redemption	2026-10-08 11:33:32	—	ai_agent_assist

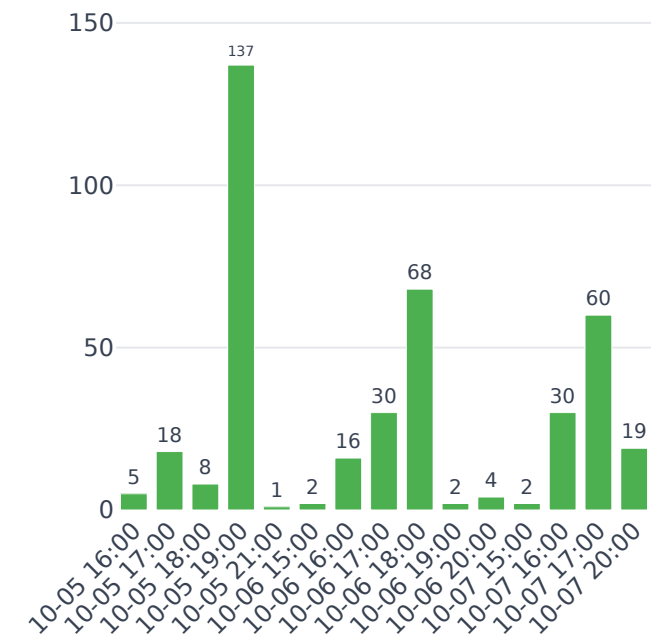
Hourly New Issues

Jasmine · last 3 days, UTC



Hourly Issues Resolved

Jasmine · last 3 days, UTC

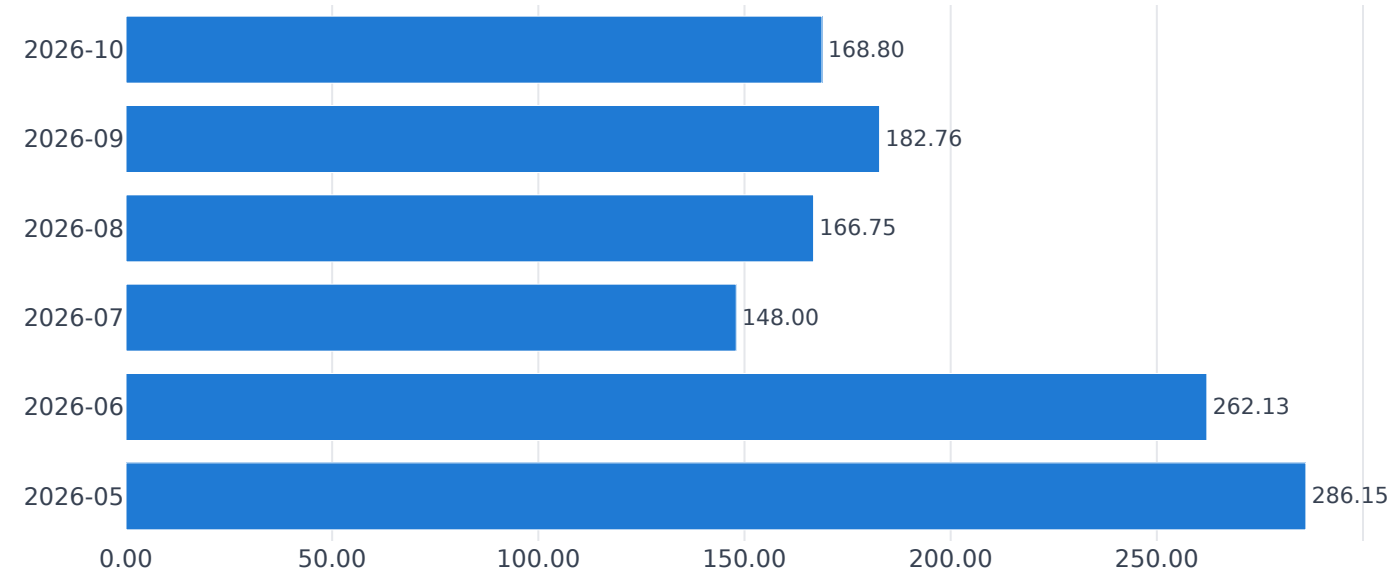


Monthly metric trends

Last six months, current month to date.

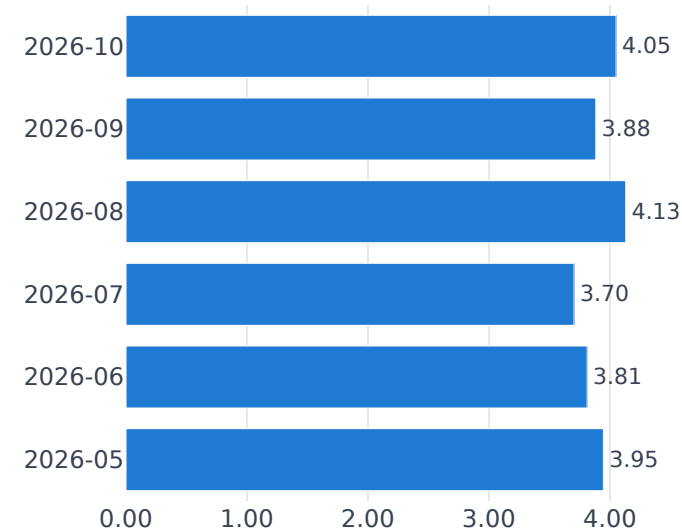
Average Resolved Tickets Per Day

Jasmine · resolutions divided by days with at least one resolution



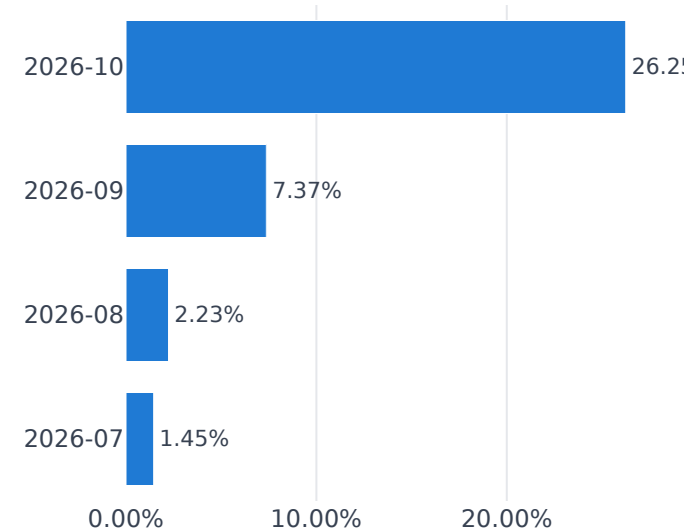
Monthly Avg CSAT

Jasmine · average customer rating, by month resolved



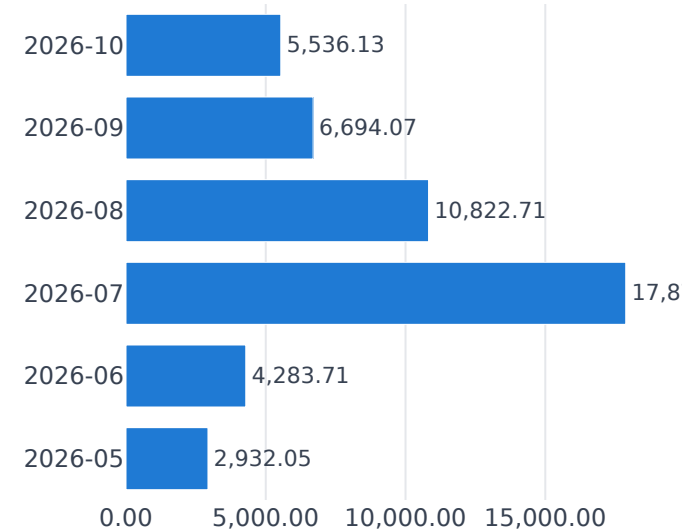
Monthly FCR

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



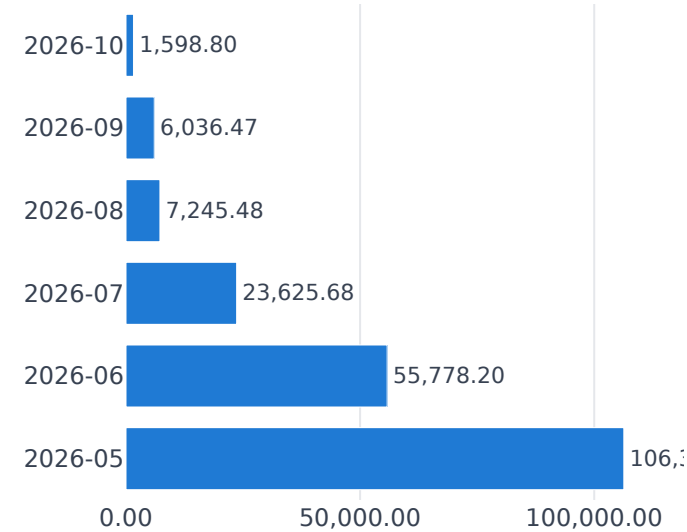
Avg of TTTR (minutes) by Month

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	5,536.13	844	5	168.80	4.0
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	957,680	599	1,598.80
2026-09	21,532,084	3,567	6,036.47
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.

Snapshot from run 2026-10-08T1716Z, generated 2026-10-08T17:16:11Z from commit af0c0668. The numbers were read from Snowflake once, when this page was generated, and never refresh.