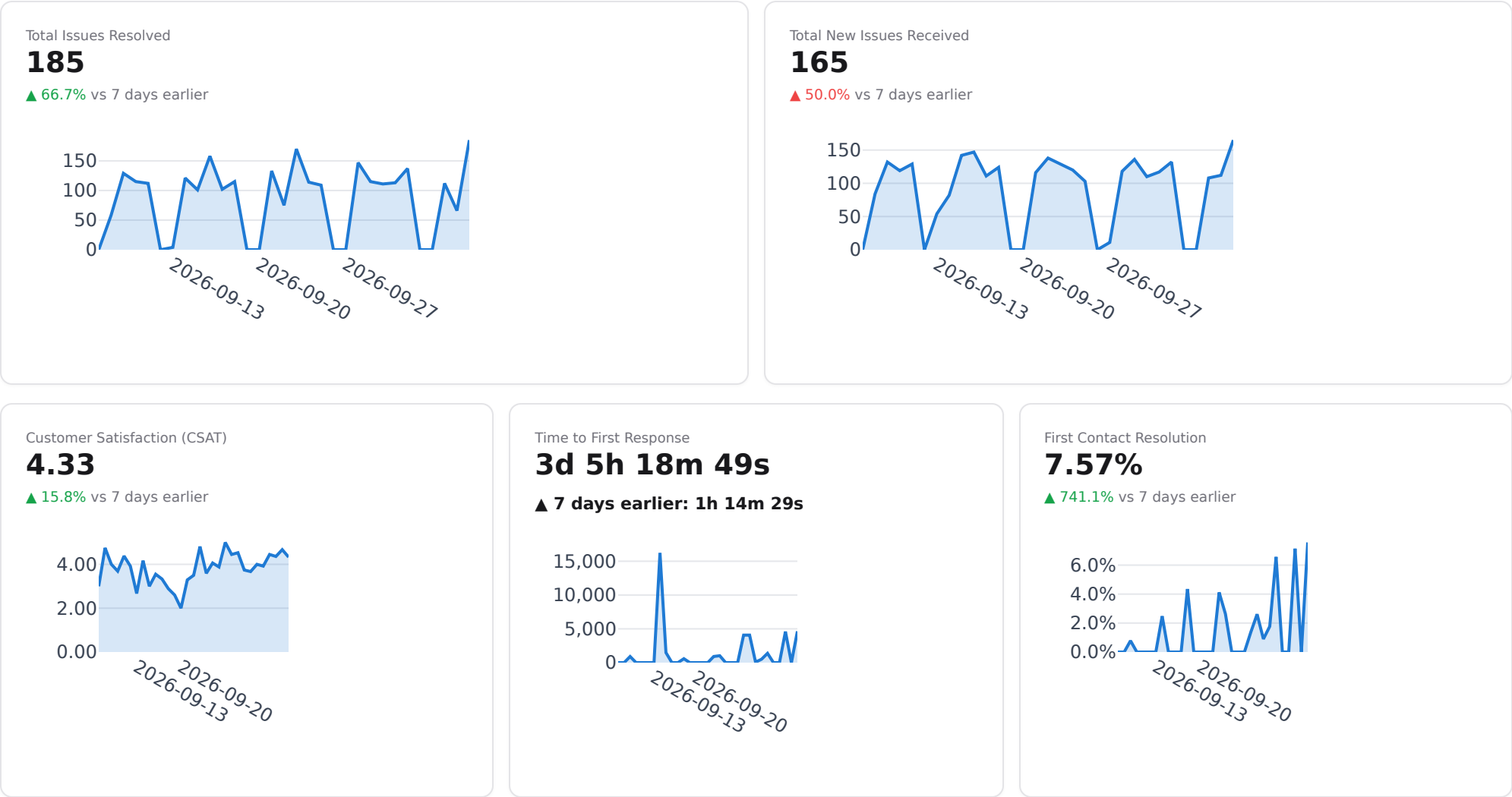


Maria · performance dashboard

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

Daily metric trends



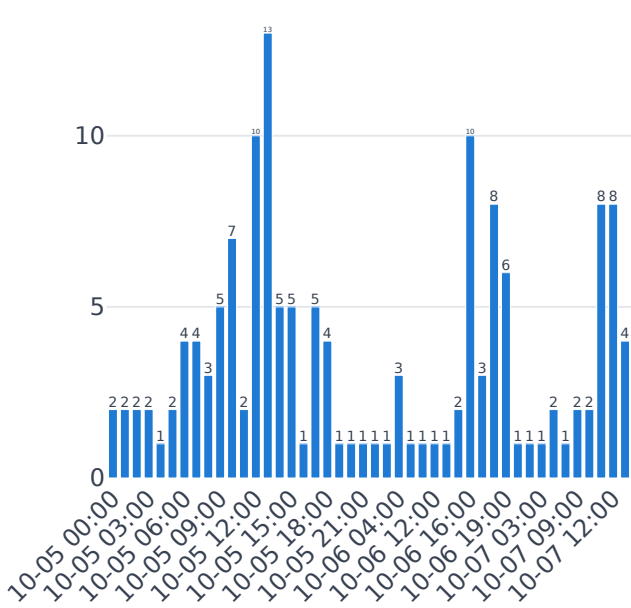
Waiting on Agent

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

Id	Age (min)	Queue	Updated At	Last Resolved At	Tag 1
460807	911	Default	2026-10-08 02:06:35	2026-10-07 17:14:37	ai_agent_assist
461656	694	Default	2026-10-08 05:43:06	—	account_info
461534	528	Arcade V2	2026-10-08 08:29:53	—	ai_agent_assist

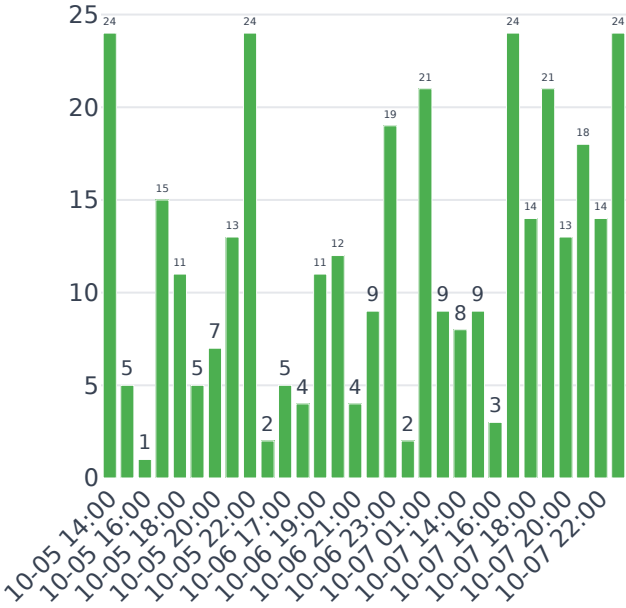
Hourly New Issues

Maria · last 3 days, UTC



Hourly Issues Resolved

Maria · last 3 days, UTC

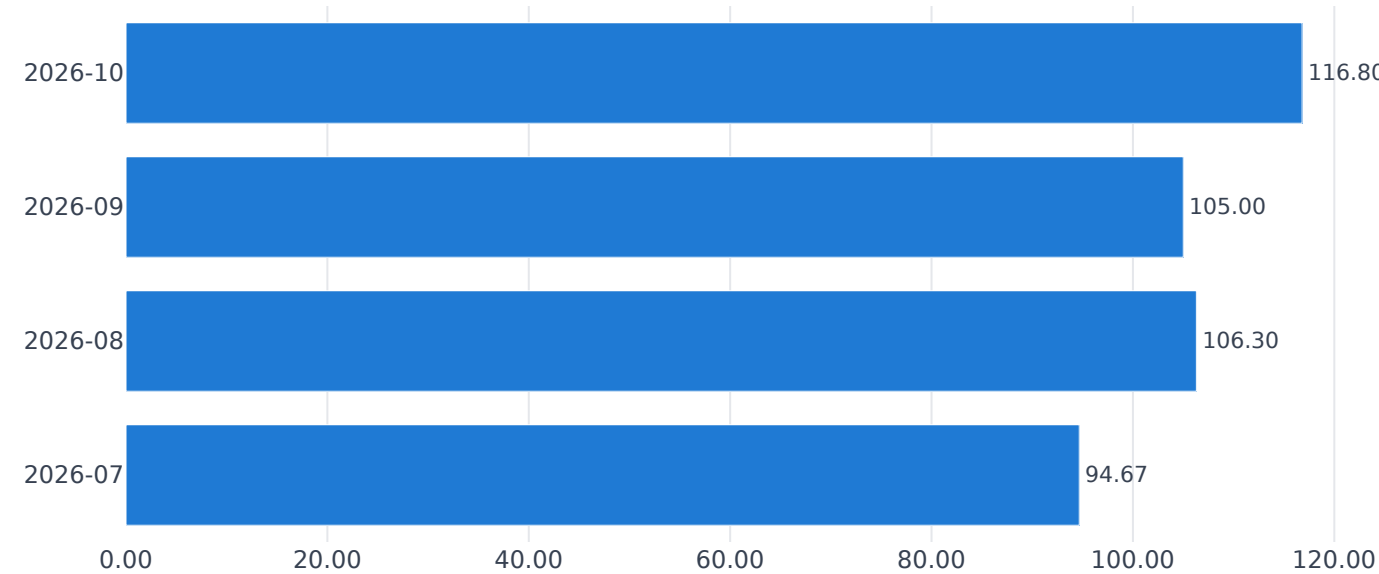


Monthly metric trends

Last six months, current month to date.

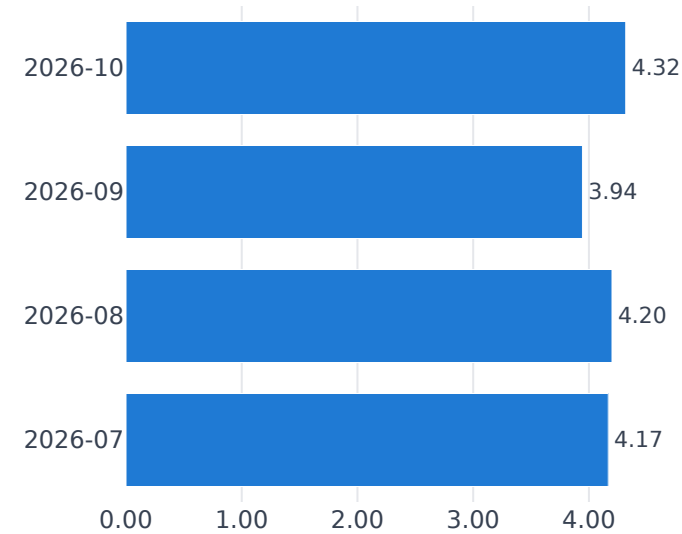
Average Resolved Tickets Per Day

Maria · resolutions divided by days with at least one resolution



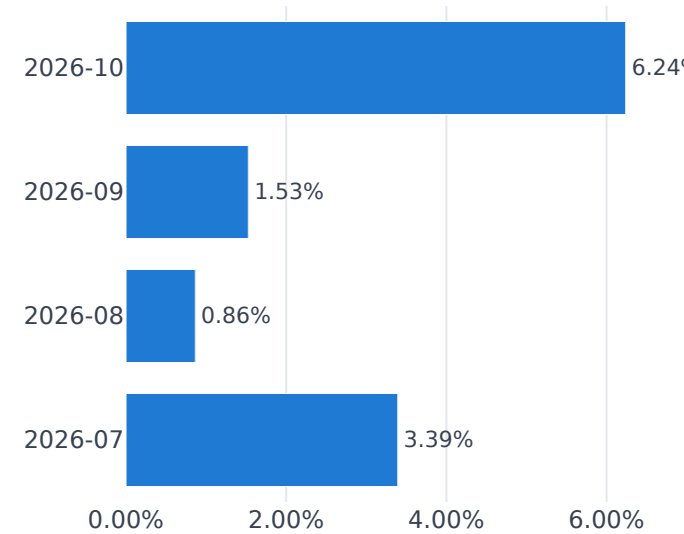
Monthly Avg CSAT

Maria · average customer rating, by month resolved



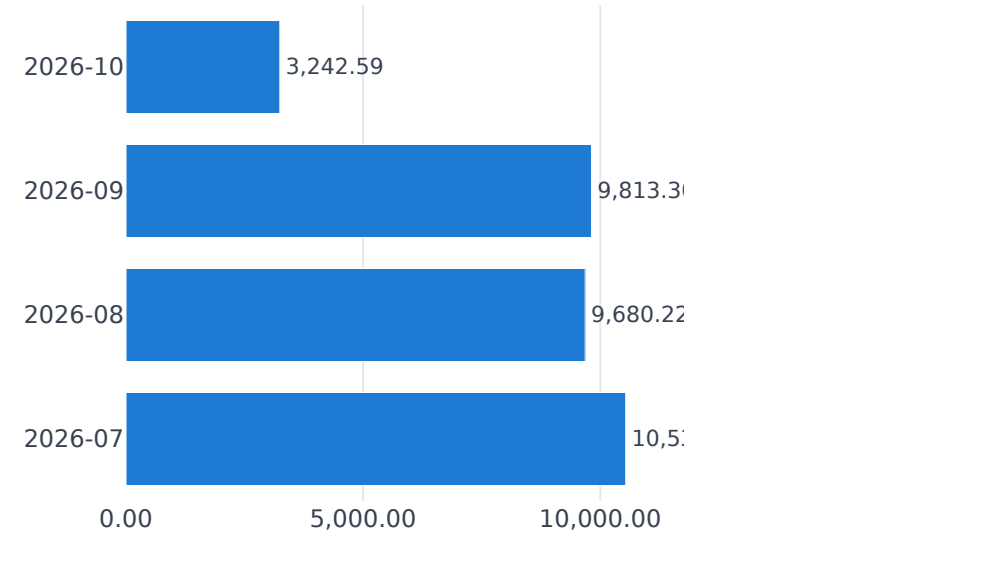
Monthly FCR

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



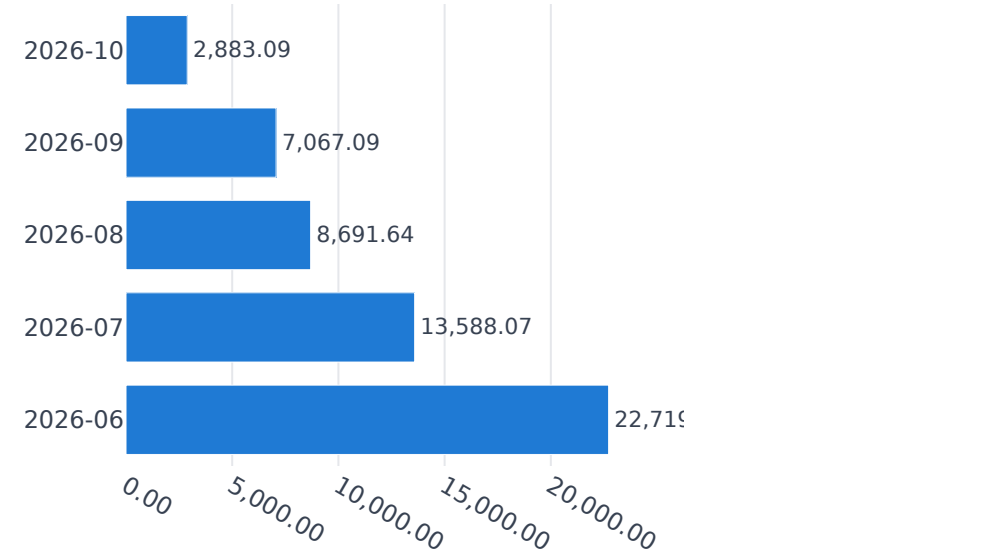
Avg of TTTR (minutes) by Month

Maria · minutes from creation to resolution, by month resolved



Monthly Average TTFR

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



Underlying Calculations

Maria · by month resolved

Month	Avg TTTR (min)	Resolutions	Days worked	Per day	Avg feedback rating
2026-10	3,242.59	584	5	116.80	4.3
2026-09	9,813.30	2,310	22	105.00	3.9
2026-08	9,680.22	2,445	23	106.30	4.2
2026-07	10,535.03	1,704	18	94.67	4.1

TTFR

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

Month	Sum of TTTR (min)	Count of Id	TTFR
2026-10	1,510,737	524	2,883.09
2026-09	13,264,937	1,877	7,067.09
2026-08	21,103,299	2,428	8,691.64
2026-07	28,847,479	2,123	13,588.07
2026-06	1,090,528	48	22,719.34

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.