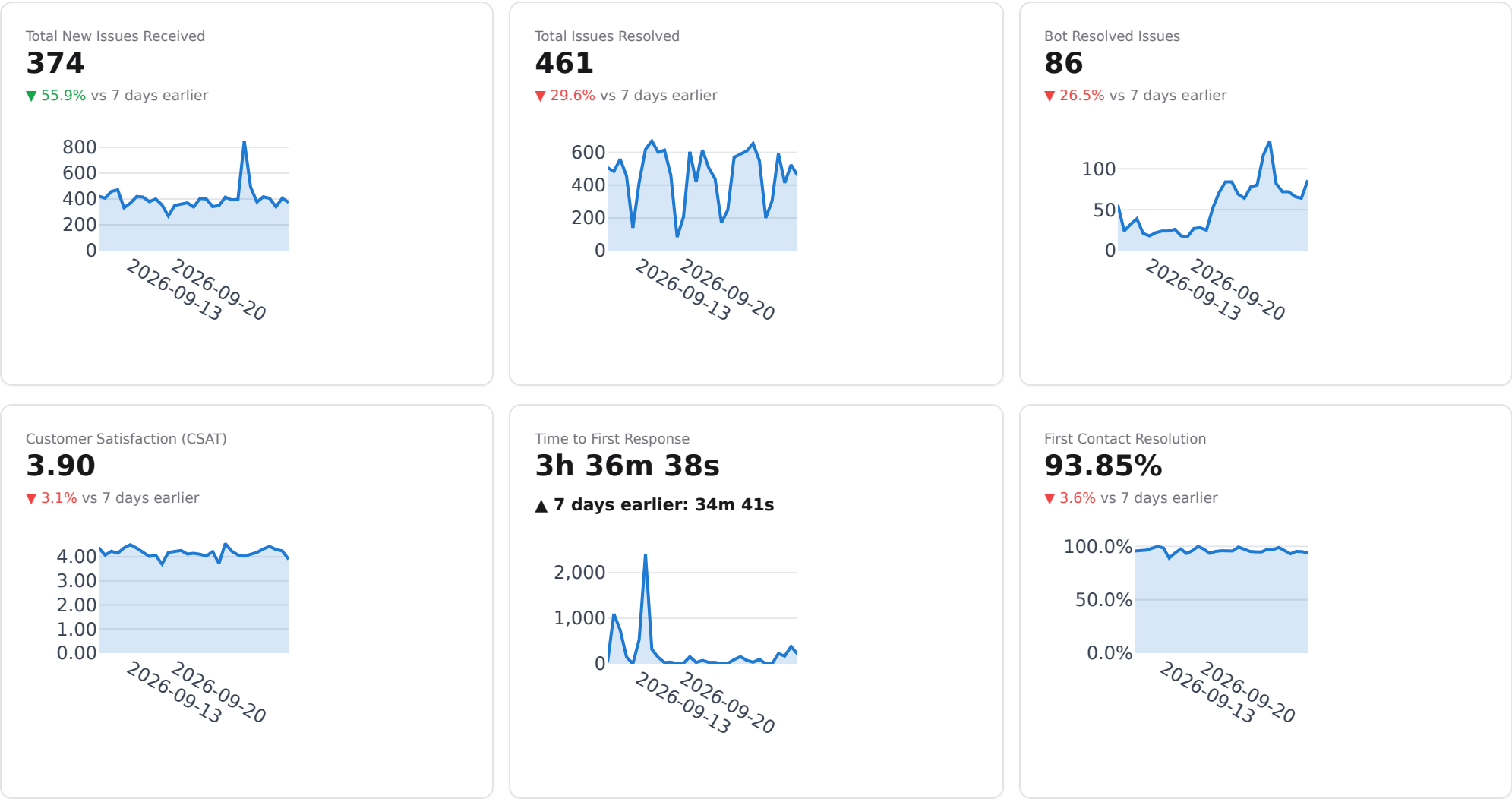


Support

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.

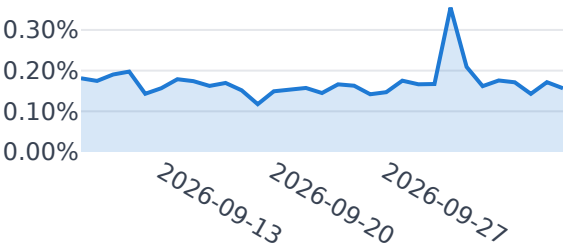
Overall KPIs



Contact Rate

0.16%

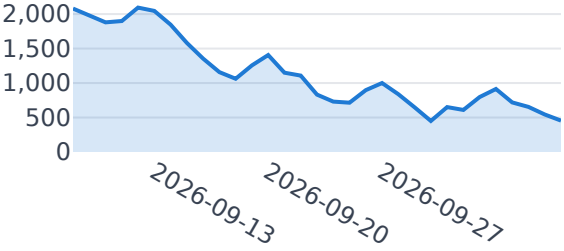
▼ 55.9% vs 7 days earlier



Open Issues (23:00 UTC)

455

▼ 30.1% vs 7 days earlier



Unassigned

9

Waiting on an Agent

32

Waiting on Player

1,135

Tier 2

0

Pending Reassignment

365

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	493,329	2025-11-01 01:40:23	2025-11-01 01:40:23	waiting_for_agent	bug_report
384932	Sandra	Arcade V2	226,159	2026-05-05 14:30:51	2026-05-05 14:28:41	waiting_for_agent	arcade
461250	Jenny	Emails	7,119	2026-10-04 17:10:37	—	new_for_agent	account_delete
461252	Jenny	Emails	7,117	2026-10-04 17:12:03	—	new_for_agent	account_delete
457190	Jasmine ortiz	Default	5,522	2026-10-05 19:47:29	—	new_for_agent	—
462664	(unassigned)	Default	1,814	2026-10-08 09:35:57	—	new	reportplayer
462740	(unassigned)	Default	1,507	2026-10-08 14:42:55	—	new	—
462663	Sandra	Arcade V2	1,501	2026-10-08 14:48:48	—	waiting_for_agent	ai_agent_assist
461938	Stephanie	Warning Message	1,470	2026-10-08 15:19:25	2026-10-08 13:25:15	waiting_for_agent	ai_agent_assist
461693	Stephanie	Default	1,382	2026-10-08 16:47:37	—	new_for_agent	badge_ideas
458254	Jasmine ortiz	Rent Redemption	1,179	2026-10-08 20:10:03	—	waiting_for_agent	ai_agent_assist
462545	Jasmine ortiz	Default	1,089	2026-10-08 21:40:13	—	waiting_for_agent	login_error
460567	Sandra	Warning Message	1,071	2026-10-08 21:58:58	—	waiting_for_agent	ai_agent_assist
462902	(unassigned)	Default	989	2026-10-08 23:20:31	—	new	—
462685	Jasmine ortiz	Billing Issues	980	2026-10-08 23:29:38	2026-10-08 19:16:48	waiting_for_agent	ai_agent_assist
462919	(unassigned)	Default	943	2026-10-09 00:06:28	—	new	—
462920	(unassigned)	Default	938	2026-10-09 00:11:34	—	new	—
462711	Maria	Default	936	2026-10-09 00:13:05	2026-10-08 22:55:03	waiting_for_agent	ai_agent_assist
462835	Maria	Rent Redemption	903	2026-10-09 00:46:36	—	new_for_agent	ai_agent_assist
462705	Maria	Arcade V2	902	2026-10-09 00:47:28	—	waiting_for_agent	ai_agent_assist
461788	Jasmine ortiz	Phone Number	898	2026-10-09 00:51:08	—	waiting_for_agent	ai_agent_assist
462163	Maria	Rent Redemption	891	2026-10-09 00:58:17	2026-10-09 00:27:55	waiting_for_agent	ai_agent_assist
462818	Maria	Default	868	2026-10-09 01:21:32	2026-10-08 23:04:37	waiting_for_agent	ai_agent_assist
462937	(unassigned)	Default	866	2026-10-09 01:23:31	—	new	—
462128	Maria	Default	836	2026-10-09 01:53:16	—	waiting_for_agent	ai_agent_assist

Id	Agent	Queue	Age (min)	Updated At	Last Resolved At	State	Tag 1
461923	Maria	Rent Redemption	829	2026-10-09 02:00:49	2026-10-08 23:25:53	waiting_for_agent	ai_agent_assist
462871	Sandra	Arcade V2	803	2026-10-09 02:26:26	2026-10-08 21:21:39	waiting_for_agent	ai_agent_assist
462719	Maria	Arcade V2	752	2026-10-09 03:17:52	—	waiting_for_agent	ai_agent_assist
462962	(unassigned)	Default	739	2026-10-09 03:30:10	—	new	—
461865	Maria	Surveys	708	2026-10-09 04:01:46	—	waiting_for_agent	ai_agent_assist
462777	Maria	Default	690	2026-10-09 04:19:59	—	waiting_for_agent	ai_agent_assist
462643	Maria	Default	689	2026-10-09 04:20:30	—	waiting_for_agent	ai_agent_assist
460722	Jenny	Default	657	2026-10-09 04:52:41	—	waiting_for_agent	arcade
461927	Maria	Rent Redemption	625	2026-10-09 05:24:25	—	waiting_for_agent	ai_agent_assist
461874	Jasmine ortiz	Billing Issues	623	2026-10-09 05:26:50	—	waiting_for_agent	ai_agent_assist
462991	(unassigned)	Default	596	2026-10-09 05:53:57	—	new	—
462644	Maria	Default	557	2026-10-09 06:32:49	2026-10-08 22:53:06	waiting_for_agent	ai_agent_assist
458554	Jasmine ortiz	Rent Redemption	547	2026-10-09 06:42:58	2026-09-29 20:04:25	waiting_for_agent	ai_agent_assist
460907	Maria	Default	542	2026-10-09 06:47:45	—	waiting_for_agent	ai_agent_assist
463014	(unassigned)	Default	477	2026-10-09 07:52:22	—	new	—
462495	Maria	Rent Redemption	411	2026-10-09 08:58:04	2026-10-09 00:40:36	waiting_for_agent	ai_agent_assist

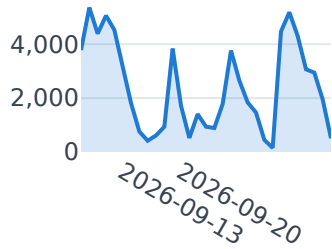
Platform statistics

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.

Response Time · email and public web

1,953.97

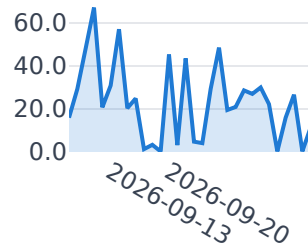
▲ 332.9% two days ago vs 7 days earlier



Response Time · mobile and webapp

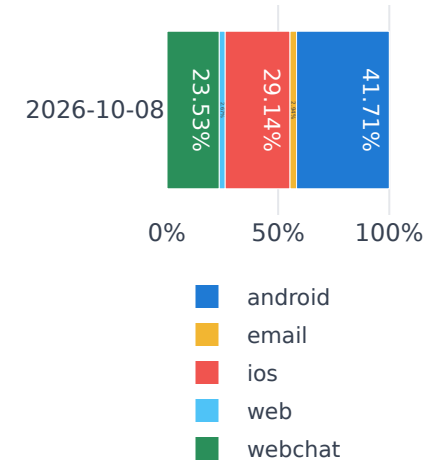
11.45

▼ 57.6% two days ago vs 7 days earlier



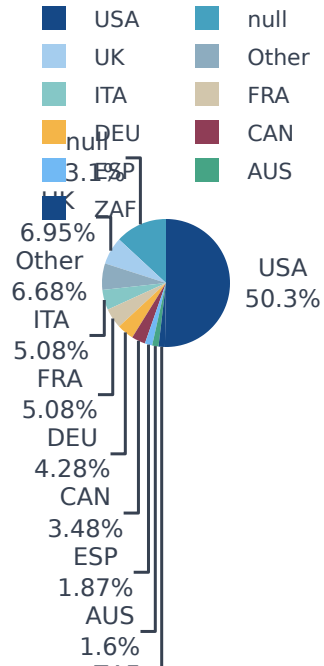
New Issues by Platform

Yesterday · share of new issues



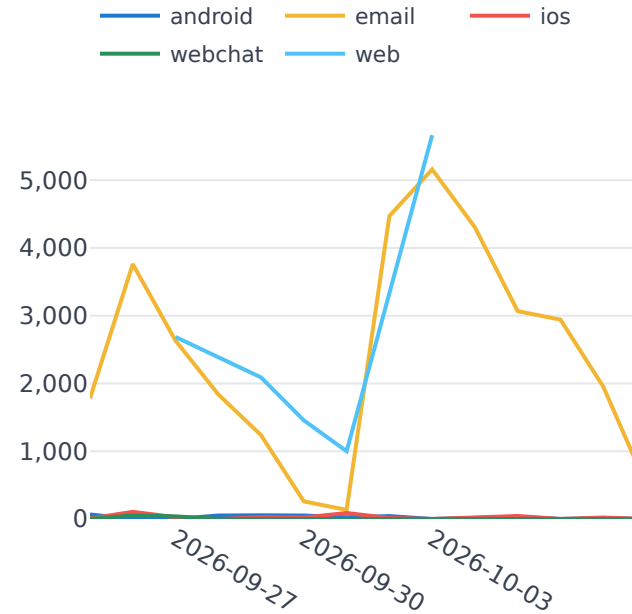
New Issues by Country

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



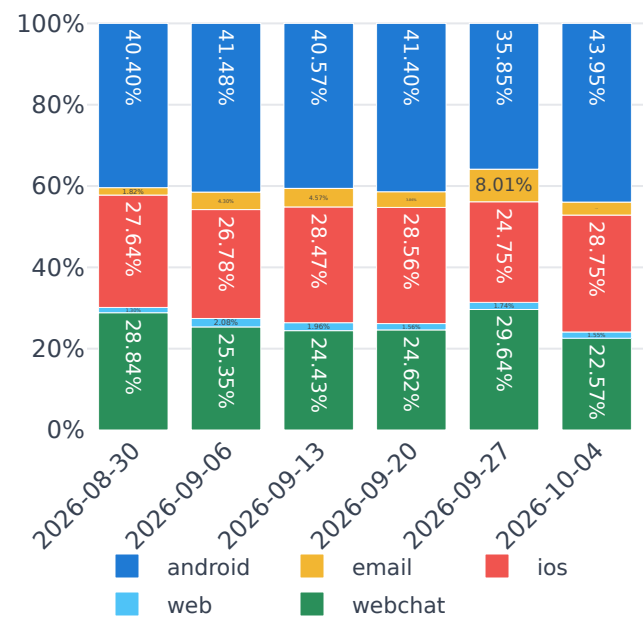
Average Response Time by Platform

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



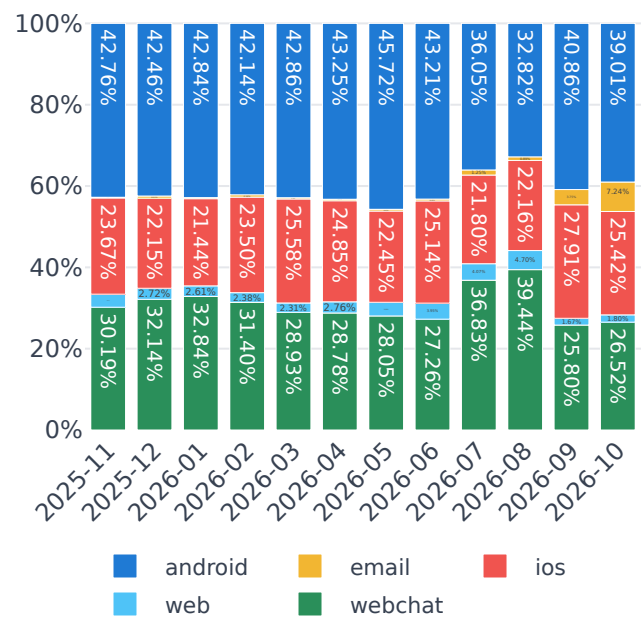
Weekly Distribution of Issues by Platform

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.