

Jasmine · performance dashboard

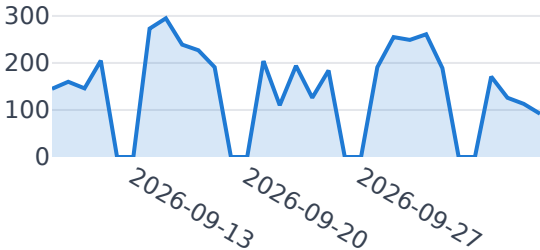
Helpshift performance for Jasmine. Tiles compare the latest complete day with the same weekday one week earlier; sparklines cover the last 30 days.

Daily metric trends

Total Issues Resolved

92

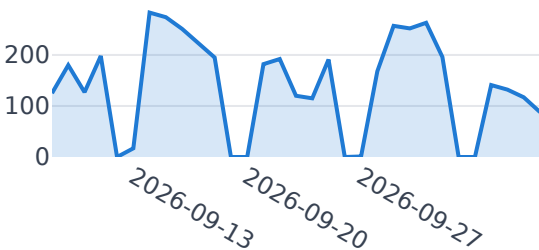
▼ 64.8% vs 7 days earlier



Total New Issues Received

88

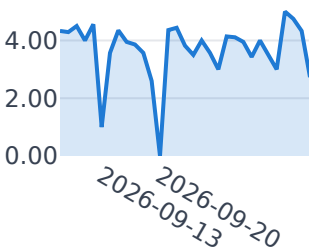
▼ 66.5% vs 7 days earlier



Customer Satisfaction (CSAT)

2.73

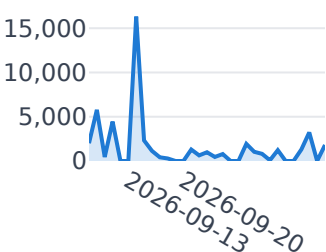
▼ 20.4% vs 7 days earlier



Time to First Response

1d 6h 7m 14s

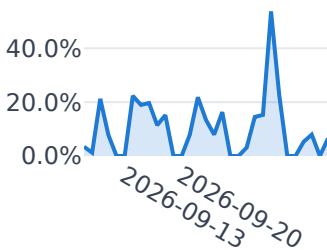
▲ 7 days earlier: 1h 23m 50s



First Contact Resolution

6.52%

▼ 87.8% vs 7 days earlier



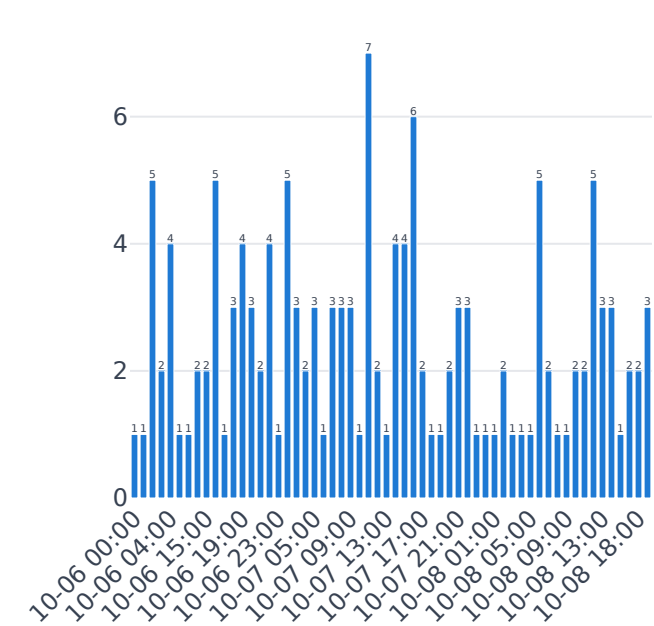
Waiting on Agent

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	5,522	Default	2026-10-05 19:47:29	—	—
458254	1,179	Rent Redemption	2026-10-08 20:10:03	—	ai_agent_assist
462545	1,089	Default	2026-10-08 21:40:13	—	login_error
462685	980	Billing Issues	2026-10-08 23:29:38	2026-10-08 19:16:48	ai_agent_assist
461788	898	Phone Number	2026-10-09 00:51:08	—	ai_agent_assist
461874	623	Billing Issues	2026-10-09 05:26:50	—	ai_agent_assist
458554	547	Rent Redemption	2026-10-09 06:42:58	2026-09-29 20:04:25	ai_agent_assist

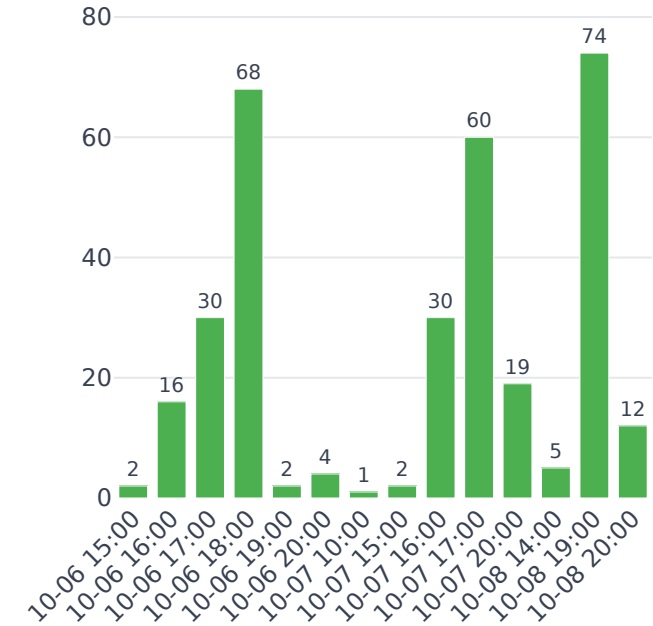
Hourly New Issues

Jasmine · last 3 days, UTC



Hourly Issues Resolved

Jasmine · last 3 days, UTC

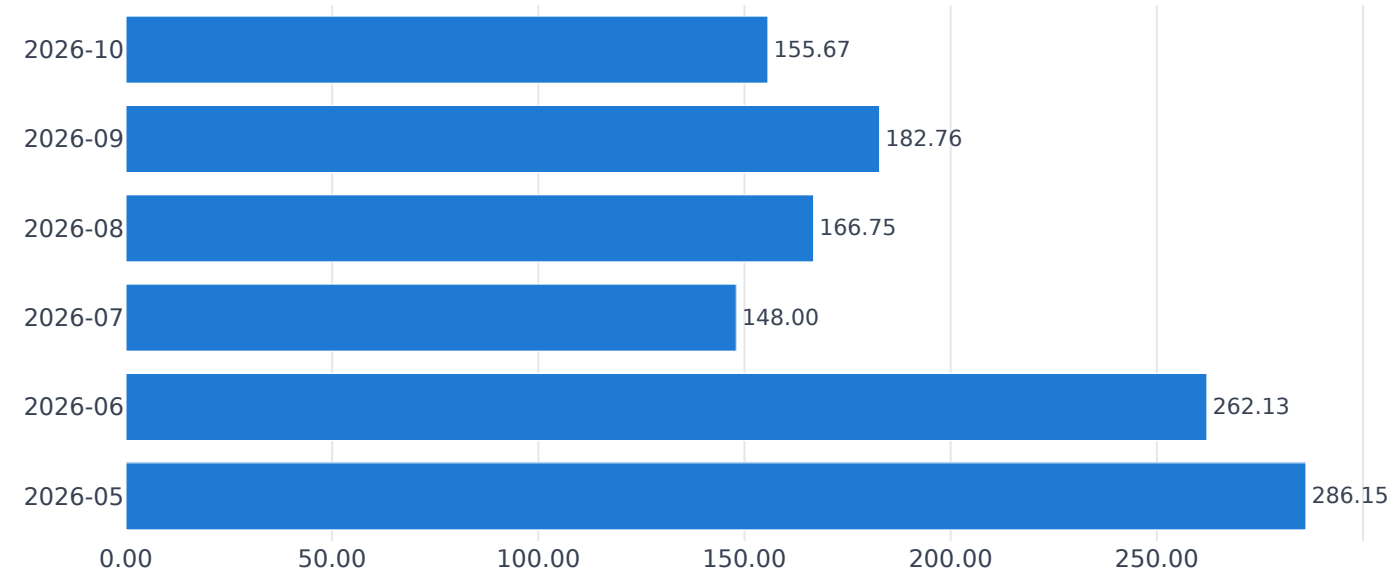


Monthly metric trends

Last six months, current month to date.

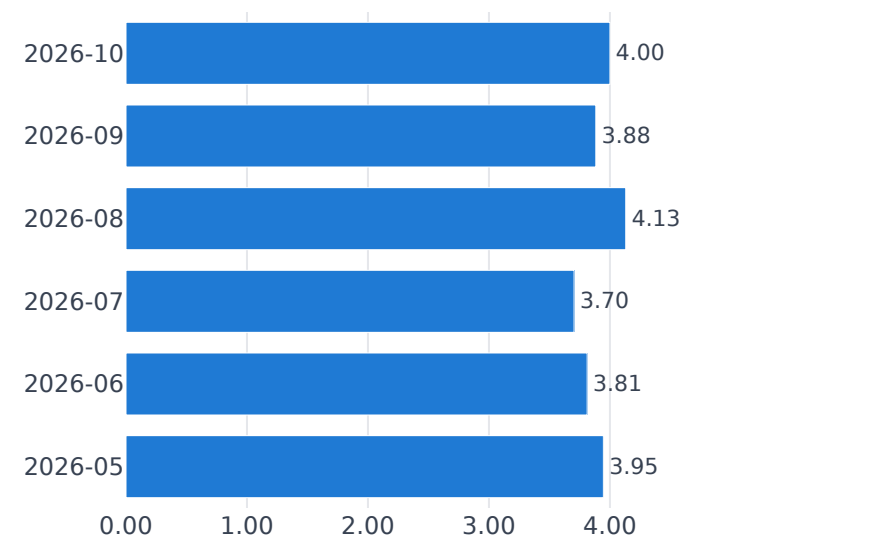
Average Resolved Tickets Per Day

Jasmine · resolutions divided by days with at least one resolution



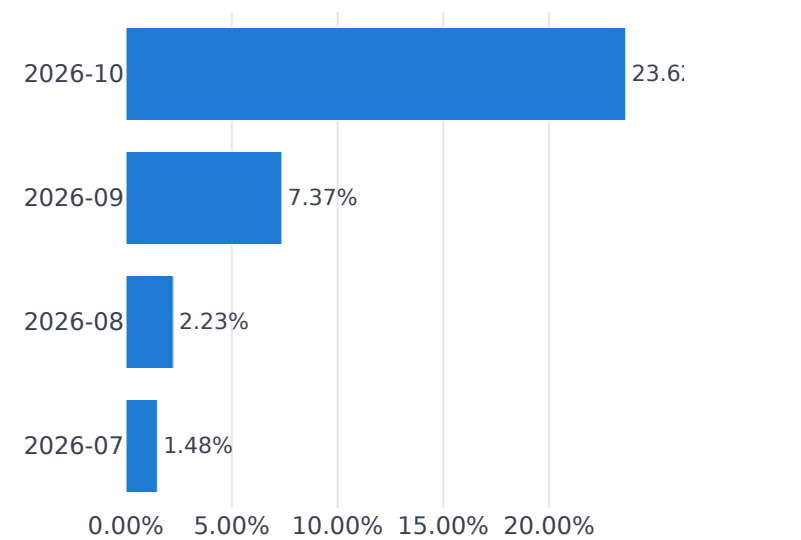
Monthly Avg CSAT

Jasmine · average customer rating, by month resolved



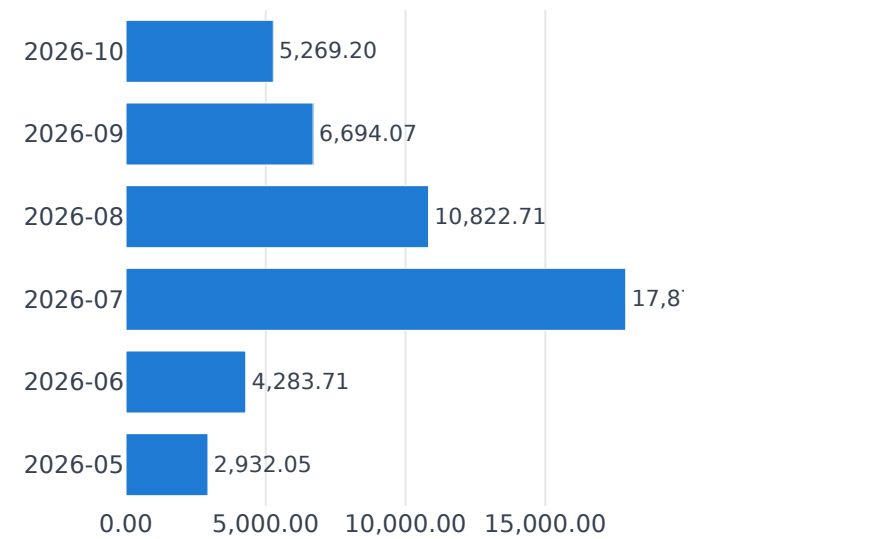
Monthly FCR

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



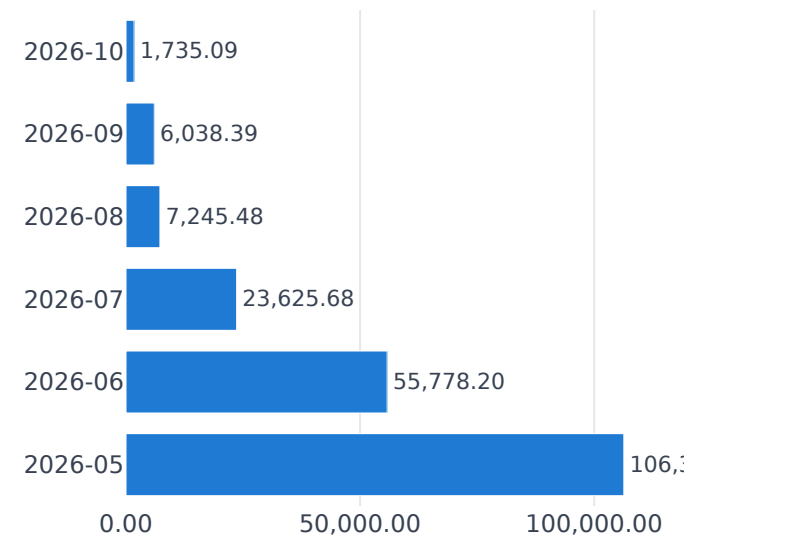
Avg of TTTR (minutes) by Month

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	5,269.20	934	6	155.67	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	1,193,742	688	1,735.09
2026-09	21,544,962	3,568	6,038.39
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 2026-10-09T1549Z, generated 2026-10-09T15:49:26Z from commit af0c0668. The numbers were read from Snowflake once, when this page was generated, and never refresh.