

# Support KPI

☒ (Tất cả)

☒ John

☒ Kate

☒ Mary

☒ Paula

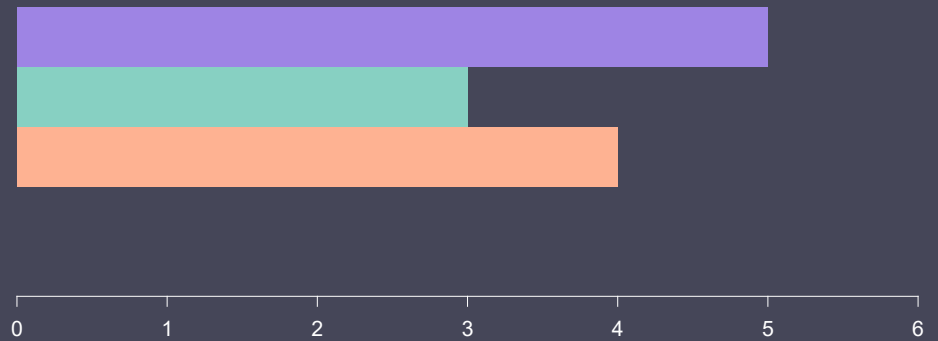
☒ Tom

Call Waiting



Tickets by Status

Solved Pending New



Agents Online



2

Callbacks Waiting



6

Average Wait Time



4.08

CSAT



96.6%

Longest Wait Time

