

# Support KPI

(Alles)

John

Kate

Mary

Paula

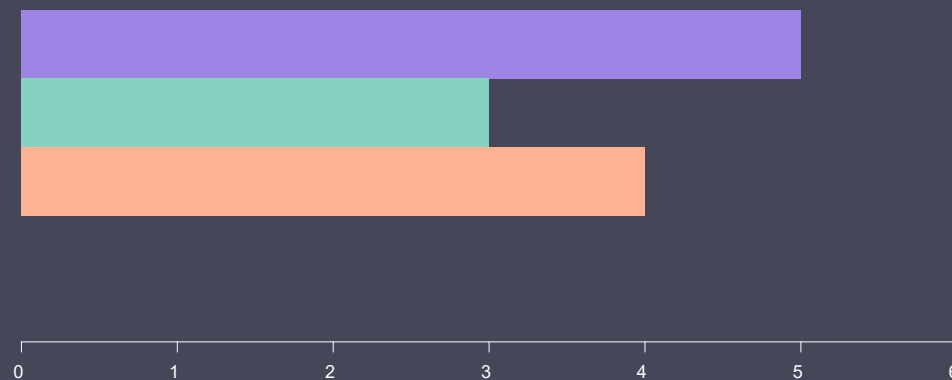
Tom

## Call Waiting



## Tickets by Status

Legend: Solved (purple), Pending (teal), New (orange)



## Agents Online



2

## Callbacks Waiting



6

## Average Wait Time



4.08

## CSAT



96.6%

## Longest Wait Time

