

Support KPI

(Alle)

John

Kate

Mary

Paula

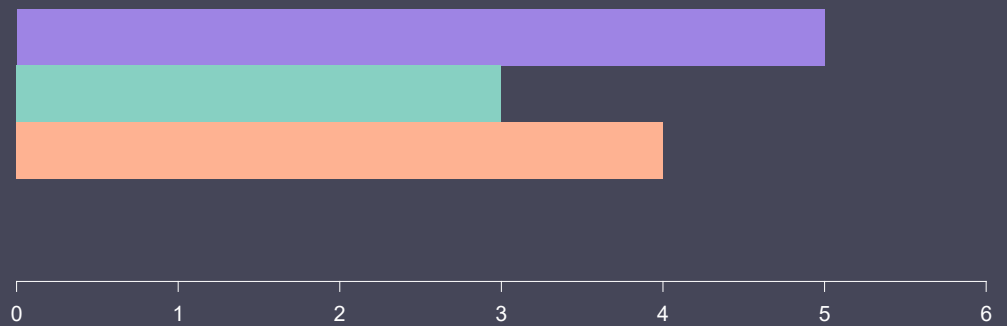
Tom

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

