

[Global](#) [Workers](#) [Projects](#) [Time](#)

JIBS HELPDESK REPORTING

Global benchmarks, for date interval:

Start date :

/ /



End date :

/ /

[Submit](#)

Number of tickets

1.254.837

Average survey quality

3.6 stars

Standard deviation

0.69

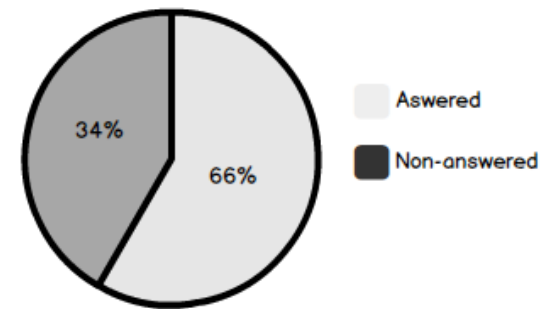
Top 5 - Fastest workers

1st - Maria Pinto
2nd - Margarida Rodrigues
3rd - Madalena Ferreira
4th - Miguel Freitas
5th - João Pires

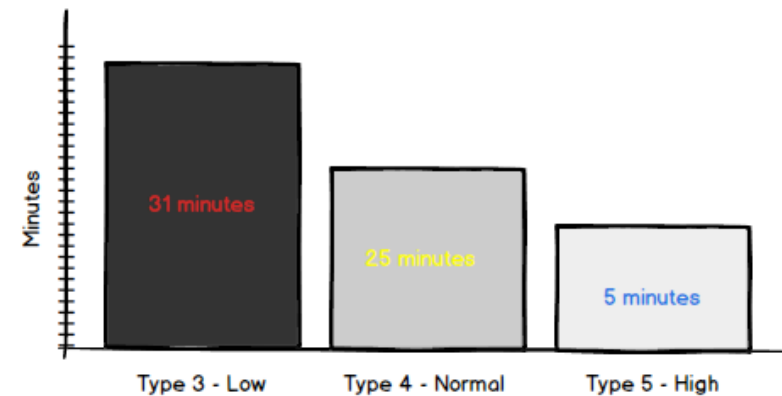
Top 5 - Quality workers

1st - João Pires
2nd - Maria Pinto
3rd - Madalena Ferreira
4th - Margarida Rodrigues
5th - Miguel Freitas

Percentage of survey responses



Average ticket response time, by priority





Global Workers Projects Time

JIBS HELPDESK REPORTING

Workers benchmarks, for date interval:

Start date :

/ /



End date :

/ /



Submit

Worker: Maria Pinto ▼

José Manuel
Tiago Pinto
Andre Silva
...

Number of tickets answered:

154.214

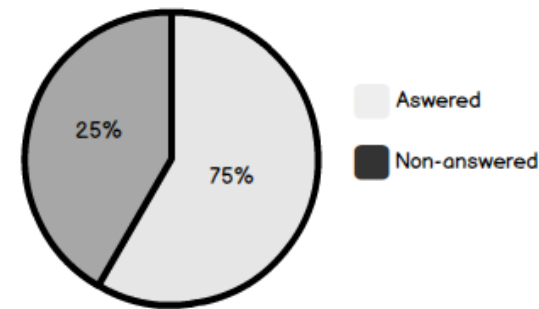
Average survey quality:

4.6 stars

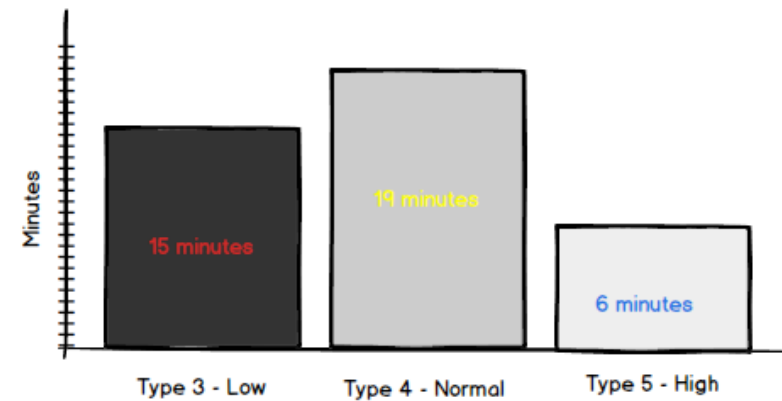
Standard deviation:

0.42

Percentage of survey responses



Average ticket response time, by priority





Global Workers Projects Time

JIBS HELPDESK REPORTING

Projects benchmarks, for date interval:

Start date: / /



End date: / /



Submit

Project: Vizio

XPAC
Wells Fargo
XPLANE
...

Number of tickets:

154.21

Average survey quality:

4.6 stars

Standard deviation:

0.69

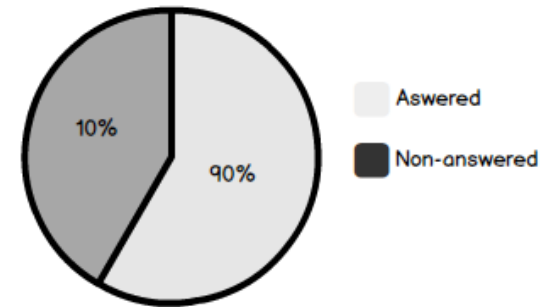
Top 5 - Project Fastest workers

1st - Maria Pinto
2nd - Margarida Rodrigues
3rd - Madalena Ferreira
4th - Miguel Freitas
5th - João Pires

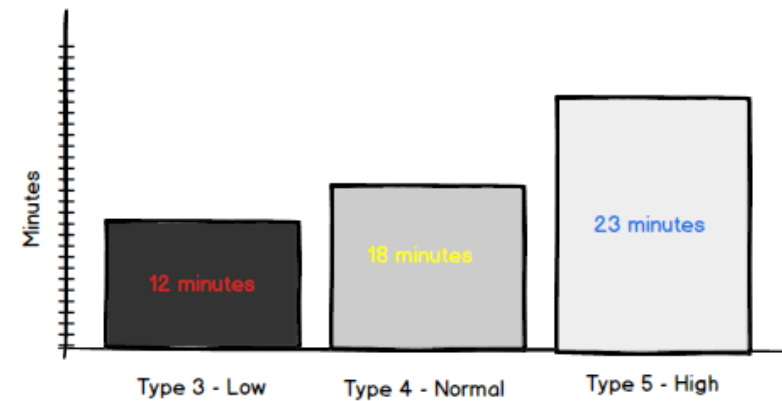
Top 5 - Project Quality workers

1st - João Pires
2nd - Maria Pinto
3rd - Madalena Ferreira
4th - Margarida Rodrigues
5th - Miguel Freitas

Percentage of survey responses



Average ticket response time, by priority





Global Workers Projects **Time**

JIBS HELPDESK REPORTING

Time benchmarks, for date interval:

Start date: 10/05/2019



End date: 01/07/2019



Submit

Number of tickets

2.394.43

Average survey quality

4.1 stars

Standard deviation

0.71

Top 5 - Fastest workers

1st - Maria Pinto
2nd - Margarida Rodrigues
3rd - Madalena Ferreira
4th - Miguel Freitas
5th - João Pires

Top 5 - Quality workers

1st - João Pires
2nd - Maria Pinto
3rd - Madalena Ferreira
4th - Margarida Rodrigues
5th - Miguel Freitas

