

# AGENT PERFORMANCE DASHBOARD

A quick snapshot of each agents performance based on tickets handled and customer satisfaction



Jeffrey Jones



IT Support Specialist

Number of Tickets 569

AVG CSAT: 3.44



Lan Ho



Customer Support Agent

Number of Tickets 557

AVG CSAT: 3.51



Chong Kung



Support Engineer

Number of Tickets 578

AVG CSAT: 3.57



Korey Jordan



Customer Support Agent

Number of Tickets 545

AVG CSAT: 3.62



Donald Adeyemi



IT Support Specialist

Number of Tickets 584

AVG CSAT: 3.53



Tracy Spencer



Escalation Specialist

Number of Tickets 513

AVG CSAT: 3.58



Yong Kung



Support Engineer

Number of Tickets 589

AVG CSAT: 3.44



Yemi Leonard



Customer Support Agent

Number of Tickets 538

AVG CSAT: 3.62




Jonathan Smith



Team Lead (Support)

Number of Tickets 527

AVG CSAT: 3.51



Jeffrey Jon...

Tickets

59

▲ 64% vs PM

Avg CSAT

3.38

▲ 6% vs PM

SLA Compliance

11.86%

▼ -53% vs PM

Avg Resolution Time

3d 9h

▲ 6% vs PM

Resolution rate

49.15%

▼ -29% vs PM

What are the Top 5 Issues

Account Management

6

Billing/Payment

7

Email Issue

4

Integration Issue

9

Login Issue

4

Other

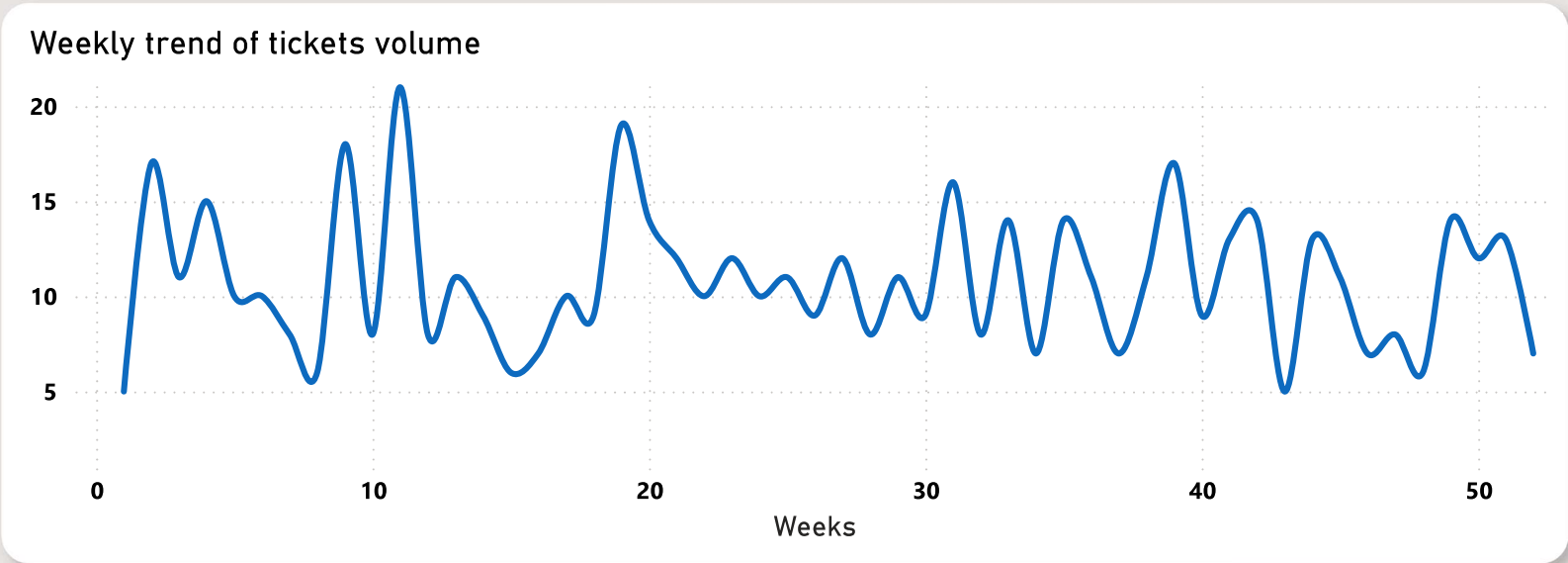
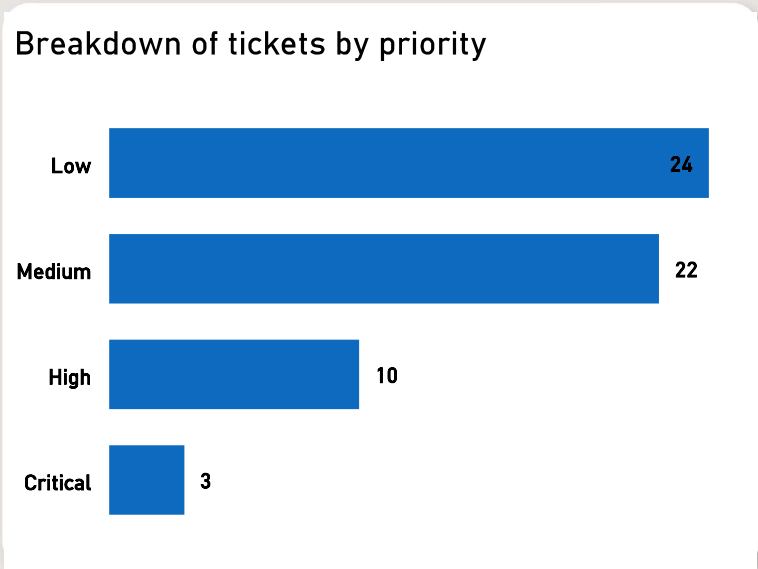
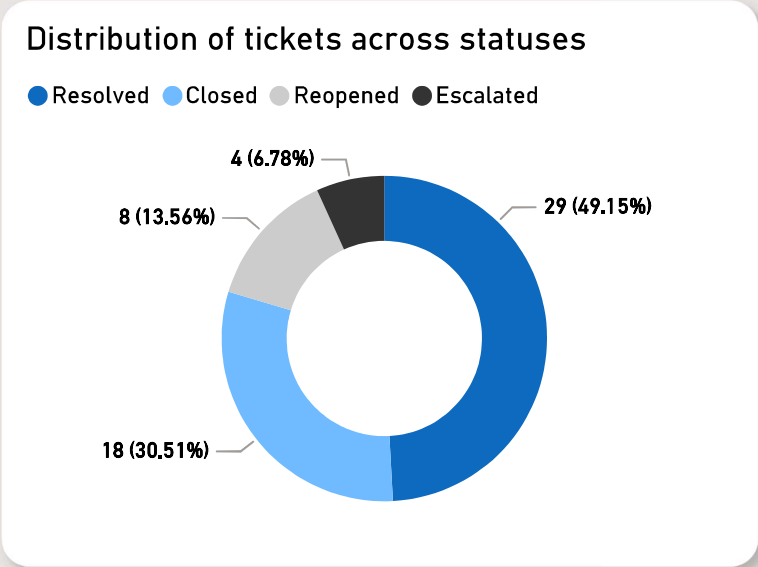
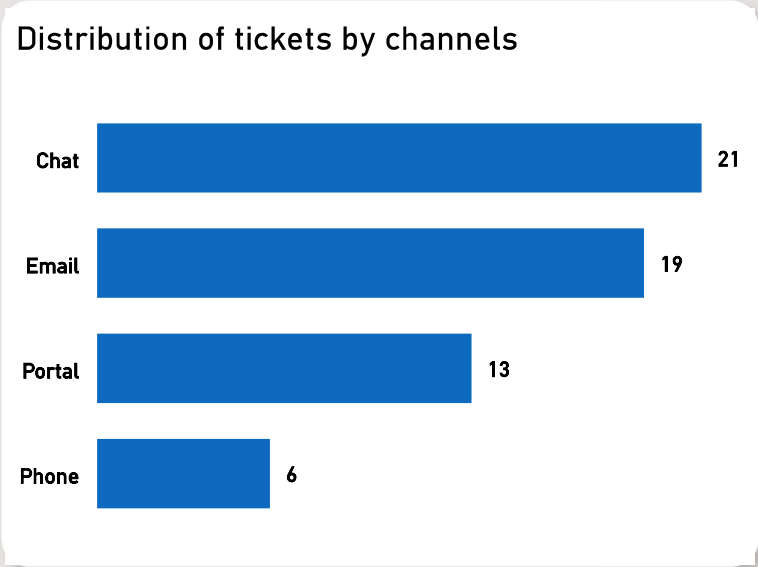
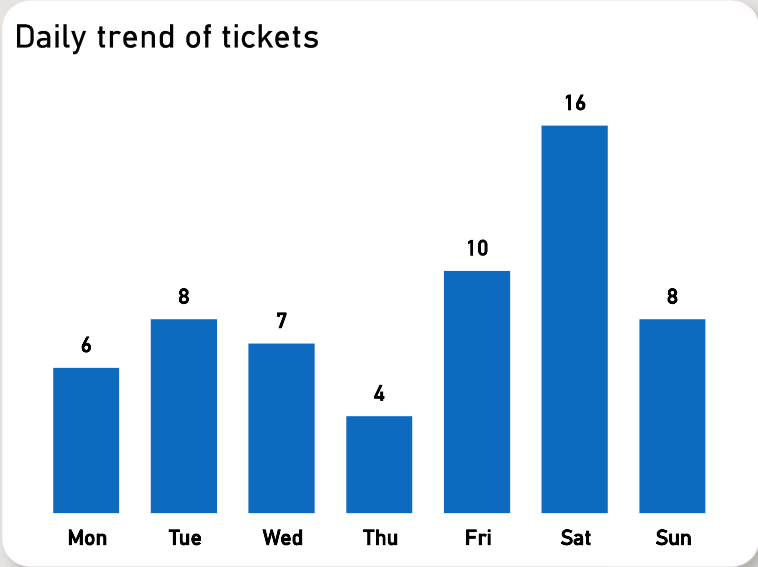
9

Password Reset

10

Software Bug

10



Agent's Performance Profile

Comprehensive breakdown of tickets compliance and customer satisfaction for individual agent

Close

Filter by month to see monthly performance

February



Lan Ho

Tickets

49

▲ 17% vs PM

Avg CSAT

3.95

▲ 2% vs PM

SLA Compliance

14.29%

▼ -33% vs PM

Avg Resolution Time

2d 20h

▼ -7% vs PM

Resolution rate

42.86%

▼ -33% vs PM

What are the Top 5 Issues

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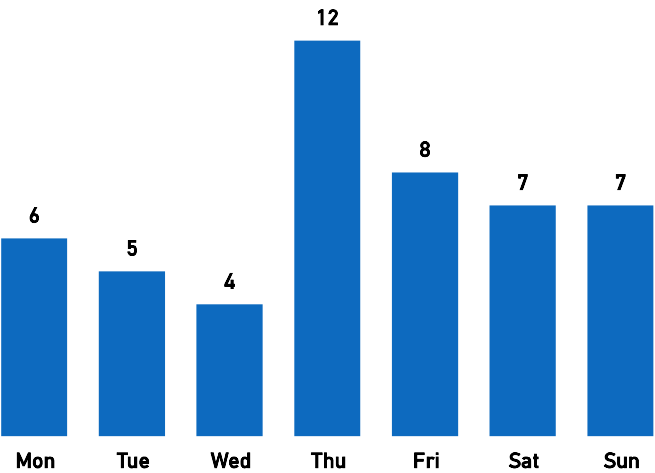
Password Reset

6

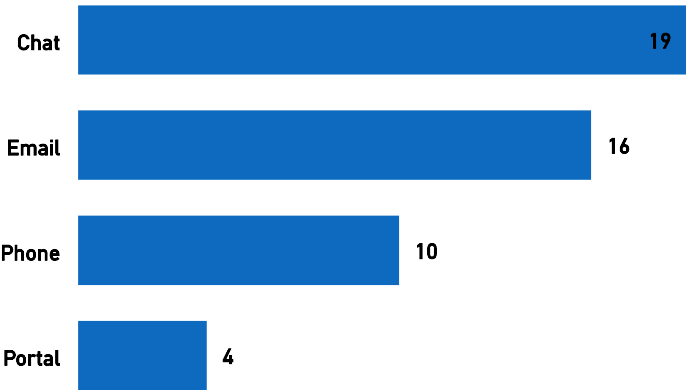
Software Bug

7

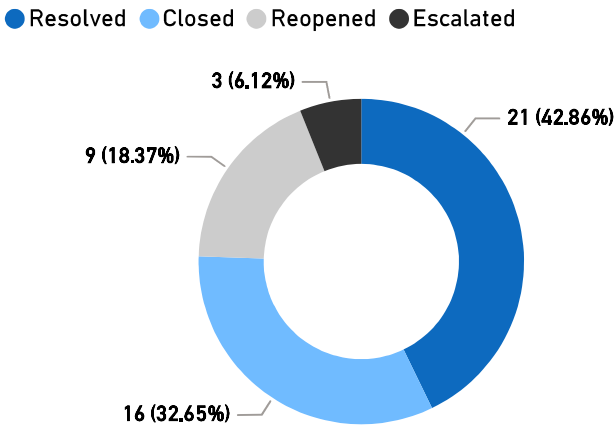
Daily trend of tickets



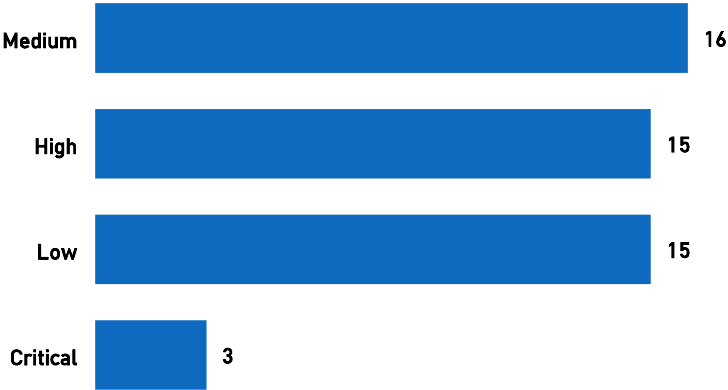
Distribution of tickets by channels



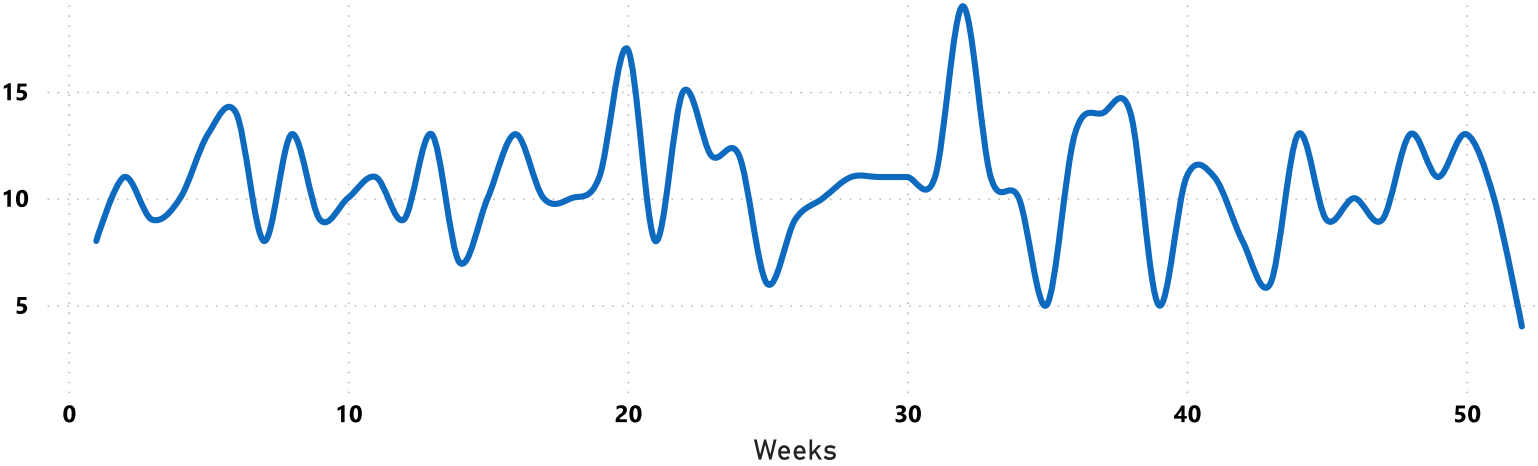
Distribution of tickets across statuses



Breakdown of tickets by priority



Weekly trend of tickets volume





Chong Kung

Tickets

43

▲ 30% vs PM

Avg CSAT

3.27

▼ -4% vs PM

SLA Compliance

9.30%

▼ -62% vs PM

Avg Resolution Time

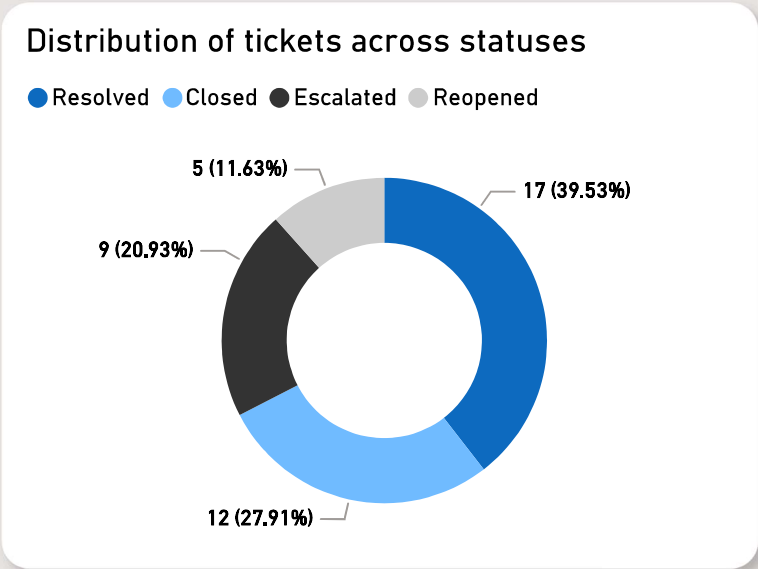
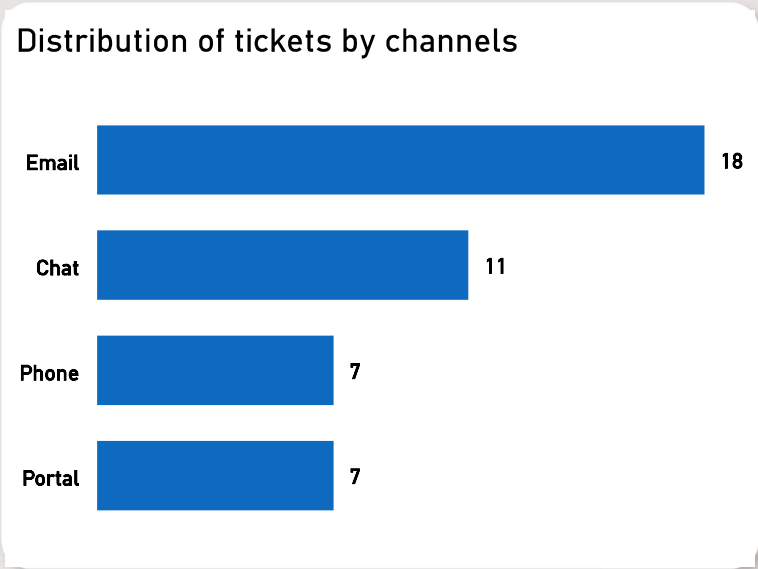
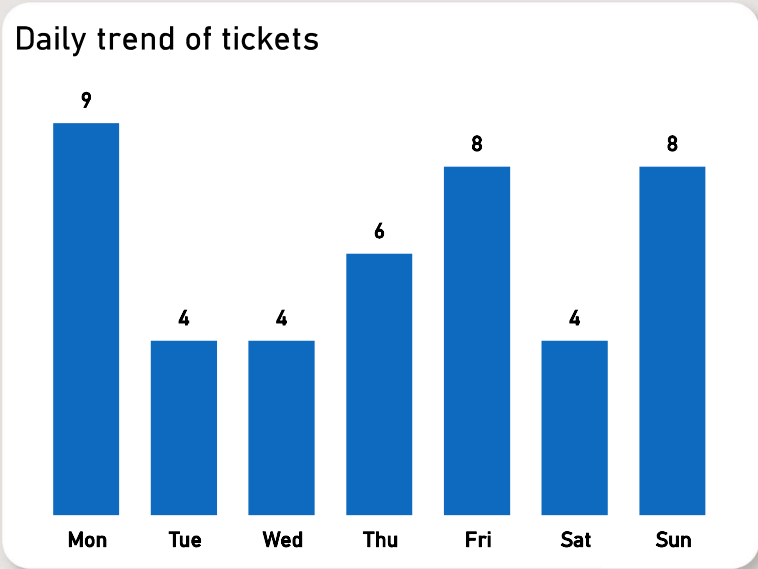
3d 2h

▼ -4% vs PM

Resolution rate

39.53%

▼ -38% vs PM



What are the Top 5 Issues

Account Management

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Login Issue

6

Other

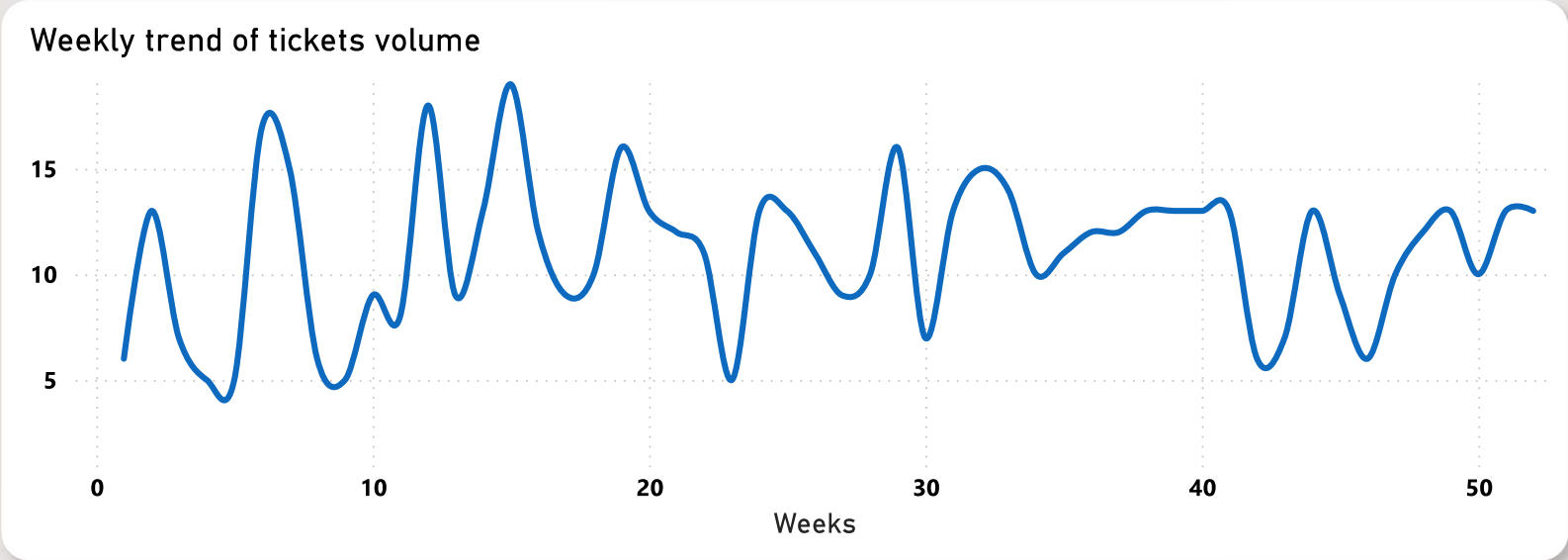
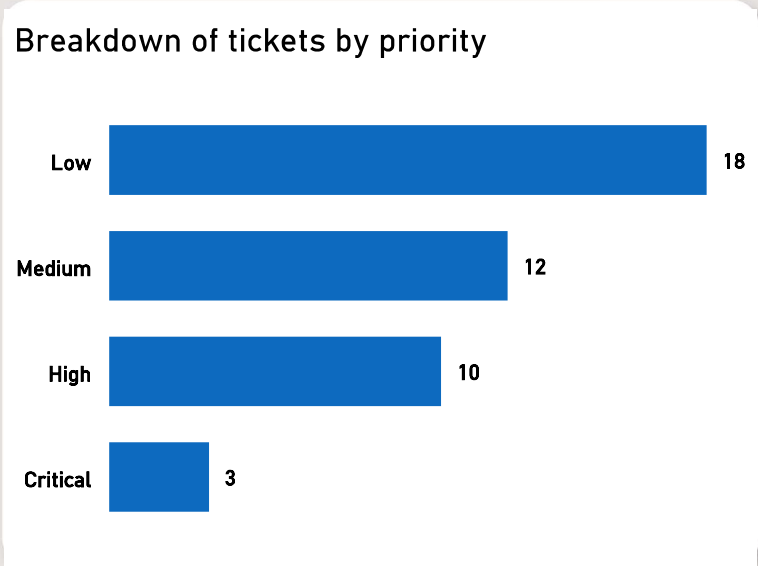
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Password Reset

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Software Bug

4





Korey Jordan

Tickets

46

▼ -6% vs PM

Avg CSAT

3.86

▲ 11% vs PM

SLA Compliance

17.39%

▼ -5% vs PM

Avg Resolution Time

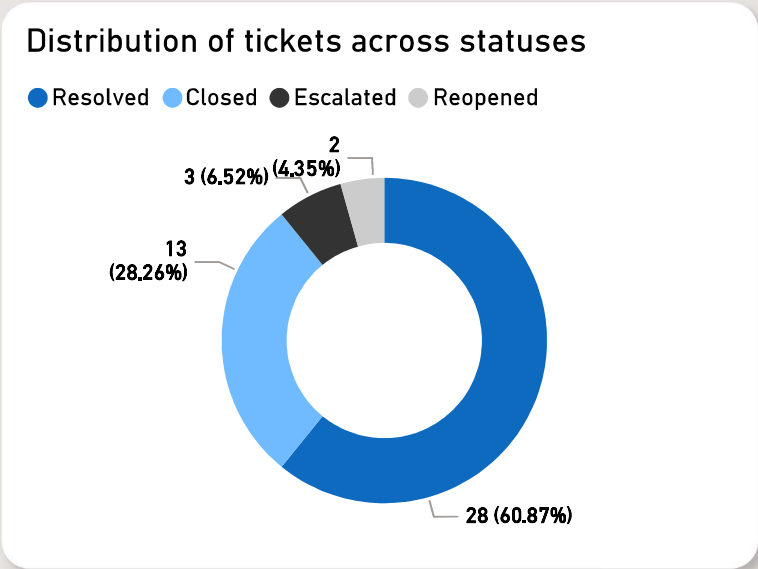
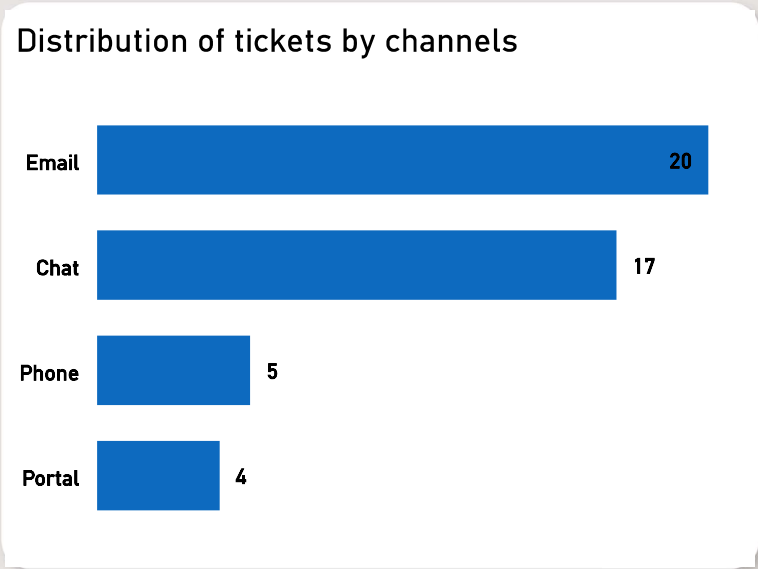
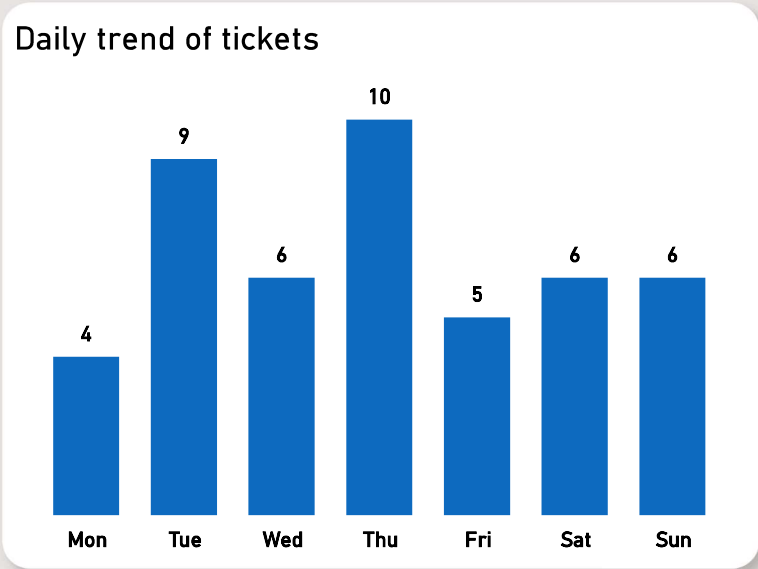
2d 20h

▲ 7% vs PM

Resolution rate

60.87%

▲ 57% vs PM



What are the Top 5 Issues

Account Management

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Login Issue

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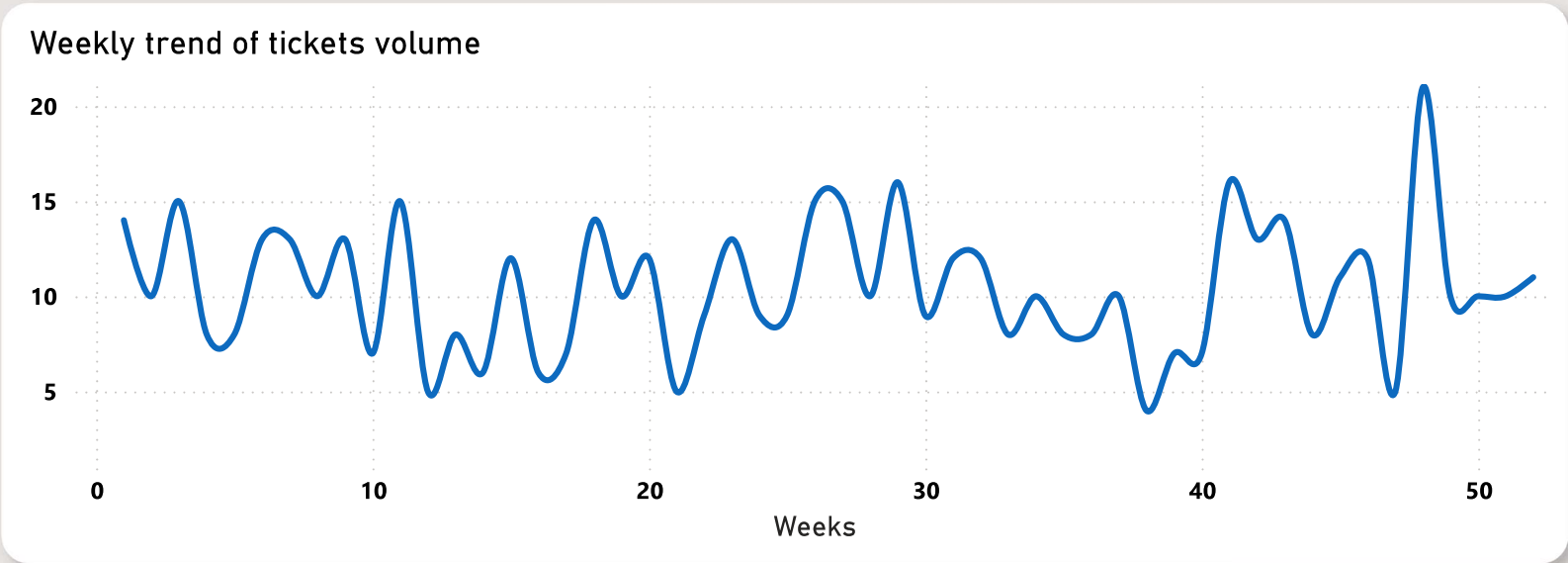
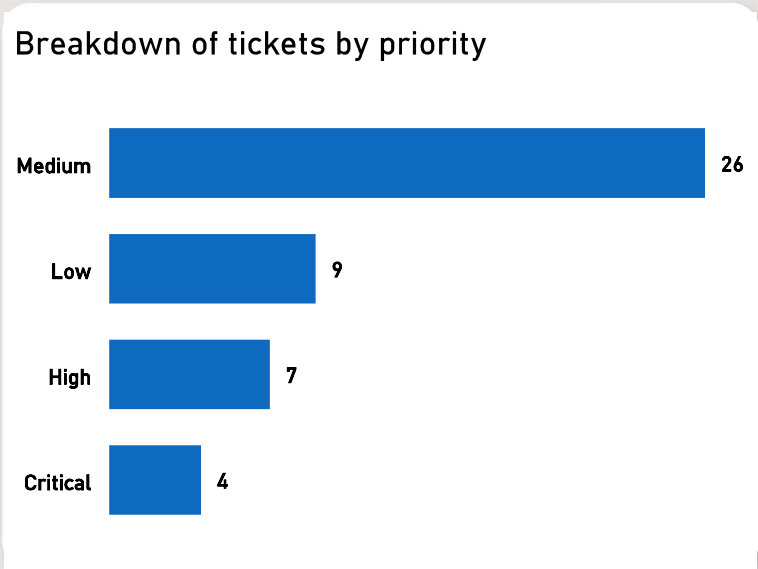
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Password Reset

6

Software Bug

4





Donald Adeyemi

Tickets

52

▲ 24% vs PM

Avg CSAT

3.52

▲ 5% vs PM

SLA Compliance

13.46%

▲ 41% vs PM

Avg Resolution Time

3d 6h

▲ 3% vs PM

Resolution rate

40.38%

▼ -26% vs PM

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Account Management

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Other

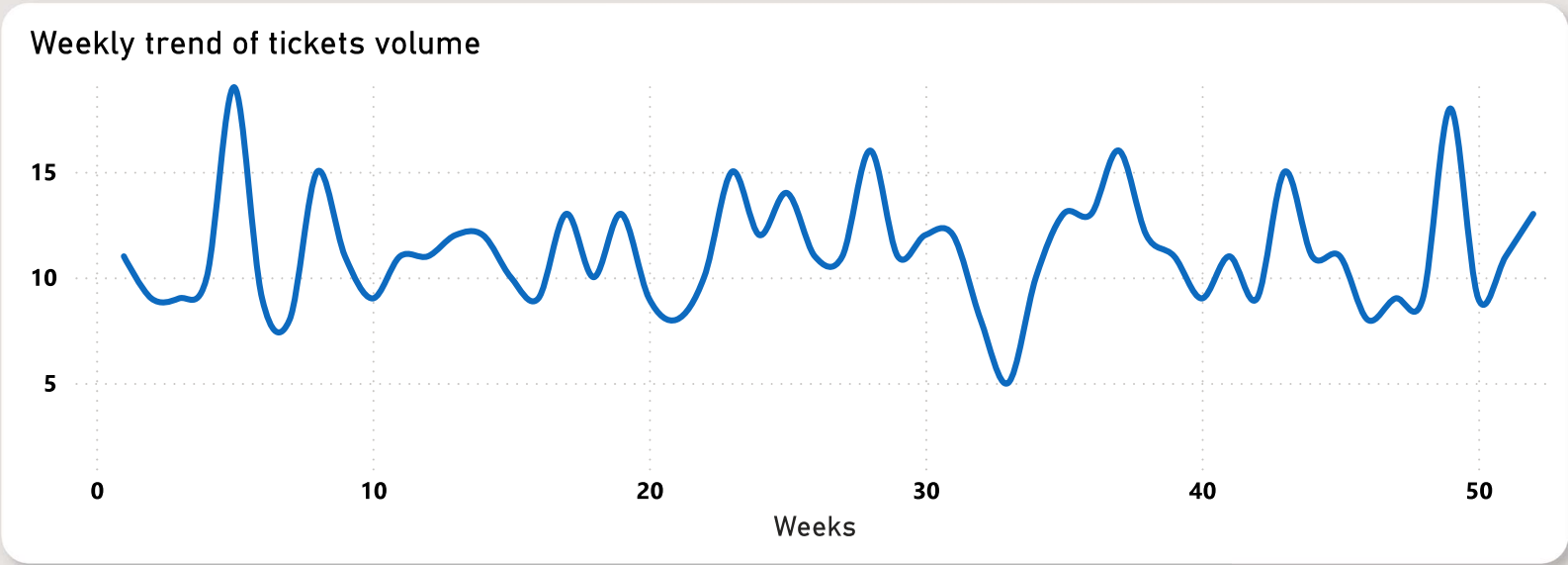
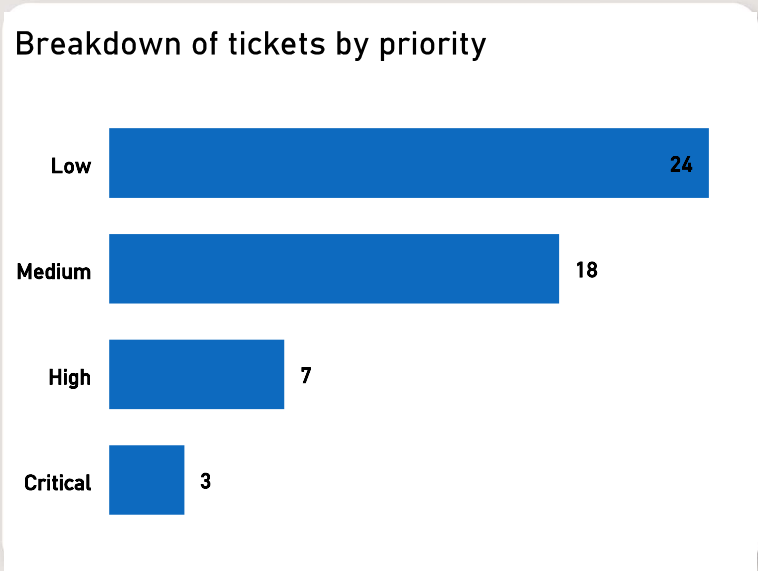
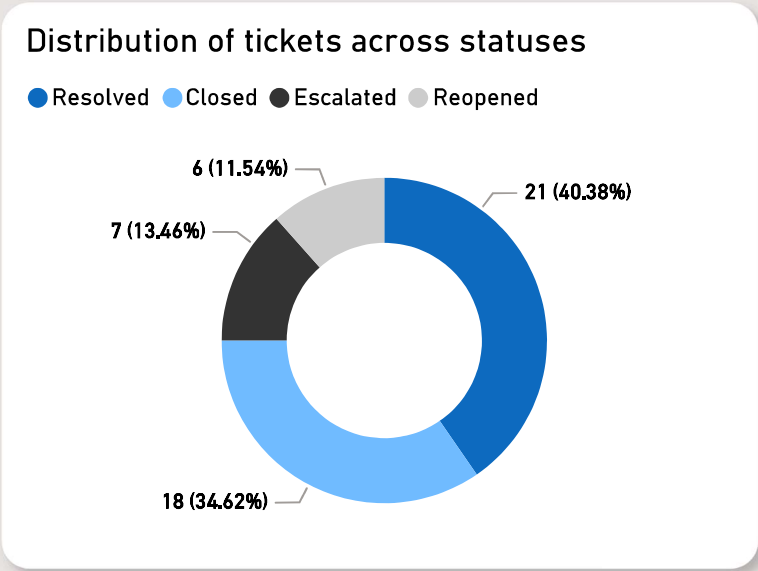
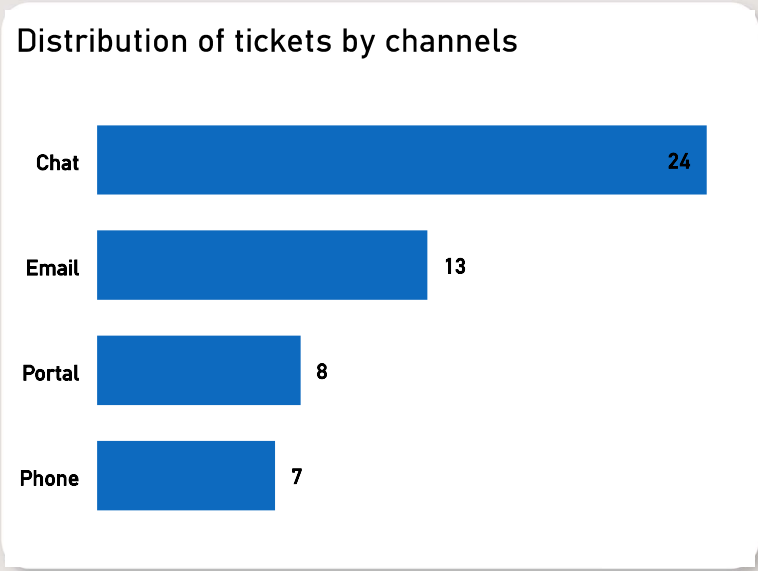
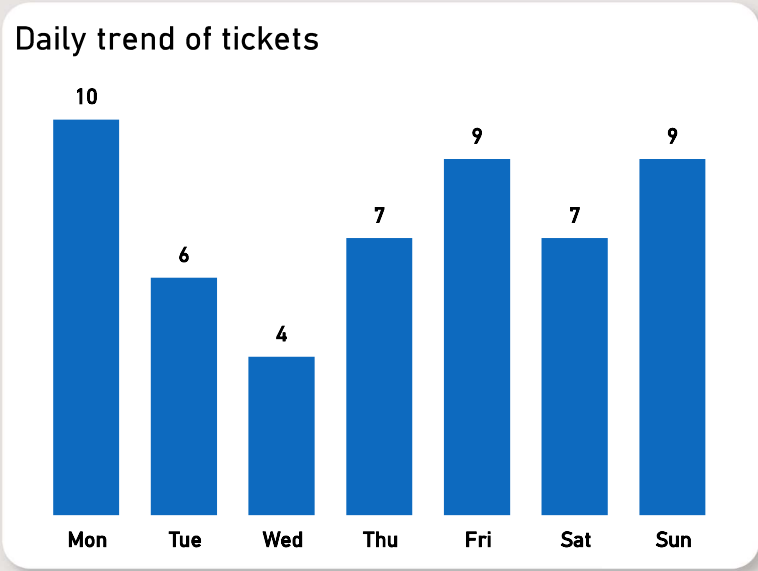
7


Password Reset

8

Software Bug

7





Tracy Spencer

Tickets

47

▲ 62% vs PM

Avg CSAT

2.92

▼ -25% vs PM

SLA Compliance

12.77%

▼ -38% vs PM

Avg Resolution Time

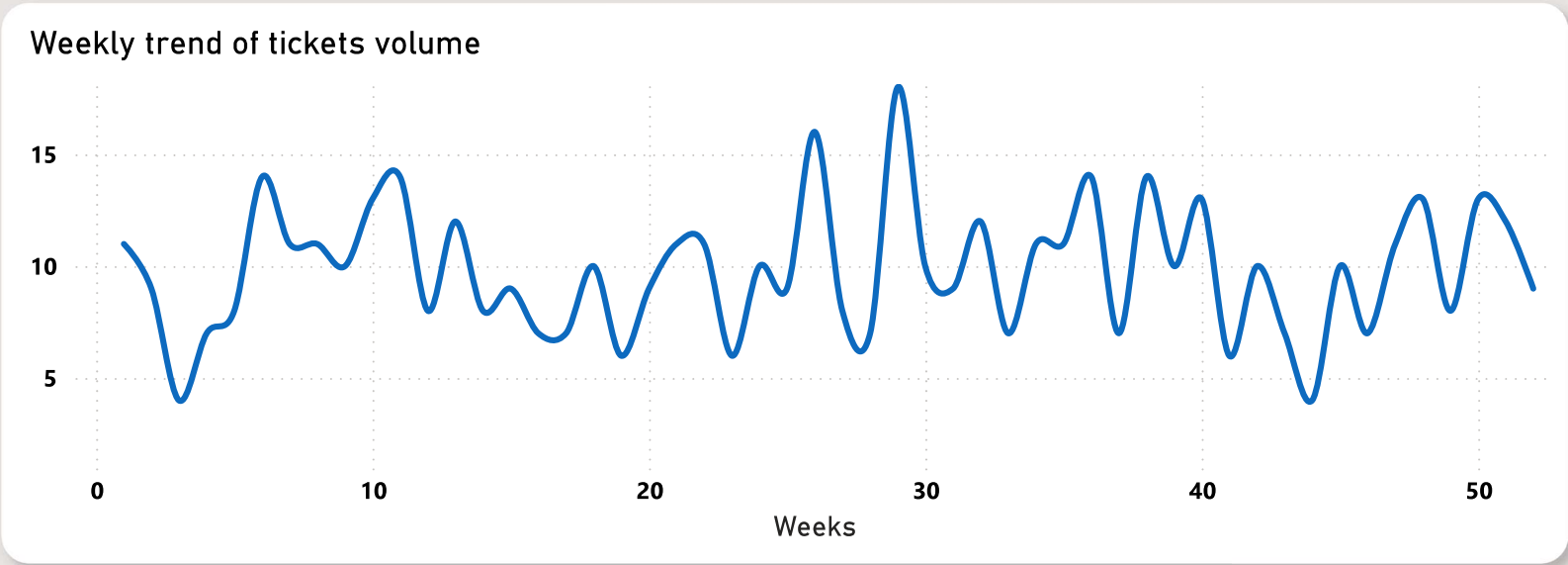
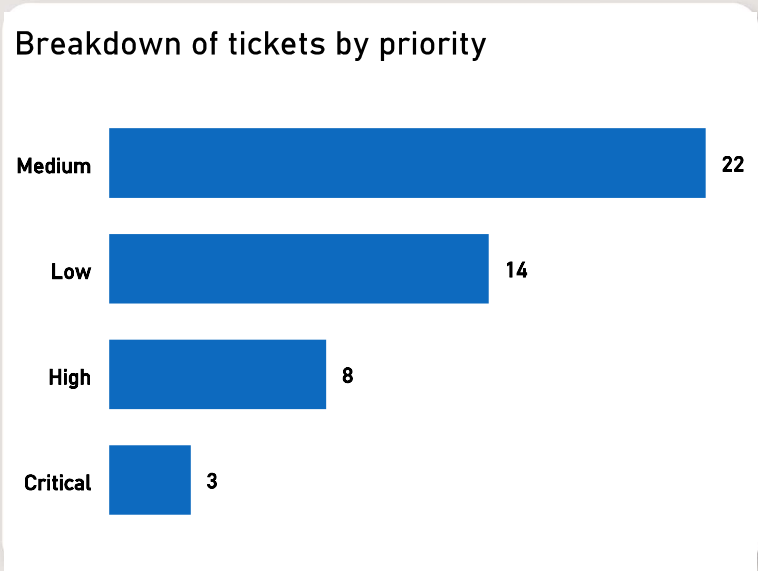
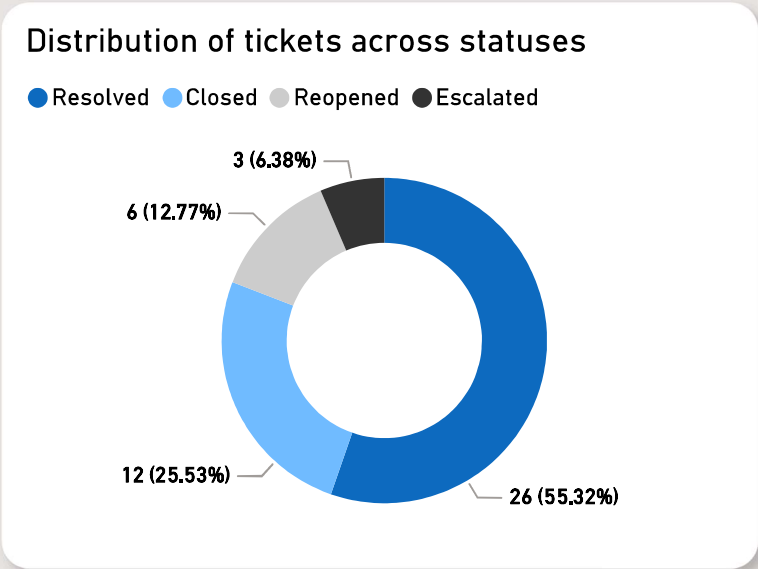
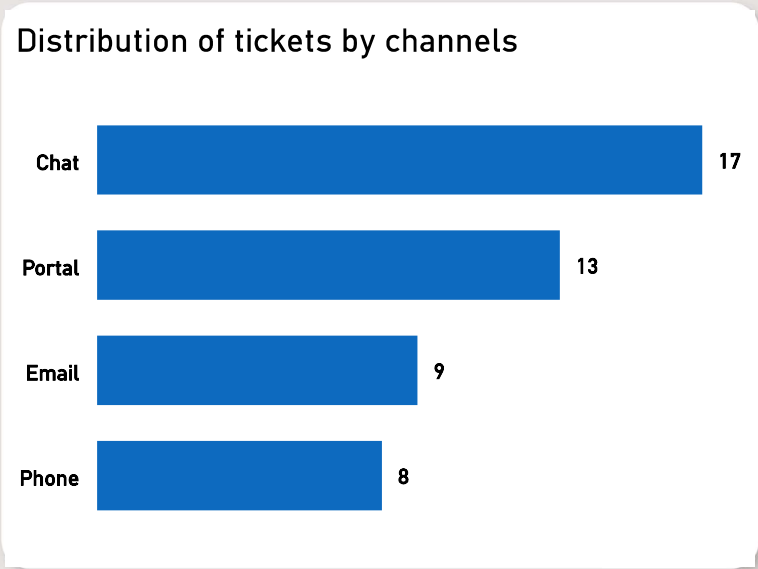
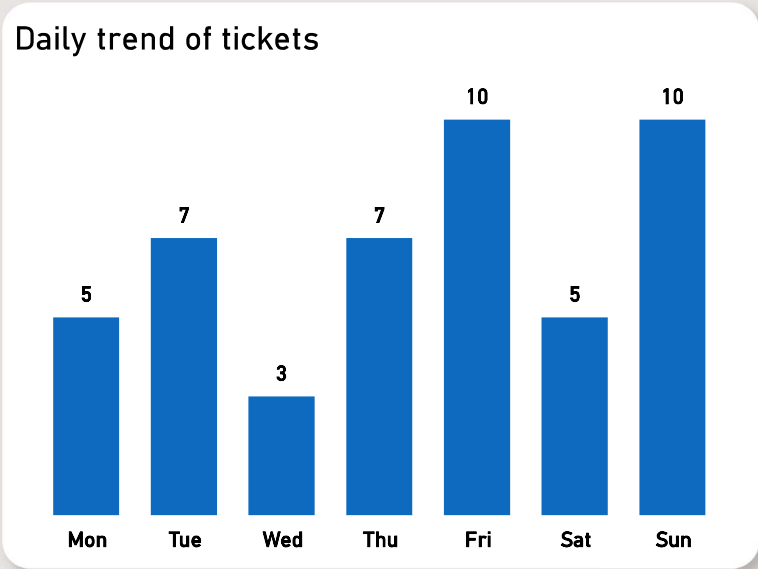
2d 13h

▼ -5% vs PM

Resolution rate

55.32%

▲ 0% vs PM



What are the Top 5 Issues

Account Management

5

Billing/Payment

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Email Issue

9

Integration Issue

6

Login Issue

6

Other

2


Password Reset

6

Software Bug

9





Yong Kung

Tickets

46

▼ -13% vs PM

Avg CSAT

3.29

▼ -6% vs PM

SLA Compliance

21.74%

▲ 65% vs PM

Avg Resolution Time

2d 19h

▼ -14% vs PM

Resolution rate

45.65%

▼ -17% vs PM

What are the Top 5 Issues

Account Management

7

Billing/Payment

8

Email Issue

5

Integration Issue

5

Login Issue

6

Other

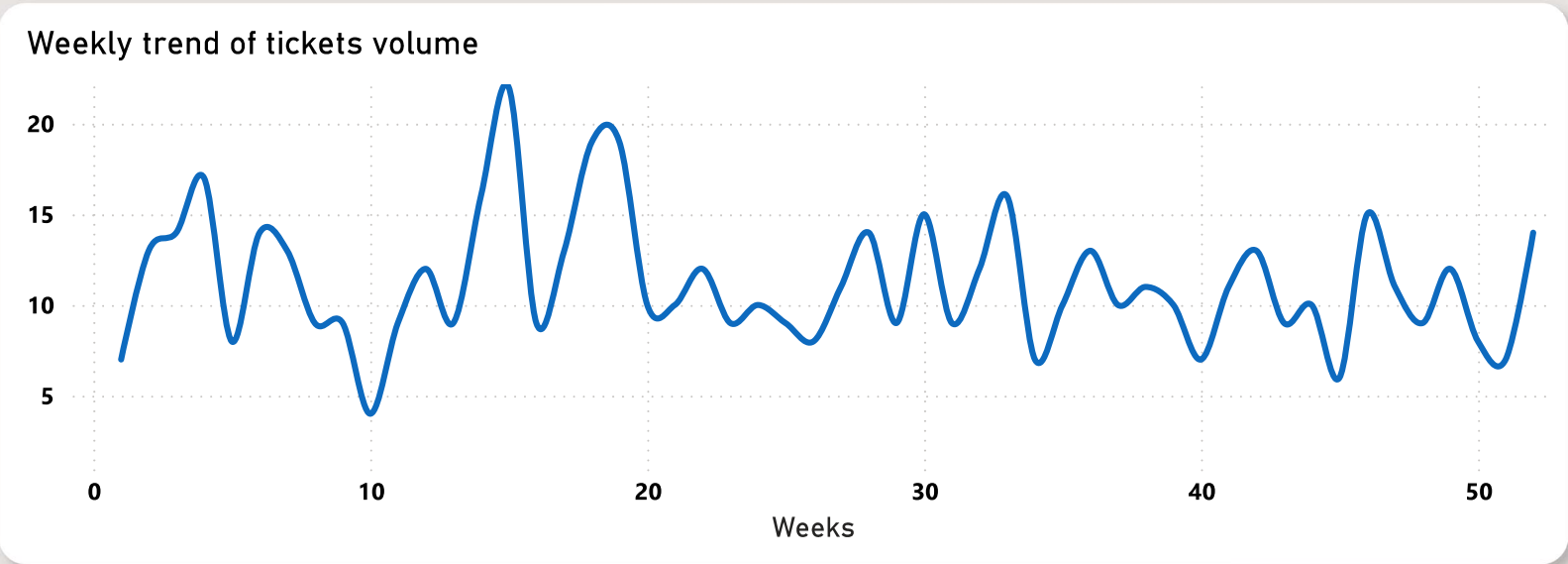
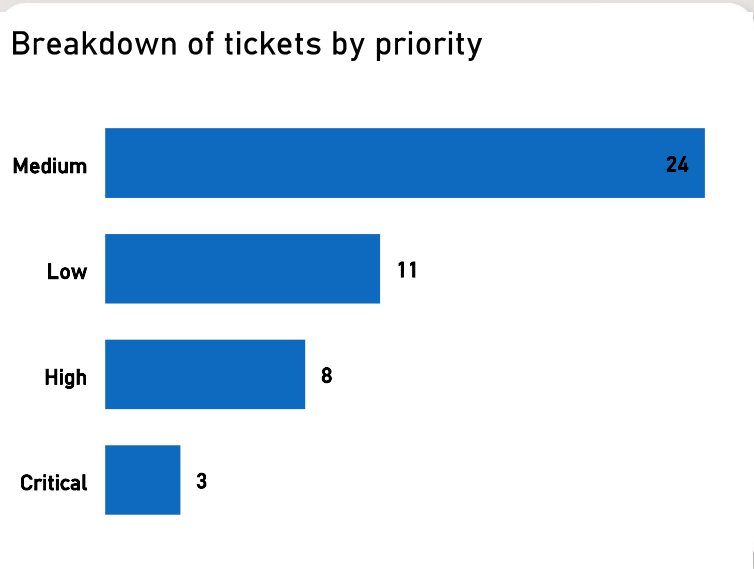
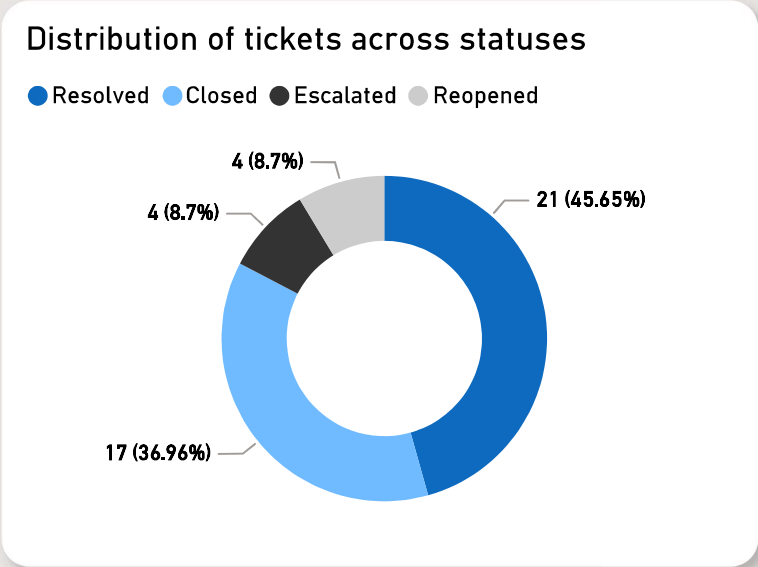
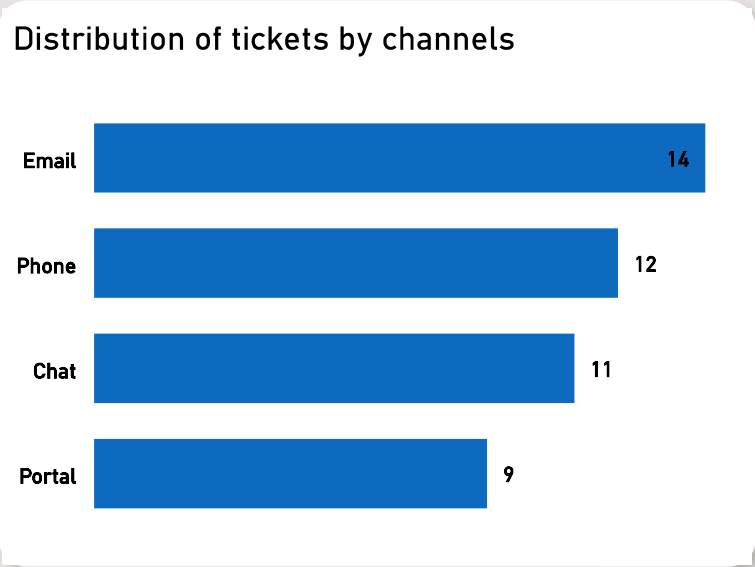
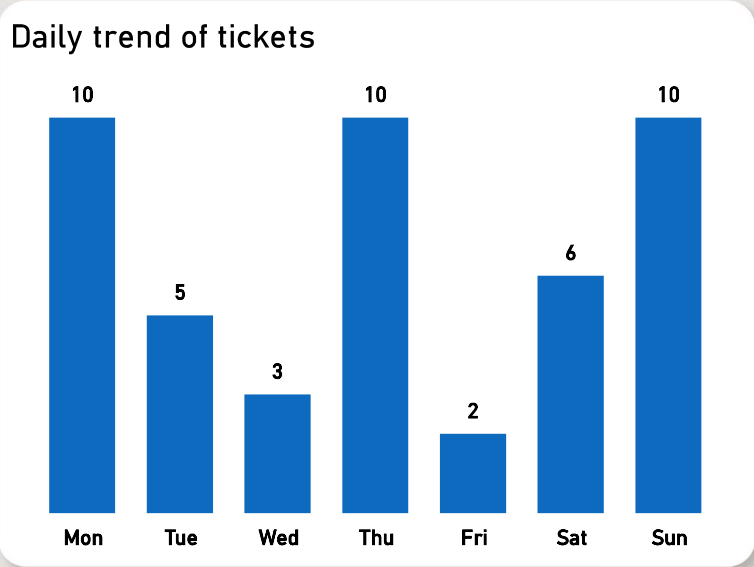
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Password Reset


3

Software Bug

4







Yemi Leonard

Tickets

49

▲ 20% vs PM

Avg CSAT

3.65

▼ -2% vs PM

SLA Compliance

8.16%

▼ -70% vs PM

Avg Resolution Time

2d 21h

▲ 6% vs PM

Resolution rate

40.82%

▼ -24% vs PM

What are the Top 5 Issues

Account Management

4

Billing/Payment

9

Email Issue

6

Integration Issue

2

Login Issue

10

Other

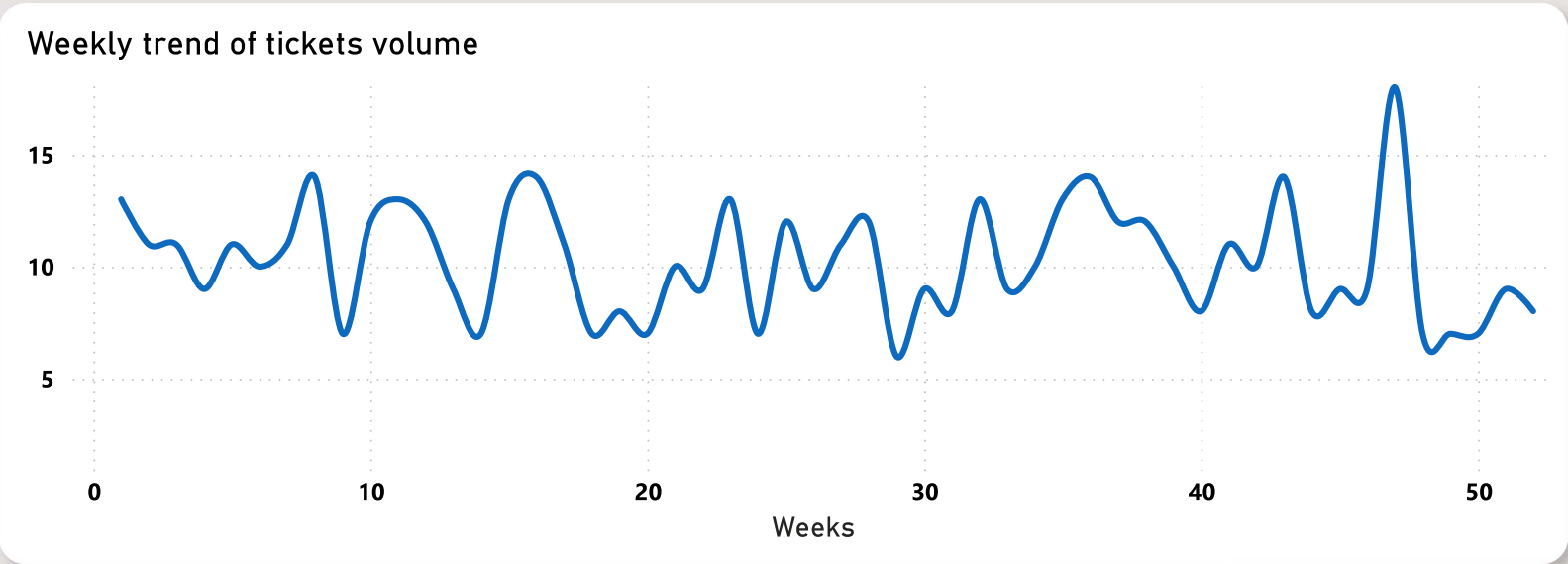
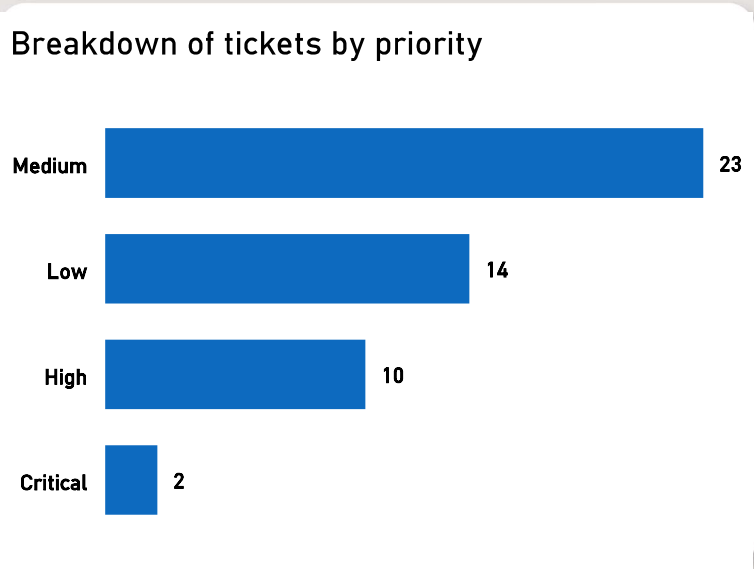
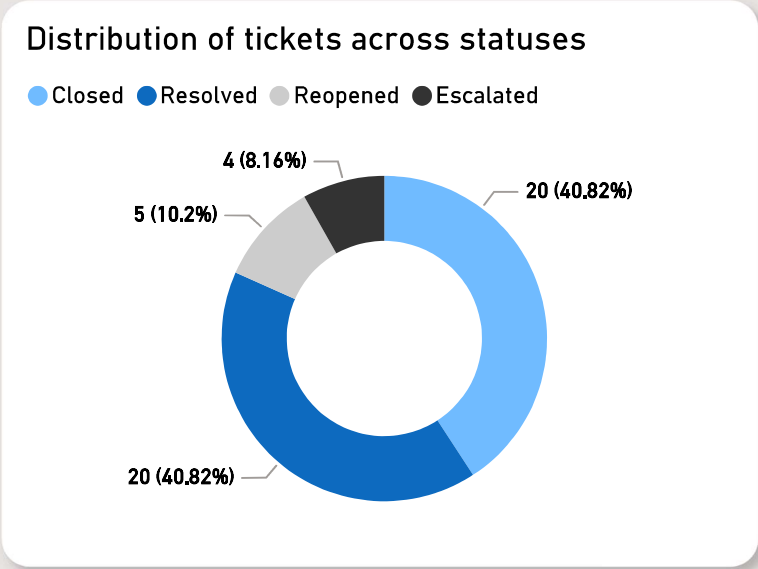
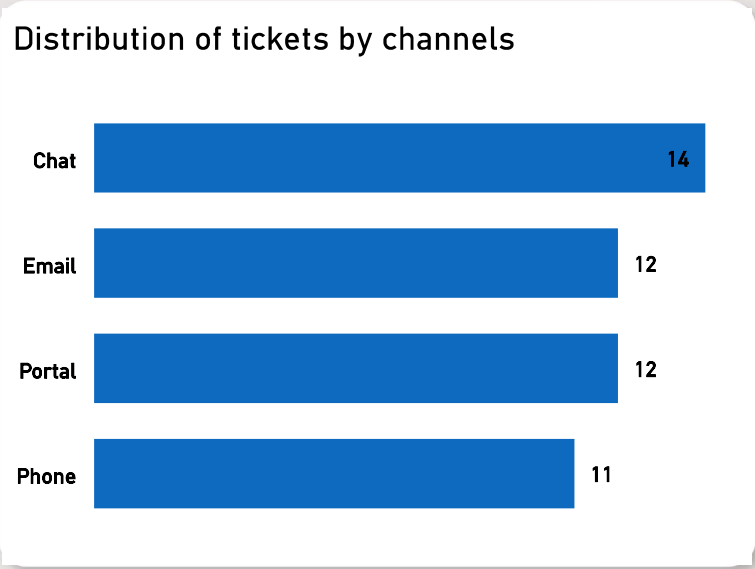
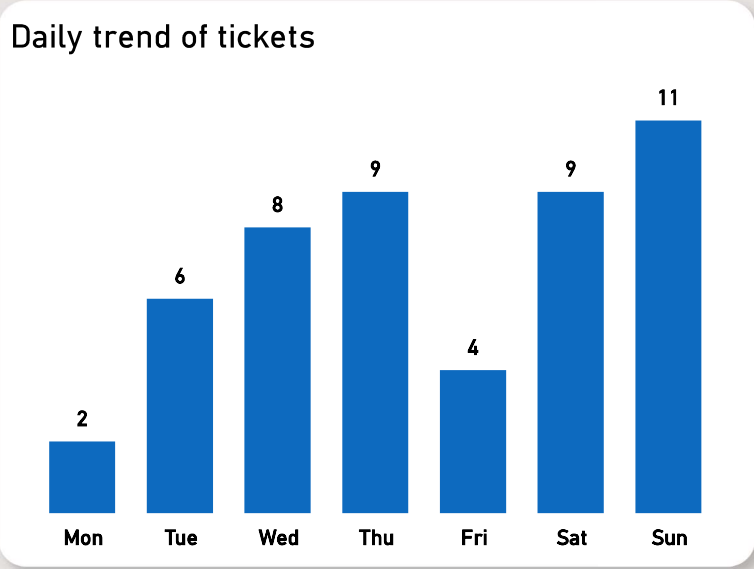
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Password Reset

4

Software Bug

7





Jonathan Smith

Tickets

45

▲ 29% vs PM

Avg CSAT

3.04

▼ -14% vs PM

SLA Compliance

8.89%

▼ -61% vs PM

Avg Resolution Time

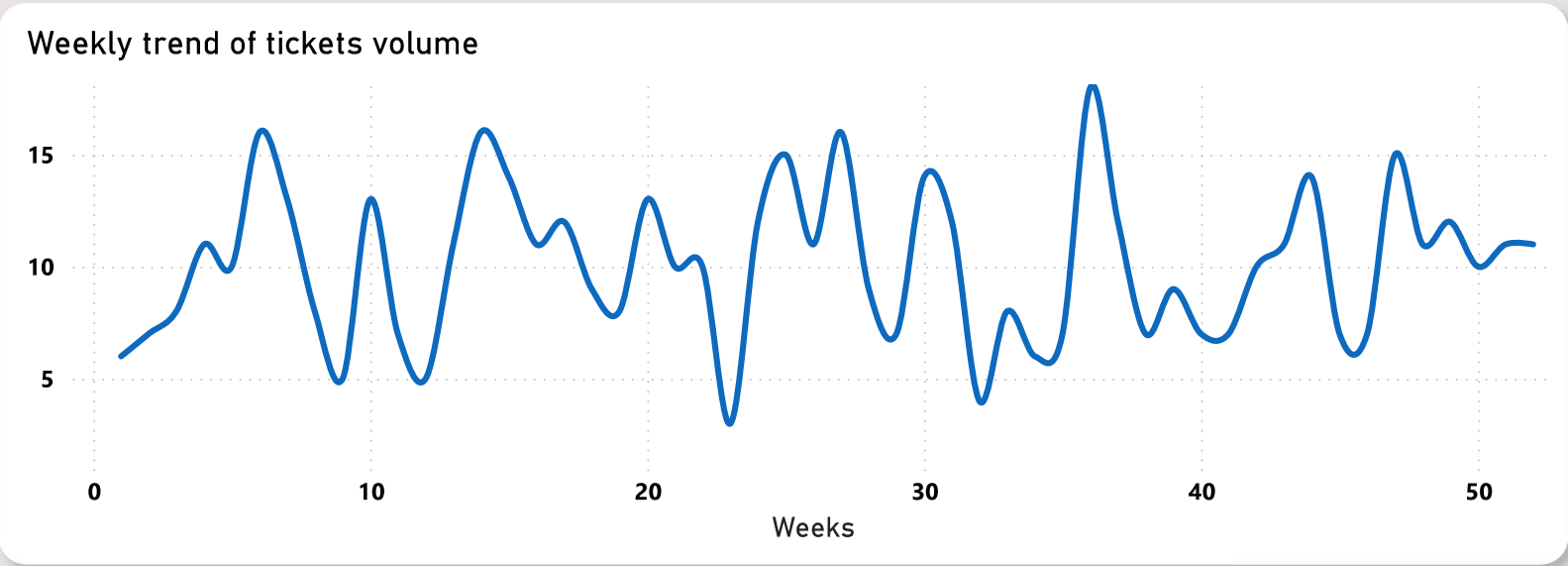
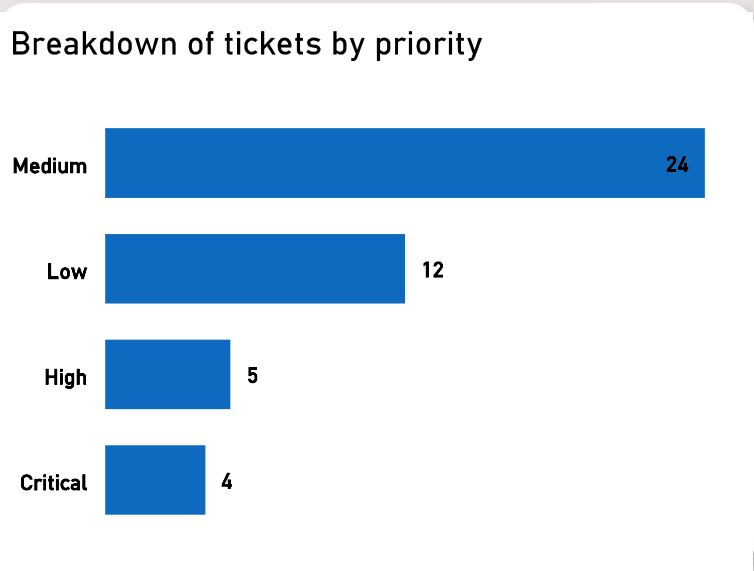
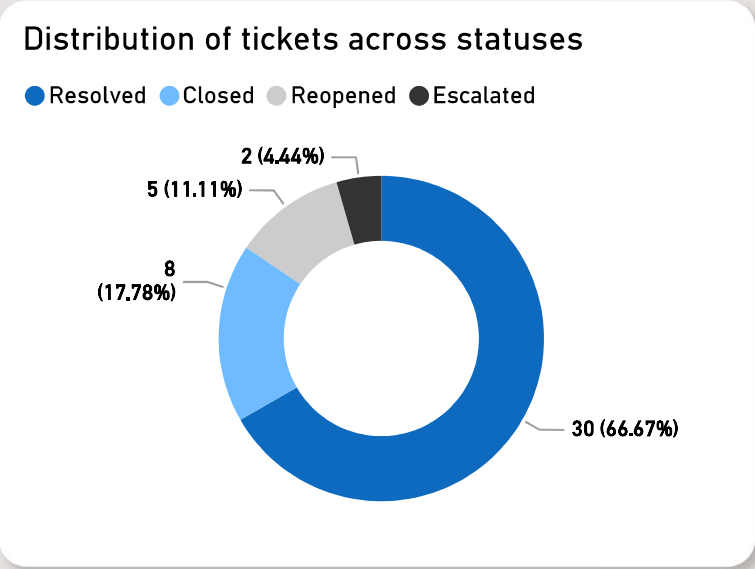
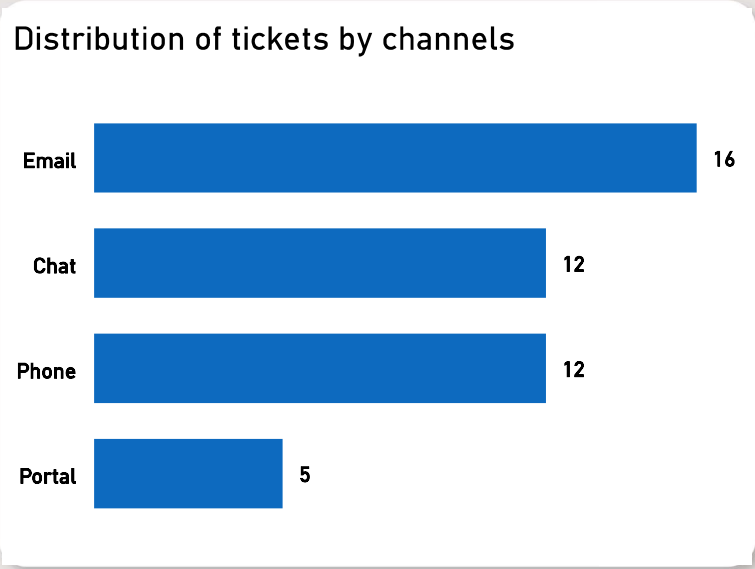
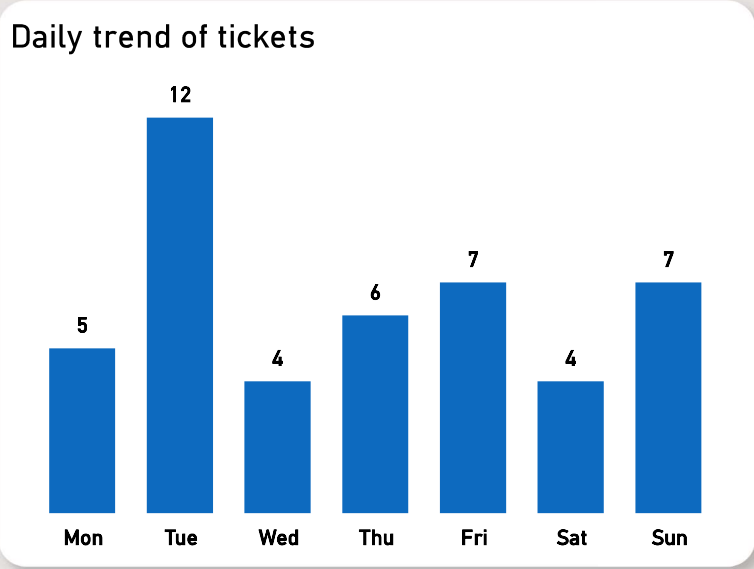
3d 2h

▲ 12% vs PM

Resolution rate

66.67%

▲ 23% vs PM



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