Select or drag fields to populate this visual

Digi Assist

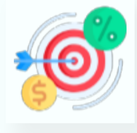
Customer Query

Ticket Query

Individual Performance

Bot Associate Query

Bot Job Query



Bot Sales Query

Kapture customer Query

A FirstMeridian Company

Client Name

All

Query Counts

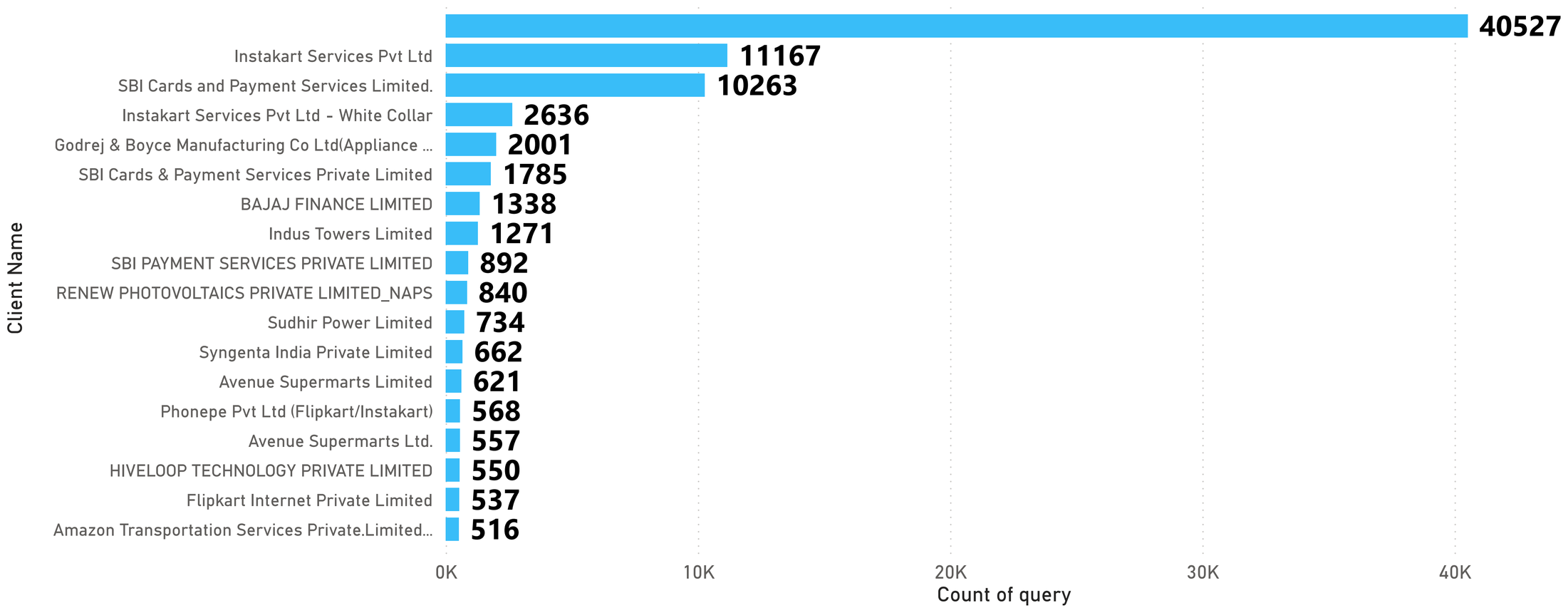
100K

Dates Filter

1/1/2024

7/31/2024

Top Customer For Query



Kapture Ticket Query

Date Selection

1/1/2024

7/31/2024

Source

All

Category

All

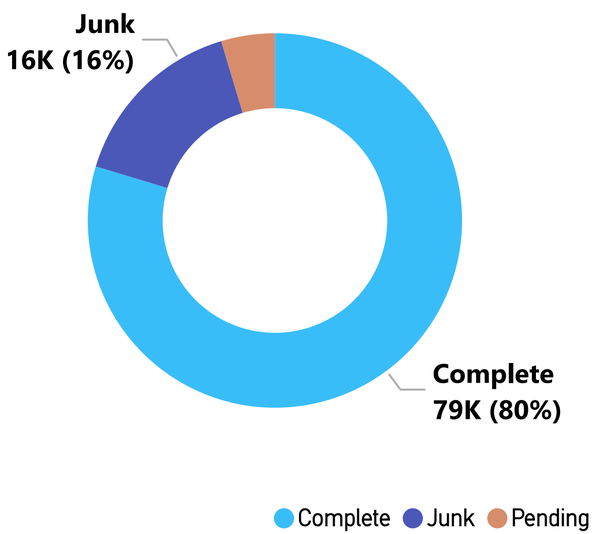
Sub Selection 1

All

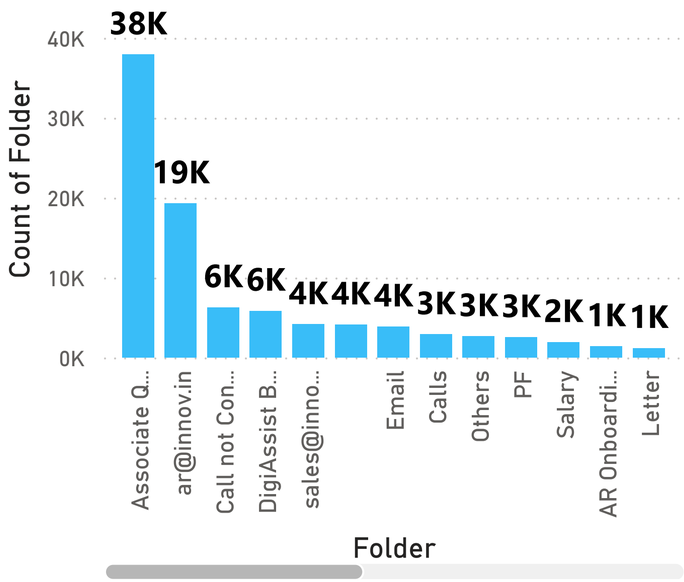
Sub Selection 2

All

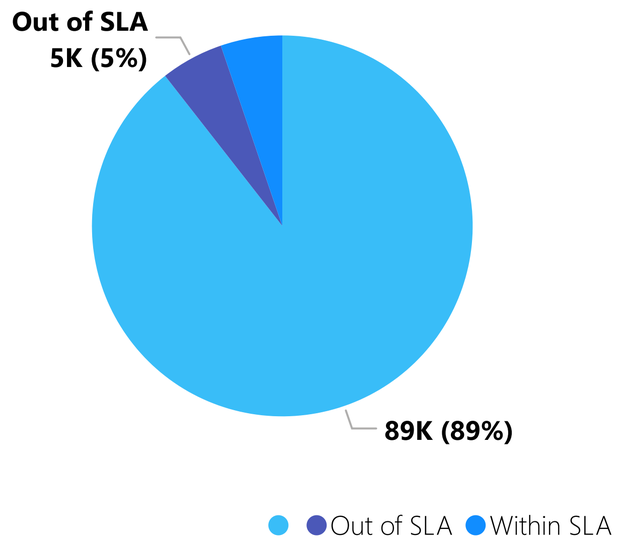
Current ticket status



Source of Tickets



SLA (Serivce Level Agreement)



Assinged to Name

All

Date Selection

11/1/2023

Total Ticket

100K

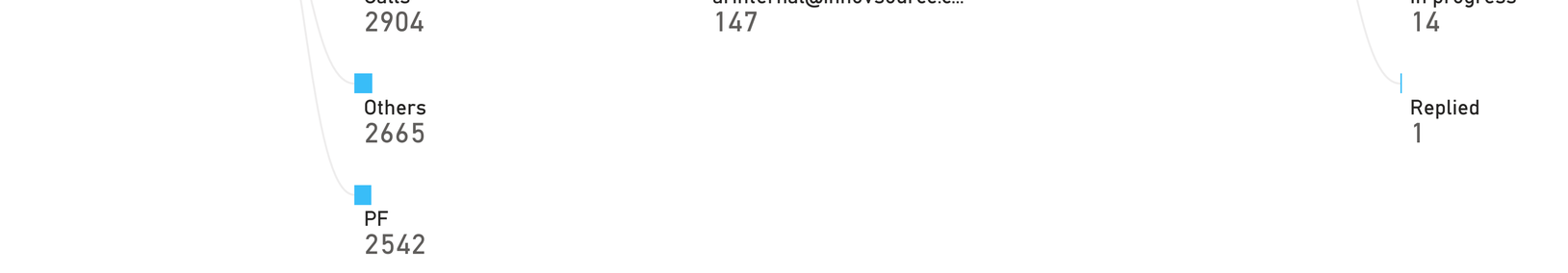
Kapture Individual Performance

Folder ×
Email

Sub Folder ×
ar@innov.in

STD TAT ×

Sub Status



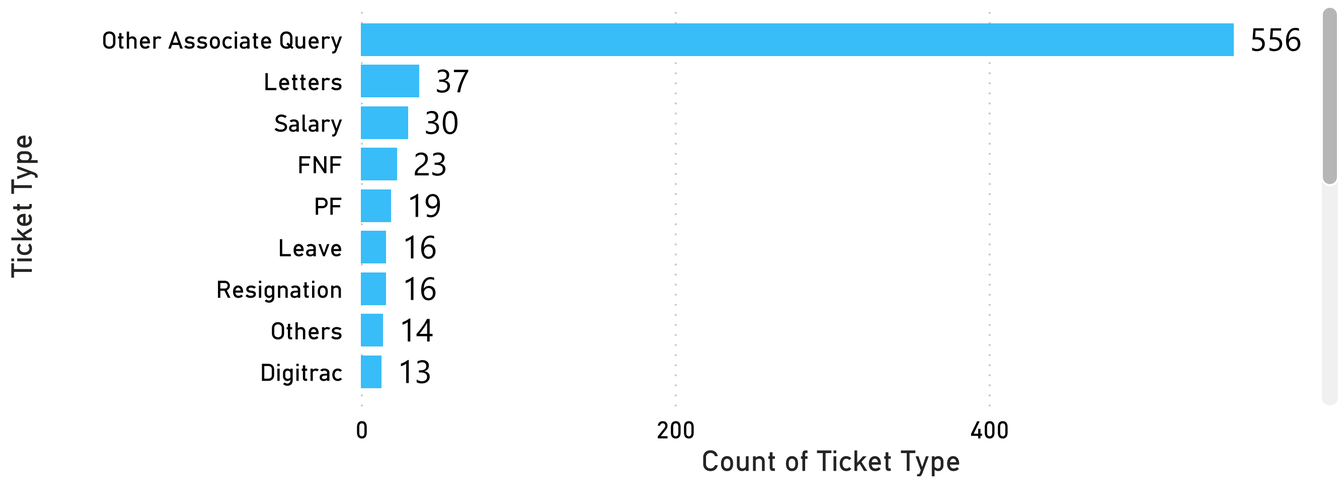
Client Name

All

Category	Sub
Aadhar seeding	
Advance Salary	
Any updation in Salary slip	
Approval pending in PF portal	
Attendance required	
Attendance Upation Issue	
Attendance Updation query	
Authentication document (any letter)	
Authintication document (any letter)	
Authintication document (payslip)	
Bank A/C updation in PF	
Bank Account Update	
Bank account updation/ changes	
Bank details change in payslip	
Bonus	
Bonus details	
Branch	Any
Branch details	
Call got disconnected	
Claim Status	

Bot Associate Query

Ticket Type



Total Ticket Count

775

Date Selection

11/1/2023

Auto Resolved

471

Count of Closed

Ticket Type

All

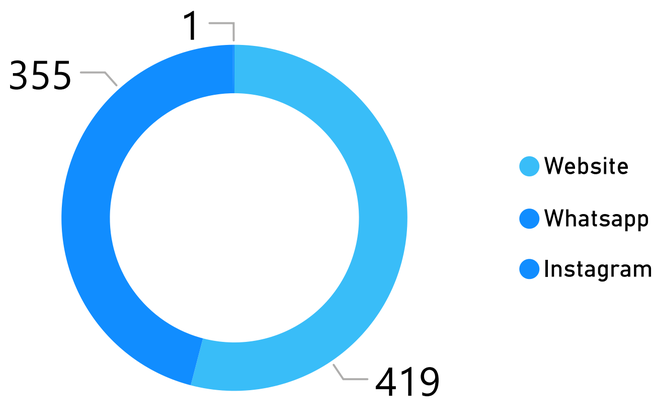
Intervention needed

(Blank)

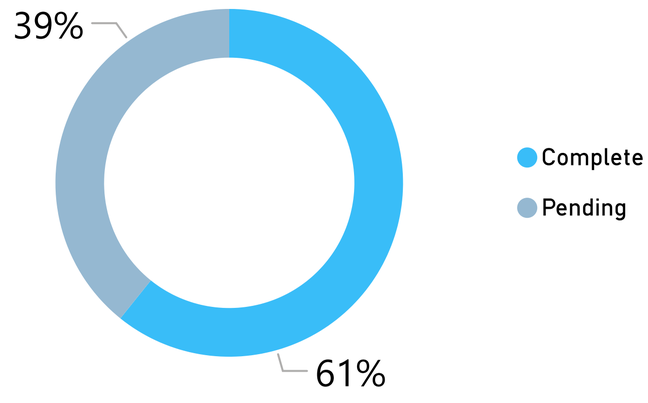
Channel Selection

All

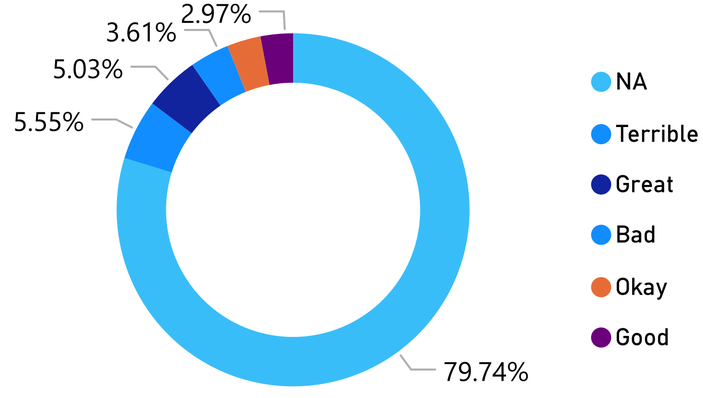
Distribution of Channel



Ticket Status

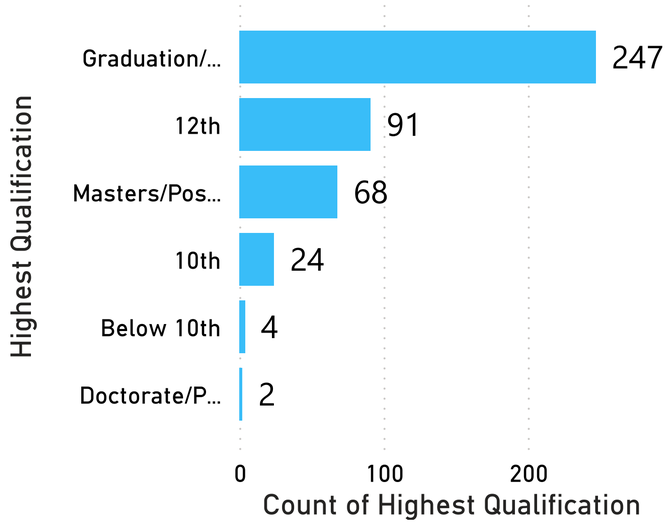


Rating

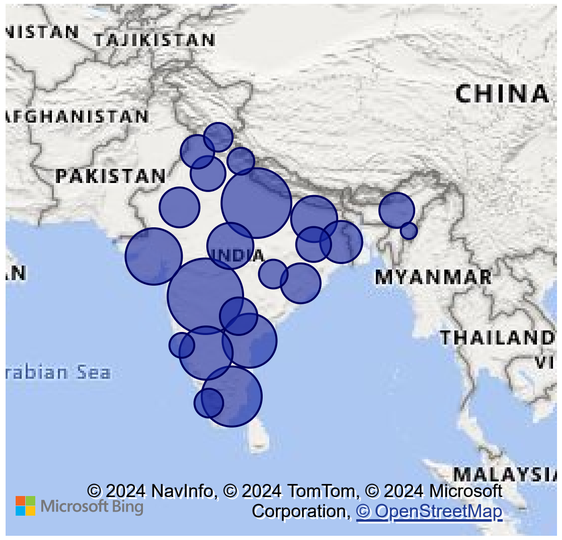


Bot Job Query

Job Query By Qulification



Count of State by State



Total Ticket Count

436

Date Filter

11/1/2023

1/31/2024

Auto Resolved

436

Skills

All

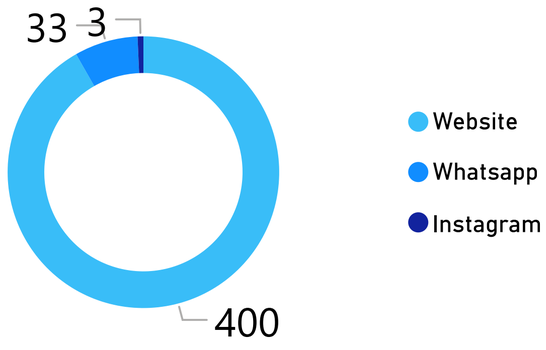
Intervention needed

(Blank)

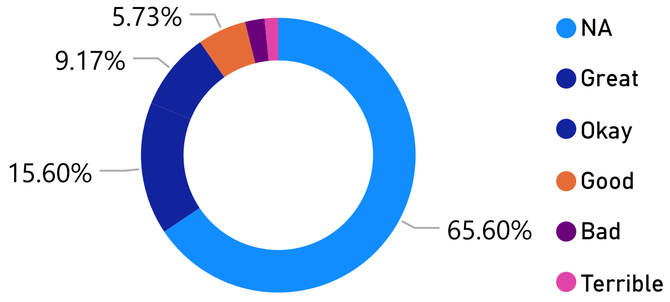
Channel Selection

All

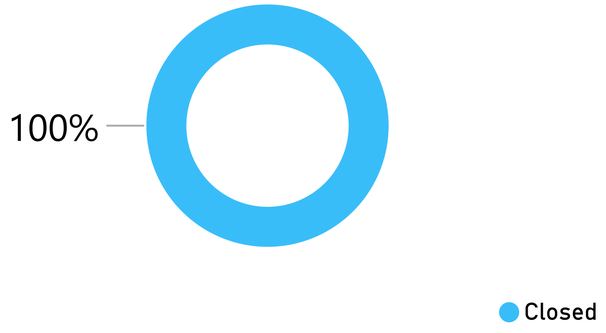
Distribution of Channel



Rating

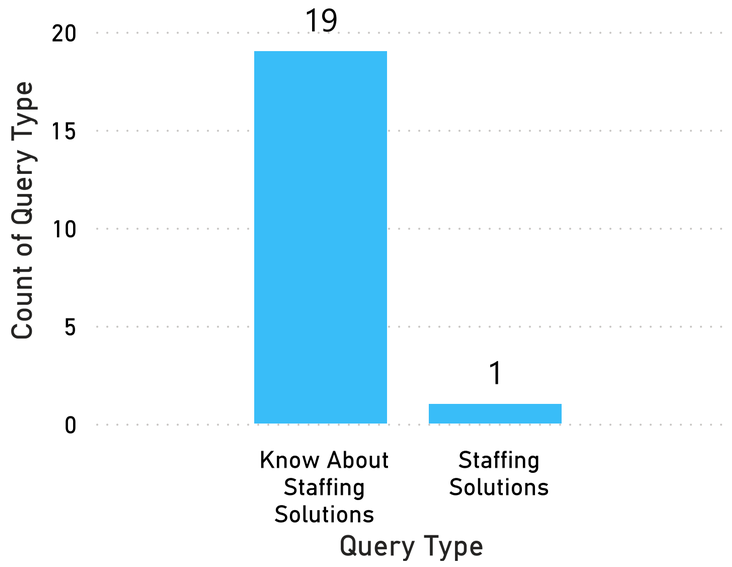


Ticket Status

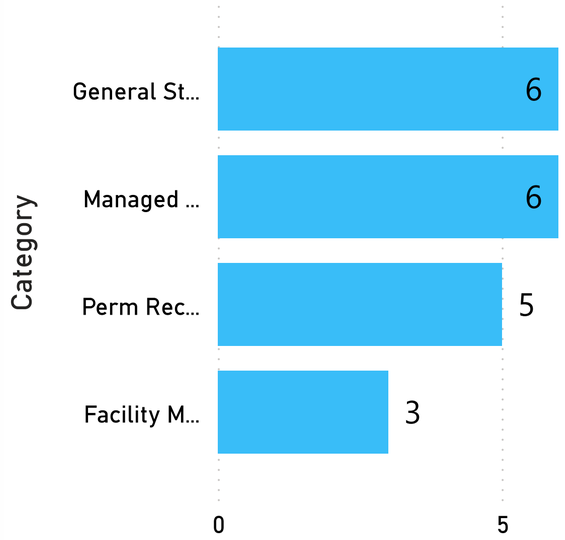


Bot Sales Query

Query Type Count



Category Requirement



Total Ticket Count

20

Auto Resolved

20

Intervention needed

(Blank)

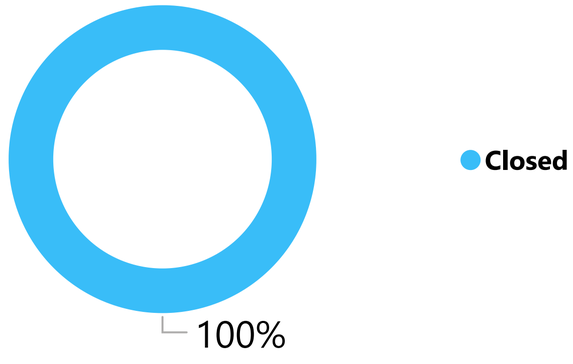
Date Filter

11/1/2023

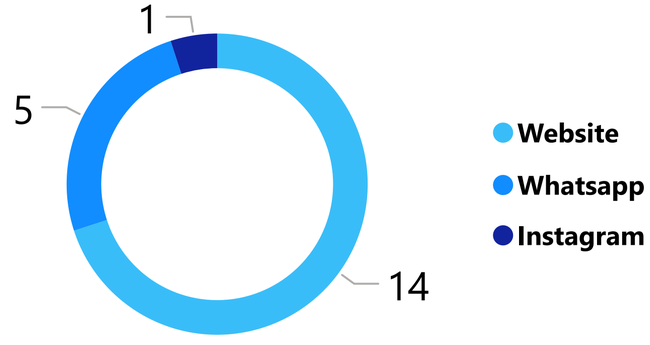
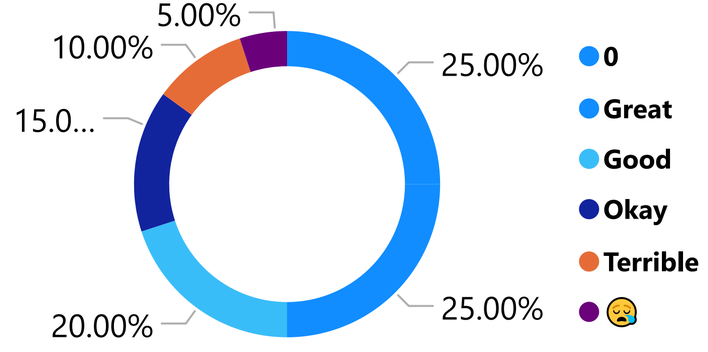
Channel Selection

All

Ticket Status



Distribution of Channel



Rating