Adi Metrics Dashboard RT

| T Sqid ⌄ | T Managing Agent ⌄ | T Category ⌄ | 📅 Date ⌄ |

80.92%
Successful Sessions

10.29%
Bounce Sessions

8.79%
Drop off session

865
Total Sessions

776
Engaged Sessions

1.303
AverageResponseTime(S)

Count of Tickets by Priority

Bar chart — Count vs Urgency:
- P1: 262
- P2: 228
- P3: 182
- P4: 27

Top 10 Issues

Bar chart — Category vs Count:
- leaks: 199
- heating: 87
- doors: 85
- plumbing: 85
- fire alarm: 66
- electrical: 58
- lifts: 49
- access: 37
- Other (2): 50

#Chats vs Relationship to Property

Bar chart — Relationshiptoproperty vs Count:
- Tenant: 195
- Owner: 134
- tenant: 116
- Tenant: 81
- owner: 70