Inbound Calls KPI's Live

Week	Total Inbound Calls	Inbound calls answered	average speed to answer	Average Handle Time	Calls Abandonded
08/22/2021 - 08/28/2021	36	45	47	1024	33
08/29/2021 - 09/04/2021	0	0	0	0	0
09//05//2021 - 09/11/2021	0	0	0	0	0

Ticket Summary

week	days	Informatio	Other Refer to Health Check	Browser Signin Issues	Start/Joir Meeting Issues	¹ Feature Utilization	Installed Software Signin Issues	Start/Join meeting issues	Installatio	orFeature Utilization	า ^{Windows}	Мас	IOS	Android
08/22/202 08/28/202		83	98	2	2	0	2	3	0	0	93	2	0	1
08/29/202 - 09/04/202	5	0	0	0	0	0	0	0	0	0	0	0	0	0
09/05/202 - 09/11/202	5	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals	N/A	83	98	2	2	0	2	3	0	0	93	2	0	1

Ticket Detail

Date	Call Prompt	Call Language	Call Device	Call Direction	Call Issues
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	trouble_ticket	english	moblie_deviceandroid	inbound	installedsoftware_desktop_ in_issues
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
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01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	inbound	other_refer_to_health_coa
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopmacos	inbound	installedsoftware_desktop
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
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01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation

01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	trouble_ticket	english	desktop/laptopmacos	inbound	installedsoftware_desktop_
01/19/1970	trouble_ticket	english	desktop/laptopwindows	inbound	browser_web_start/join_me
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	inbound	browser_web_feature_utiliz
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
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01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	trouble_ticket	english	moblie_deviceios	inbound	installedsoftware_desktop_
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
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01/19/1970	trouble_ticket	english	moblie_deviceios	inbound	installedsoftware_desktop_
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
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01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	null	english	desktop/laptopwindows	inbound	installedsoftware_desktop_
01/19/1970	trouble_ticket	english	desktop/laptopwindows	inbound	installedsoftware_desktop_
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
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01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	trouble_ticket	english	desktop/laptopwindows	inbound	browser_web_sign-in_issues
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
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