Inbound Calls KPI's Live

Total Inbound Calls	Inbound calls answered	average speed to answer	Average Handle Time	Calls Abandonded	
0	23	29	34	1011	20

Zendesk Dashboard Live

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Date	Call Prompt	Call Language	Call Device	Call Direction	Call Issues
	Mon Jan 19 1970 15:16:32 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
	Mon Jan 19 1970 15:16:24 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
	Mon Jan 19 1970 15:16:22 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
	Mon Jan 19 1970 15:16:15 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
	Mon Jan 19 1970				

15:16:15 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan 19 1970 15:15:13 GMT-0500	trouble_ticket	english	desktop/laptop__windows	inbound
Mon Jan 19 1970 15:15:03 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan 19 1970 15:14:54 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan 19 1970 15:14:54 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan 19 1970 15:14:49 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan 19 1970 15:14:48 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan 19 1970 15:14:45	practice_session	english	desktop/laptop__windows	outbour

GMT-0500				
Mon Jan 19 1970 15:14:41 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan 19 1970 15:13:43 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan 19 1970 15:13:42 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan 19 1970 15:13:41 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan 19 1970 15:13:39 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan 19 1970 15:13:37 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan 19 1970 15:13:31 GMT-0500	practice_session	english	desktop/laptop__windows	outbour

Mon Jan 19 1970 15:13:28 GMT-0500	trouble_ticket	english	desktop/laptop__windows	inbound
Mon Jan 19 1970 15:13:28 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan 19 1970 15:13:24 GMT-0500	trouble_ticket	english	moblie_device__android	inbound
Mon Jan 19 1970 15:13:20 GMT-0500	trouble_ticket	english	moblie_device__android	inbound
Mon Jan 19 1970 15:12:10 GMT-0500	practice_session	spanish	desktop/laptop__windows	outbour
Mon Jan 19 1970 15:12:05 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan 19 1970 15:12:03 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan				

19 1970 15:12:01 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
Mon Jan 19 1970 15:11:46 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
Mon Jan 19 1970 15:11:46 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
Mon Jan 19 1970 15:06:27 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
Mon Jan 19 1970 15:06:18 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
Mon Jan 19 1970 15:06:14 GMT-0500	trouble_ticket	english	desktop/laptop__windows	inbound
Mon Jan 19 1970 15:06:11 GMT-0500	trouble_ticket	english	desktop/laptop__macos	inbound
Mon Jan 19 1970 15:06:10	practice_session	english	desktop/laptop__windows	outboun

GMT-0500				
Mon Jan 19 1970 15:06:10 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan 19 1970 15:06:10 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan 19 1970 15:06:07 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan 19 1970 15:05:00 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan 19 1970 15:04:58 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan 19 1970 15:04:57 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan 19 1970 15:04:51 GMT-0500	practice_session	english	desktop/laptop__windows	outbour

Mon Jan 19 1970 15:04:49 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
Mon Jan 19 1970 15:04:48 GMT-0500	practice_session	english	desktop/laptop__windows	inbound
Mon Jan 19 1970 15:04:48 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
Mon Jan 19 1970 15:04:44 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
Mon Jan 19 1970 15:04:43 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
Mon Jan 19 1970 15:04:40 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
Mon Jan 19 1970 15:04:39 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
Mon Jan				

19 1970 15:04:36 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
Mon Jan 19 1970 15:03:39 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
Mon Jan 19 1970 15:03:36 GMT-0500	trouble_ticket	english	moblie_device__android	inbound
Mon Jan 19 1970 15:03:34 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
Mon Jan 19 1970 15:03:32 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
Mon Jan 19 1970 15:03:28 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
Mon Jan 19 1970 15:03:27 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
Mon Jan 19 1970 15:03:25	trouble_ticket	english	desktop/laptop__windows	inbound

GMT-0500				
Mon Jan 19 1970 15:03:23 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
Mon Jan 19 1970 15:03:17 GMT-0500	trouble_ticket	english	desktop/laptop__windows	inbound
Mon Jan 19 1970 15:03:14 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
Mon Jan 19 1970 15:02:38 GMT-	practice_session	english	desktop/laptop__windows	outboun

	0500				
	Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
	Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
	Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
	Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
	Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
	Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
	Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outbour

	Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
	Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
	Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
	Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
	Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
	Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
	Mon Jan 19 1970 14:56:09 GMT-0500	trouble_ticket	english	desktop/laptop__windows	inbound
	Mon Jan 19 1970				

14:55:04 GMT-0500	practice_session	english	desktop/laptop__windows	outboun
Mon Jan 19 1970 14:55:02 GMT-0500	trouble_ticket	english	desktop/laptop__windows	callbach
Mon Jan 19 1970 14:55:01 GMT-0500	trouble_ticket	english	desktop/laptop__windows	inbound
Mon Jan 19 1970 14:55:01 GMT-0500	practice_session	english	desktop/laptop__windows	inbound
Mon Jan 19 1970 14:54:55 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan 19 1970 14:54:54 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan 19 1970 14:54:54 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
Mon Jan 19 1970 14:54:52 GMT-	practice_session	english	desktop/laptop__windows	outbour

	0500				
	Mon Jan 19 1970 14:54:46 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
	Mon Jan 19 1970 14:54:45 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
	Mon Jan 19 1970 14:54:43 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
	Mon Jan 19 1970 14:54:38 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
	Mon Jan 19 1970 14:54:36 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
	Mon Jan 19 1970 14:54:31 GMT-0500	practice_session	english	desktop/laptop__windows	outbour
	Mon Jan 19 1970 14:53:34 GMT-0500	practice_session	english	desktop/laptop__windows	outbour

Mon Jan 19 1970 14:53:32 GMT-0500	trouble_ticket	english	desktop/laptop__windows	inbound
Mon Jan 19 1970 14:53:32 GMT-0500	trouble_ticket	english	desktop/laptop__windows	inbound
Mon Jan 19 1970 14:53:29 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
Mon Jan 19 1970 14:53:24 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
Mon Jan 19 1970 14:53:22 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
Mon Jan 19 1970 14:53:20 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
Mon Jan 19 1970 14:53:19 GMT-0500	practice_session	english	desktop/laptop__windows	outbound