

Inbound Calls KPI's Live

Total Inbound Calls	Inbound calls answered	average speed to answer	Average Handle Time	Calls Abandoned
24	30	35	1012	21

Zendesk Dashboard Live

Date	Call Prompt	Call Language	Call Device	Call Direction	Call Issues
Mon Jan 19 1970 15:18:01 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:18:01 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:17:50 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:17:44 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:17:42 GMT-0500	trouble_ticket	english	desktop/laptop__windows	inbound	browser_web_sign-in_issues
Mon Jan 19 1970 15:16:32 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:16:24 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:16:22 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:16:15 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:16:15 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:16:12 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:15:13 GMT-0500	trouble_ticket	english	desktop/laptop__windows	inbound	browser_web_start/join_me
Mon Jan 19 1970 15:15:03 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:14:54 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:14:54 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:14:49 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:14:48 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:14:45 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:14:41 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:13:43 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:13:42 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:13:41 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:13:39 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:13:37 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:13:31 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:13:28 GMT-0500	trouble_ticket	english	desktop/laptop__windows	inbound	browser_web_sign-in_issues
Mon Jan 19 1970 15:13:28 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information

Mon Jan 19 1970 15:13:24 GMT-0500	trouble_ticket	english	moblie_device__android	inbound	installedsoftware_desktop_in
Mon Jan 19 1970 15:13:20 GMT-0500	trouble_ticket	english	moblie_device__android	inbound	installedsoftware_desktop_in
Mon Jan 19 1970 15:12:10 GMT-0500	practice_session	spanish	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:12:05 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:12:03 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:12:01 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:11:46 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:11:46 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:06:27 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:06:18 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:06:14 GMT-0500	trouble_ticket	english	desktop/laptop__windows	inbound	browser_web_feature_utiliz
Mon Jan 19 1970 15:06:11 GMT-0500	trouble_ticket	english	desktop/laptop__macos	inbound	browser_web_start/join_me
Mon Jan 19 1970 15:06:10 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:06:10 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:06:10 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:06:07 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:05:00 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:04:58 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:04:57 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:04:51 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:04:49 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:04:48 GMT-0500	practice_session	english	desktop/laptop__windows	inbound	installedsoftware_desktop_in
Mon Jan 19 1970 15:04:48 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:04:44 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:04:43 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:04:40 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:04:39 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:04:36 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:03:39 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:03:36 GMT-0500	trouble_ticket	english	moblie_device__android	inbound	installedsoftware_desktop_in in_issues
Mon Jan 19 1970 15:03:34 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970	practice_session	english	desktop/laptop__windows	outbound	other__information

Mon Jan 19 1970 14:54:52 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 14:54:46 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 14:54:45 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 14:54:43 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 14:54:38 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 14:54:36 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 14:54:31 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 14:53:34 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 14:53:32 GMT-0500	trouble_ticket	english	desktop/laptop__windows	inbound	installedsoftware_desktop_in_issues
Mon Jan 19 1970 14:53:32 GMT-0500	trouble_ticket	english	desktop/laptop__windows	inbound	other_refer_to_health_coac

Tag Mapping

Information	Other Refer to Health Check	Browser Signin Issues	Start/Join Meeting Issues	Feature Utilization	Installed Software Signin Issues	Start/Join meeting issues	Installation Issue	Feature Utilization	Windows	Mac	IOS	Android
83	100	3	4		2	3			96	1		3