

Inbound Calls KPI's Live

Week	Total Inbound Calls	Inbound calls answered	average speed to answer	Average Handle Time	Calls Abandoned
08/08/2021 - 08/14/2021	27	34	38	1015	24
08/15/2021 - 08/21/2021	0	0	0	0	0
08//22//2021 - 08/28/2021	0	0	0	0	0

Ticket Summary

week	days	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
08/08/2021 - 08/14/2021	5	84	98	3	3	0	2	4	0	0	94	1	0	3
08/15/2021 - 08/21/2021	5	0	0	0	0	0	0	0	0	0	0	0	0	0
08/22/2021 - 08/28/2021	5	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals	N/A	84	98	3	3	0	2	4	0	0	94	1	0	3

Ticket Detail

Date	Call Prompt	Call Language	Call Device	Call Direction	Call Issues
01/19/1970	practice_session	english	desktop/laptop__windows	outbound	other__information
01/19/1970	practice_session	english	desktop/laptop__windows	outbound	other__information
01/19/1970	practice_session	english	desktop/laptop__windows	outbound	other__information
01/19/1970	practice_session	english	desktop/laptop__windows	outbound	other__information
01/19/1970	practice_session	english	desktop/laptop__windows	outbound	other__information
01/19/1970	trouble_ticket	english	desktop/laptop__windows	inbound	browser_web_sign-in_issues
01/19/1970	practice_session	english	desktop/laptop__windows	outbound	other__information
01/19/1970	practice_session	english	desktop/laptop__windows	outbound	other__information
01/19/1970	trouble_ticket	english	desktop/laptop__windows	inbound	installedsoftware_desktop_sign-in_issues
01/19/1970	practice_session	english	desktop/laptop__windows	outbound	other__information
01/19/1970	practice_session	english	desktop/laptop__windows	outbound	other__information
01/19/1970	practice_session	english	desktop/laptop__windows	outbound	other__information
01/19/1970	practice_session	english	desktop/laptop__windows	outbound	other__information
01/19/1970	practice_session	english	desktop/laptop__windows	outbound	other__information
01/19/1970	trouble_ticket	english	desktop/laptop__windows	inbound	installedsoftware_desktop_sign-in_issues
01/19/1970	practice_session	english	desktop/laptop__windows	outbound	other__information
01/19/1970	practice_session	english	desktop/laptop__windows	outbound	other__information
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01/19/1970	practice_session	english	desktop/laptop__windows	outbound	other__information
01/19/1970	practice_session	english	desktop/laptop__windows	outbound	other__information
01/19/1970	practice_session	english	desktop/laptop__windows	outbound	other__information
01/19/1970	practice_session	english	desktop/laptop__windows	outbound	other__information
01/19/1970	trouble_ticket	english	desktop/laptop__windows	inbound	browser_web_sign-

[illegible]

