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

Date	Call Prompt	Call Language	Call Device	Call Direction	Call Issues	,,,,,,,,,,,,,,
	Mon Jan 19 1970 15:18:01 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
	Mon Jan 19 1970 15:18:01 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
	Mon Jan 19 1970 15:17:50 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
	Mon Jan 19 1970 15:17:44 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
	Mon Jan 19 1970 15:17:42 GMT- 0500	trouble_ticket	english	desktop/laptopwindows	inbound	browser_web_sign-in_issues
	Mon Jan 19 1970 15:16:32 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
	Mon Jan 19 1970 15:16:24 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
	Mon Jan 19 1970 15:16:22 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
	Mon Jan 19 1970 15:16:15 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
	Mon Jan 19 1970 15:16:15 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
	Mon Jan 19 1970 15:16:12 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
	Mon Jan 19 1970 15:15:13 GMT- 0500	trouble_ticket	english	desktop/laptopwindows	inbound	browser_web_start/join_meeting_issues
	Mon Jan 19 1970 15:15:03 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
	Mon Jan	practice_session	english	desktop/laptopwindows	outbound	otherinformation

19 1970 15:14:54 GMT- 0500					
Mon Jan 19 1970 15:14:54 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:14:49 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:14:48 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:14:45 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:14:41 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:13:43 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:13:42 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:13:41 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:13:39 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:13:37 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:13:31 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:13:28 GMT- 0500	trouble_ticket	english	desktop/laptopwindows	inbound	browser_web_sign-in_issues
Mon Jan 19 1970 15:13:28 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:13:24 GMT- 0500	trouble_ticket	english	moblie_deviceandroid	inbound	installedsoftware_desktop_installation_issuesdesktop/laptop_computer
Mon Jan 19 1970 15:13:20 GMT- 0500	trouble_ticket	english	moblie_deviceandroid	inbound	installedsoftware_desktop_start/join_meeting_issues

Mon Jan 19 1970 15:12:10 GMT- 0500	practice_session	spanish	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:12:05 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:12:03 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:12:01 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:11:46 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:11:46 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:06:27 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:06:18 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:06:14 GMT- 0500	trouble_ticket	english	desktop/laptopwindows	inbound	browser_web_feature_utilization_call_using_a_computer
Mon Jan 19 1970 15:06:11 GMT- 0500	trouble_ticket	english	desktop/laptopmacos	inbound	browser_web_start/join_meeting_issues
Mon Jan 19 1970 15:06:10 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:06:10 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:06:10 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:06:07 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:05:00 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:04:58	practice_session	english	desktop/laptopwindows	outbound	otherinformation

GMT- 0500					
Mon Jan 19 1970 15:04:57 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:04:51 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:04:49 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:04:48 GMT- 0500	practice_session	english	desktop/laptopwindows	inbound	installedsoftware_desktop_start/join_meeting_issues
Mon Jan 19 1970 15:04:48 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:04:44 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:04:43 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:04:40 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:04:39 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:04:36 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:03:39 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:03:36 GMT- 0500	trouble_ticket	english	moblie_deviceandroid	inbound	installedsoftware_desktop_sign-in_issues
Mon Jan 19 1970 15:03:34 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:03:32 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:03:28 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan	practice_session	english	desktop/laptopwindows	outbound	otherinformation

19 1970 15:03:27 GMT- 0500					
Mon Jan 19 1970 15:03:25 GMT- 0500	trouble_ticket	english	desktop/laptopwindows	inbound	installedsoftware_desktop_start/join_meeting_issues
Mon Jan 19 1970 15:03:23 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:03:17 GMT- 0500	trouble_ticket	english	desktop/laptopwindows	inbound	browser_web_start/join_meeting_issues
Mon Jan 19 1970 15:03:14 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:02:38 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:02:38 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:02:38 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:02:38 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:02:38 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:02:38 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:02:38 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:02:38 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:02:38 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:02:38 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:02:38 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation

Mon Jan 19 1970 15:02:38 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:02:38 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:02:38 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:02:38 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:02:38 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 15:02:38 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 14:56:09 GMT- 0500	trouble_ticket	english	desktop/laptopwindows	inbound	browser_web_sign-in_issues
Mon Jan 19 1970 14:55:04 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 14:55:02 GMT- 0500	trouble_ticket	english	desktop/laptopwindows	callback_1	other_refer_to_health_coach
Mon Jan 19 1970 14:55:01 GMT- 0500	trouble_ticket	english	desktop/laptopwindows	inbound	browser_web_start/join_meeting_issues
Mon Jan 19 1970 14:55:01 GMT- 0500	practice_session	english	desktop/laptopwindows	inbound	other_refer_to_health_coach
Mon Jan 19 1970 14:54:55 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 14:54:54 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 14:54:54 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 14:54:52 GMT- 0500	practice_session	english	desktop/laptopwindows	outbound	otherinformation
Mon Jan 19 1970 14:54:46	practice_session	english	desktop/laptopwindows	outbound	otherinformation

Inform	ation F	Other Refer to Health Check	Browser Signin Issues	Start/J Meetin Issues	g	Feature Utilization	Installe Softwar Signin Issues		Start/ meeti issue	ng	Installation Issue	Feature Utilization	Windows	Мас	IOS	Android	
,,,,,,,	,,,,,,,	,,,,,,,,	,,,,,,,,,	,,,,,,,,	,,,,,	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	,,,,,,,	,,,,,	appir	ng	,,,,,,,,,,,						
	Mon Jan 19 1970 14:53:32 trouble_ticket eng GMT- 0500		english	nglish desktop/laptopwindo			inbou	ınd	other_	refer_to_healt	h_coach						
	Mon Jar 19 1970 14:53:32 GMT- 0500		_ticket	english	h desktop/laptopwind		vindows	inbou	ınd	installe	edsoftware_de	sktop_sign-in	_issues				
	Mon Jar 19 1970 14:53:34 GMT- 0500		e_session	english	desktop/laptopwindows		vindows	outbo	ound	other_	_information						
	Mon Jan 19 1970 14:54:31 practice_session english GMT- 0500		english	desk	top/laptopw	vindows	outbo	ound	other_	_information							
	Mon Jan 19 1970 14:54:36 practice_session engli GMT- 0500		english	desktop/laptopwindows		vindows	outbo	ound	other_	otherinformation							
	Mon Jan 19 1970 14:54:38 practice_session english GMT- 0500		desktop/laptopwindows		outbo	ound	other_	_information									
	Mon Jar 19 1970 14:54:43 GMT- 0500	9 1970 4:54:43 practice_session english d GMT-		desk	top/laptopw	vindows	outbo	ound	other_	_information							
	Mon Jar 19 1970 14:54:45 GMT- 0500		e_session	english	desk	top/laptopw	vindows	outbo	ound	other_	_information						
	GMT- 0500																

	Mon Ja 19 197 14:53: GMT- 0500	0	e_session	english	desk	ktop/laptopv	vindows	outbo	ound othe	rinformation						
	Mon Ja 19 197 14:53: GMT- 0500	0	_ticket	english	desk	ktop/laptopv	vindows	inbou	ınd insta	illedsoftware_de	esktop_sign-ir	ı_issues				
Mon Jan 19 1970 14:53:32 trouble_ticket english desktop/laptopwindows inbound 0500					nd other_refer_to_health_coach											
							Ta	g Ma	apping							
Inform	mation	Other Refer to Health Check	Browser Signin Issues	Start/J Meetir Issues	Join ng	Feature Utilization	Installe Softwar Signin Issues	d	Start/Join meeting issues	Installation Issue	Feature Utilization	Windows	Мас	IOS	Android	
		0	100	3		4			2	3			96	1		3
		0	100	3		4			2	3			96	1		3
		0	100	3		4			2	3			96	1		3
		0	100	3		4			2	3			96	1		3
		0	100	3		4			2	3			96	1		3
		0	100	3		4			2	3			96	1		3
		0	100	3		4			2	3			96	1		3
		0	100	3		4			2	3			96	1		3
		0	100	3		4			2	3			96	1		3
		0	100	3		4			2	3			96	1		3
		0	100	3		4			2	3			96	1		3
		0	100	3		4			2	3			96	1		3
		0	100	3		4			2	3			96	1		3
		0	100	3		4			2	3			96	1		3
		0	100	3		4			2	3			96	1		3

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0	0	100	3	4	2	3		96	1	3