

Inbound Calls KPI's Live

Week	Total Inbound Calls	Inbound calls answered	average speed to answer	Average Handle Time	Calls Abandoned
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	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
08/22/2021 - 08/28/2021	5	83	98	2	2	0	2	3	0	0	93	2	0	1
08/29/2021 - 09/04/2021	5	0	0	0	0	0	0	0	0	0	0	0	0	0
09/05/2021 - 09/11/2021	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

[illegible]

