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/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_meeting_issues	
Mon Jan 19 1970 15:15:03 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information	
Mon Jan	practice_session	english	desktop/laptop__windows	outbound	other__information	

19 1970 15:14:54 GMT-0500					
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_installation_issues__desktop/laptop_computer_
Mon Jan 19 1970 15:13:20 GMT-0500	trouble_ticket	english	moblie_device__android	inbound	installedsoftware_desktop_start/join_meeting_issues

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_utilization_call_using_a_computer
Mon Jan 19 1970 15:06:11 GMT-0500	trouble_ticket	english	desktop/laptop__macos	inbound	browser_web_start/join_meeting_issues
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	practice_session	english	desktop/laptop__windows	outbound	other__information

GMT-0500					
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_start/join_meeting_issues
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_sign-in_issues
Mon Jan 19 1970 15:03:34 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:03:32 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan 19 1970 15:03:28 GMT-0500	practice_session	english	desktop/laptop__windows	outbound	other__information
Mon Jan	practice_session	english	desktop/laptop__windows	outbound	other__information

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

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

GMT-0500						
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_sign-in_issues	
Mon Jan 19 1970 14:53:32 GMT-0500	trouble_ticket	english	desktop/laptop__windows	inbound	other_refer_to_health_coach	

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
	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
	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	100	3	4		2	3			96	1		3
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	0	100	3	4		2	3			96	1		3
	0	100	3	4		2	3			96	1		3

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	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