Customer Support - Success Metrics

ZendeskPlan ▾   TicketChannel ▾   TicketGroup ▾   AssigneeTier ▾
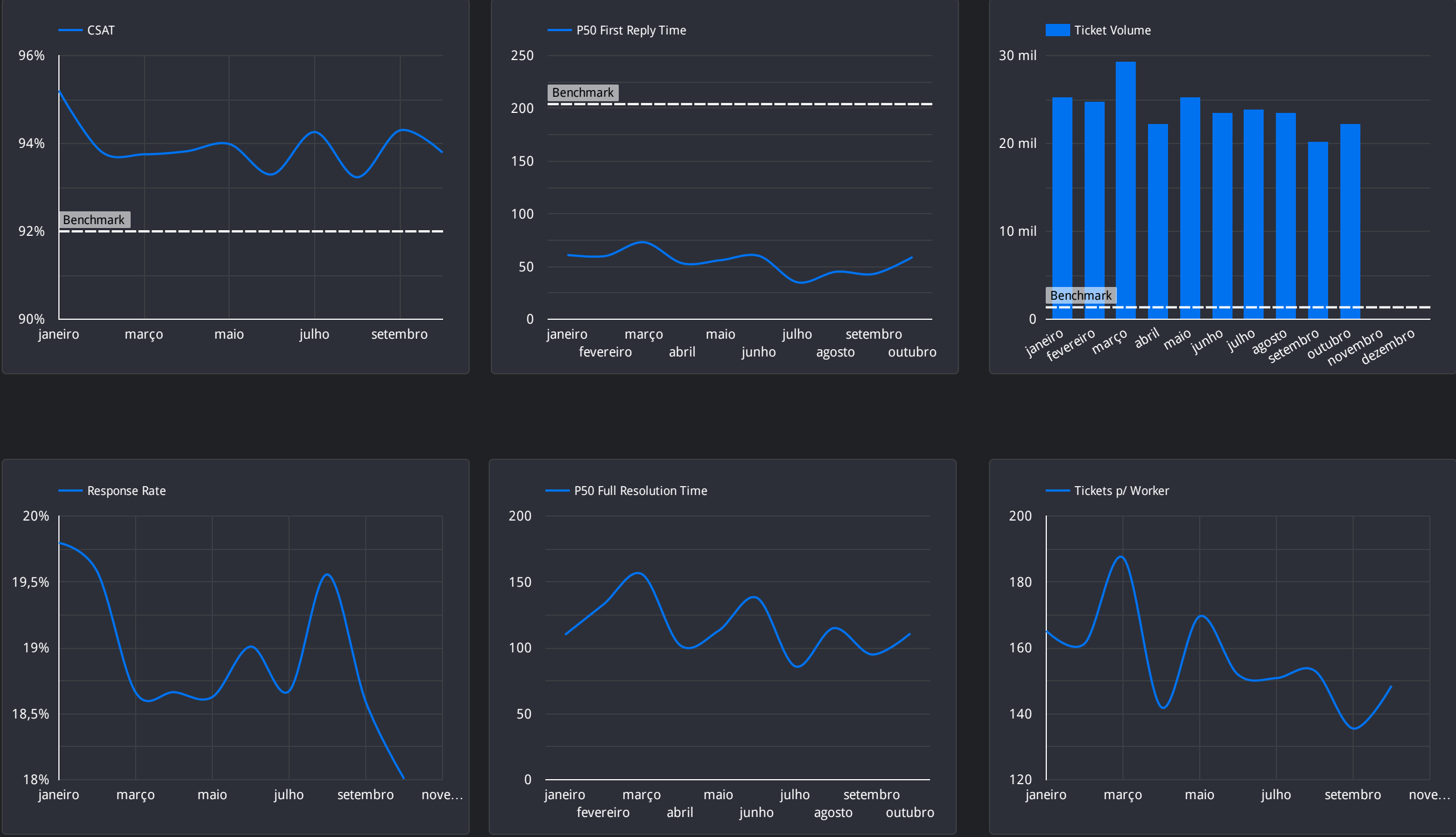
CSAT	Response Rate	P50 Time to First Reply	P50 Time to Resolve	Monthly Avg Tickets	Avg Tickets p/ Worker
93,95%	18,93%	53	116	21 878,64	123,42

CSAT · P50 First Reply Time · Ticket Volume

Response Rate · P50 Full Resolution Time · Tickets p/ Worker

Performance by Segment

| AssigneeTier	TicketID	Response Rate	CSAT	FirstReplyTime	FullResolution...
Tier 1	64,63%	19,78%	94,96	59	142
Tier 2	15,16%	22,71%	94,9	65	6 860
null	13,57%	16,93%	87,11	179	7
Triage	5,41%	4,68%	95,07	6	7
Tier 3	1,24%	12,19%	88,98	184	21 951

TicketChannel	TicketID	Response Rate	CSAT	FirstReplyTime	FullResoluti...
chat	36,55%	22,54%	93,63	64	
web	27,7%	21,62%	94,26	81	
email	18,63%	17,55%	93,7	55	
voice	13,68%	8,84%	95,81	16	
api	1,98%	10,68%	91,37	76	
twitter	0,85%	0%	-	15	
facebook	0,34%	0%	-	13	
help_center	0,26%	4,24%	88,89	214	

TicketGroup	TicketID	Response R...	CSAT	FirstReplyTi...	FullResoluti...
Support (T1)	46,62%	22,3%	94,97	73	219
Support (T2)	14,45%	22,61%	95,13	63	6 277
Zopim T1	12,28%	16,68%	87,12	49	6
Support (T1 English Ph...	10,27%	9,04%	96,91	15	12
Support (Triage)	5,37%	4,66%	95,02	6	7
Support (T1 - French)	2,15%	16,58%	95,56	65	71
Support (T1 - Portugue...	1,52%	22,67%	93,25	53	1 001
Support (T1 - German)	1,47%	16,08%	90,7	137	185
Support (T3)	1,23%	12,26%	88,98	184	22 041
Support (Analytics)	0,97%	18,8%	92,22	208	10 990
Support (T1 - Japanese)	0,7%	25,81%	95,42	340	8 341
Support (T1 - Spanish)	0,64%	16,74%	90,27	58	1 905
Support (T1 - Italian)	0,45%	14,1%	93,38	120	205
Support (T1 - Russian)	0,38%	19,82%	94,44	81	2 134
Support (T1 - Dutch)	0,36%	23,69%	95,67	119	990
Support (T2 - French)	0,29%	24%	91,67	71	8 397
Support (ARM)	0,15%	10,34%	97,3	34	10 149
Support (Outbound)	0,15%	18,21%	89,23	578	6 096

ZendeskPlan	TicketID	Response R...	CSAT	FirstReplyTi...	FullResoluti...
null	26,15%	14,12%	89,04	38	19
Enterprise Legacy	18,61%	22,61%	96,11	74	240
Trial	13,85%	21,69%	95,28	57	82
Professional	9,54%	22,27%	94,76	59	3 888
Plus	7,69%	23,97%	95,22	66	4 009
Non-Customer	5,34%	1,84%	79,75	7	7
Team	4,89%	20,53%	94,24	54	3 792
Expired	4,67%	21,04%	94,63	57	161
Enterprise	2,94%	24,61%	95,87	70	1 855
Regular	2,88%	22,63%	94,32	55	2 731
Essential	1,25%	13,59%	91,71	26	285
Starter	0,92%	17,54%	92,25	23	211
Enterprise Elite	0,79%	35,05%	97,69	23	1 077
Unknown	0,36%	11,74%	84,16	78	1 841
Inbox	0,12%	20,83%	98,33	180	8 189

Agent Performance

EmployeeID	TicketID	CSAT	Monthly Avg Ticket p/ W...	Response Rate	FirstReplyTime	FullResolutionTime	Avg Success Rate
2081	5,83%	87,07	1 404	16,03%	42	5	100%
2050	3,25%	88,94	782,8	18,13%	78	9	100%
1463	3,19%	85,77	767,6	16,3%	26	6	100%
2149	1,94%	90,92	467,5	17,43%	26	60	100%
2265	1,89%	96,89	454,9	14,84%	51	34	100%
1538	1,86%	95,71	446,5	16,19%	20	36	100%
2264	1,57%	94,26	377,3	18%	31	63	99,95%
1975	1,54%	95,79	371,7	15,98%	17	42	100%
654	1,53%	96,31	368,2	13,25%	10	12	100%
2031	1,48%	94,69	356,8	22,7%	60	1 608	100%
2490	1,45%	94,43	348,2	17,52%	25	26	100%
1513	1,43%	96,76	344,7	17%	28	77	99,97%
2362	1,43%	91,99	344,2	21,76%	48	57	99,94%
1732	1,36%	96,92	326,5	17,92%	22	55	99,97%
1544	1,34%	94,33	323,2	18,56%	35	113	100%

EmployeeID
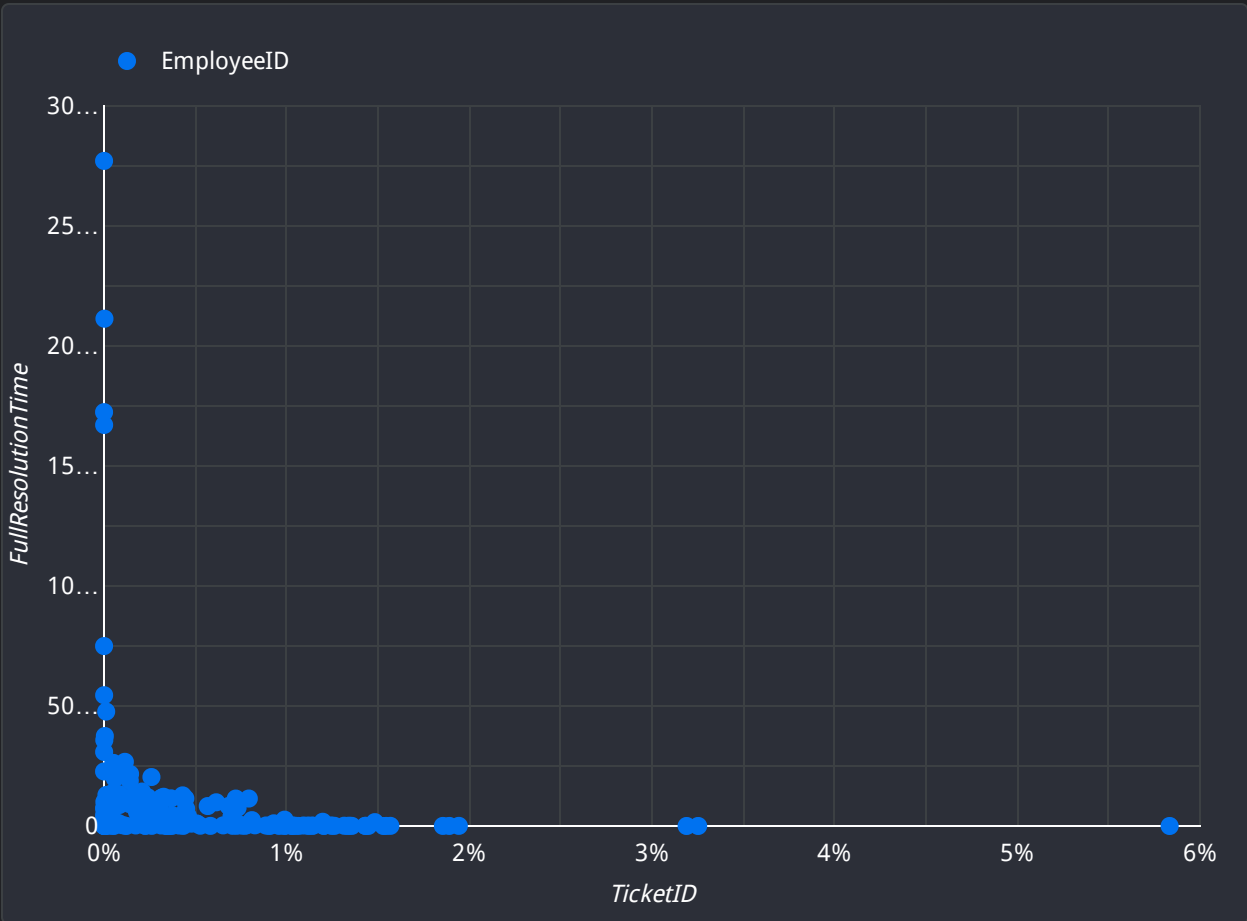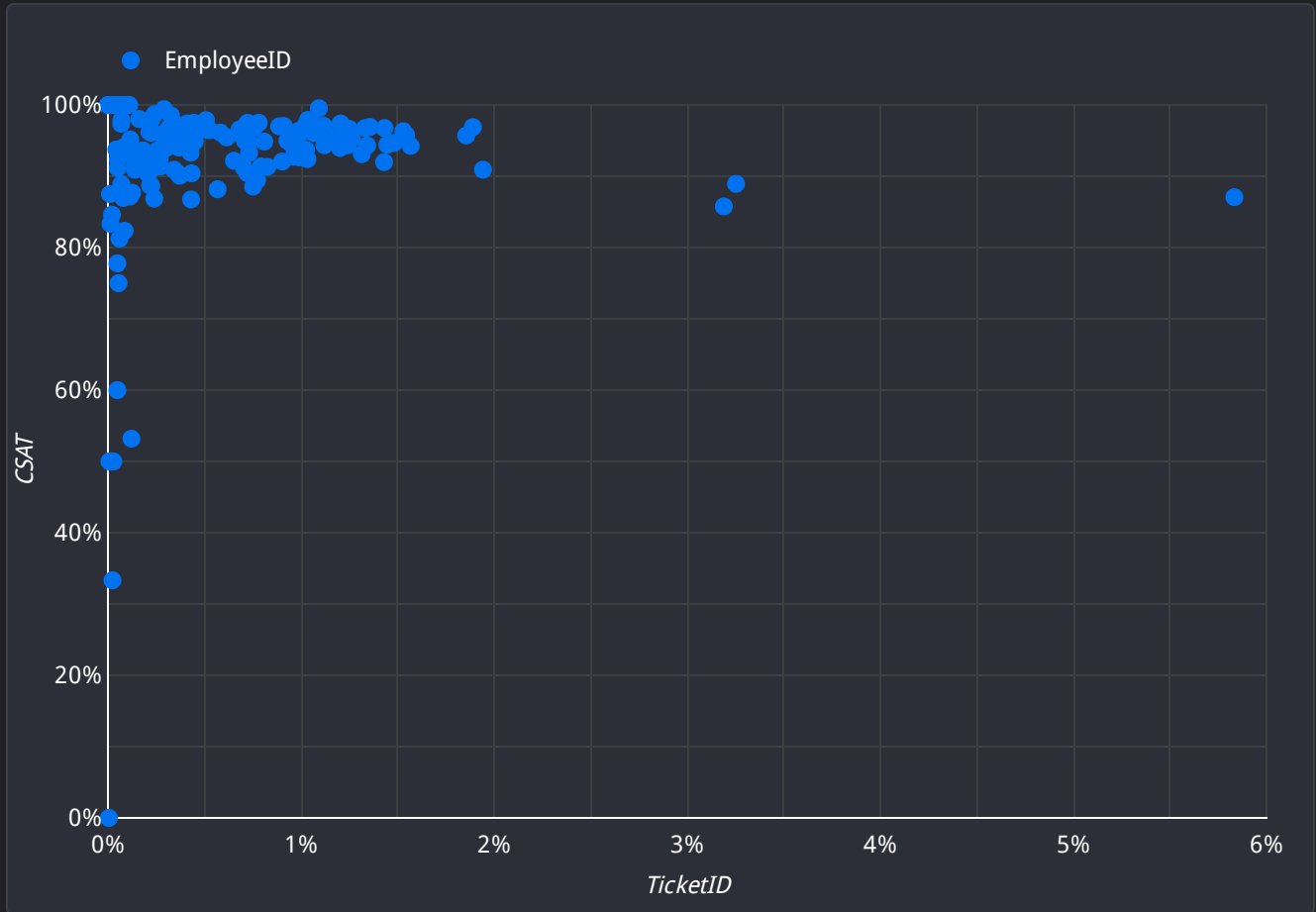
	WorkerLocation	Record Count ▾	CSAT	Response Rate	Avg Tickets p/ Worker	FullResolutionTime	FullResolutionTime
1.	Madison	40,72%	95,02%	19,5%	1 166,63	366	7 717,98
2.	Dublin	23,93%	94,58%	18,31%	1 556,62	88	3 670,46
3.	Manila	14,41%	88,14%	17,25%	3 852	7	1 188,06
4.	San Francisco - 989	7,61%	95,62%	20,18%	631,66	1 406	9 388,01
5.	Melbourne	5,93%	94,73%	17,68%	1 189,33	903	7 540,87
6.	London	4,6%	92,58%	20,59%	1 006,45	1 539	8 212,16
7.	Copenhagen	1,92%	96,51%	22,86%	2 316	149	4 525,13
8.	Montpellier	0,3%	97,52%	22,64%	355,5	9 066	16 337,47
9.	San Francisco - 1019	0,26%	79,31%	4,65%	89	363	4 689,85

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