Support Performance

Dashboard · Looker Studio

Data updated till
Oct 21

Overview | Support | Tech | Client | Agent Performance

Select date range ▾ | Agent Name ▾ | Group Type ▾ | Client Name ▾

Support Query

83% of tickets

5,412



Tickets per day · month on month

Avg Resolution	Resolved ≤ 24 h	First Response
46.2 h	64%	38.5 min

Tech Query

11% of tickets

684



Tickets per day · month on month

Avg Resolution	Resolved ≤ 24 h	First Response
131.4 h	29%	24.1 min

Client Specific

6% of tickets

392



Tickets per day · month on month

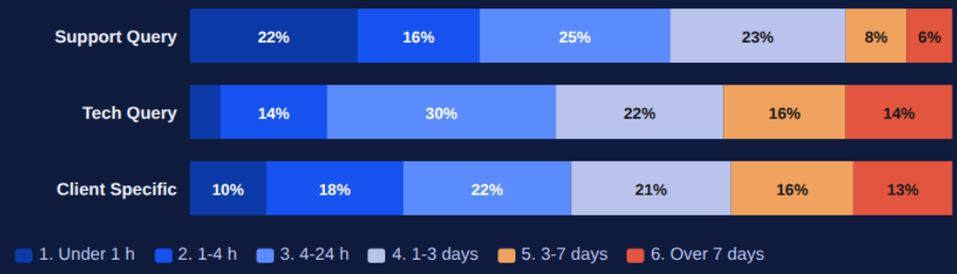
Avg Resolution	Resolved ≤ 24 h	First Response
86.7 h	51%	118 min

Tickets	Avg Resolution	First Response	Resolved ≤ 24 h	CSAT Score	CSAT Count
6,488	55.9 h	41.6 min	60.4%	4.41	238

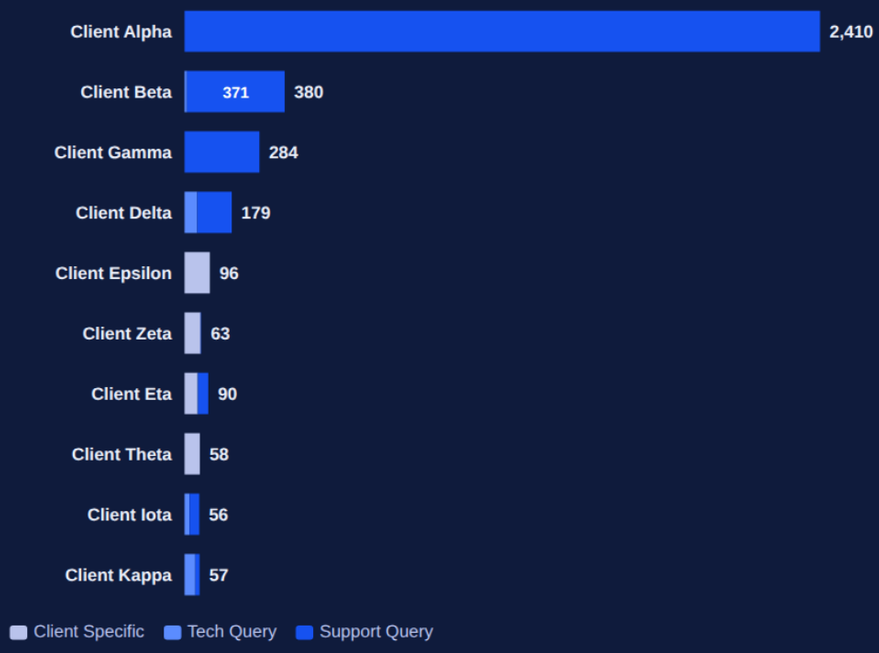
Bucket Comparison

Bucket	Tickets	Resolution (h)	First Response (min)	≤ 24 h	CSAT
Support Query	5,412	46	38.5	64%	4.43
Tech Query	684	131	24.1	29%	4.21
Client Specific	392	87	118.0	51%	–

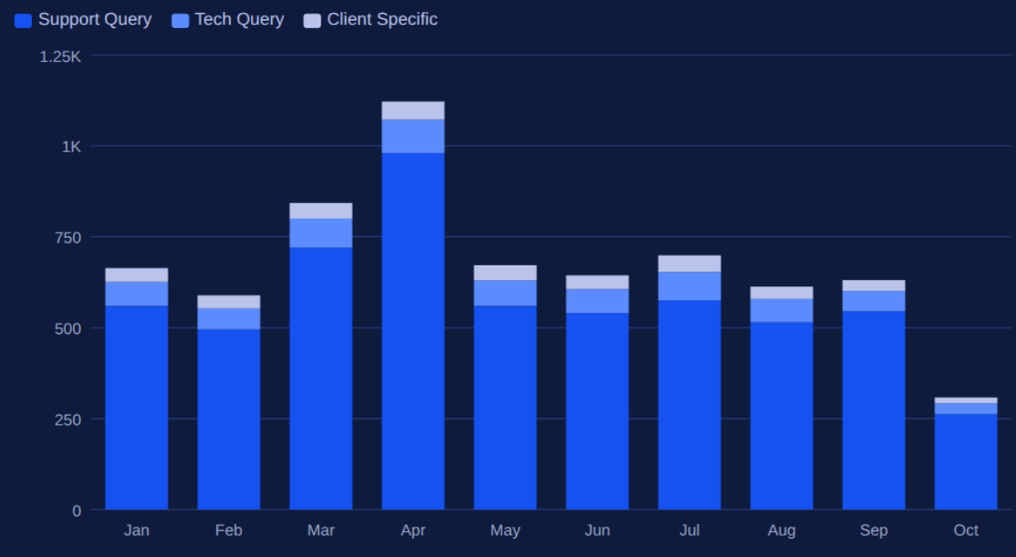
Resolution Time Mix



Top 10 Tagged Clients



Monthly Tickets By Bucket



Illustrative data · All clients, agents and figures are fictional

Support Query · Detailed view

Support Performance Dashboard

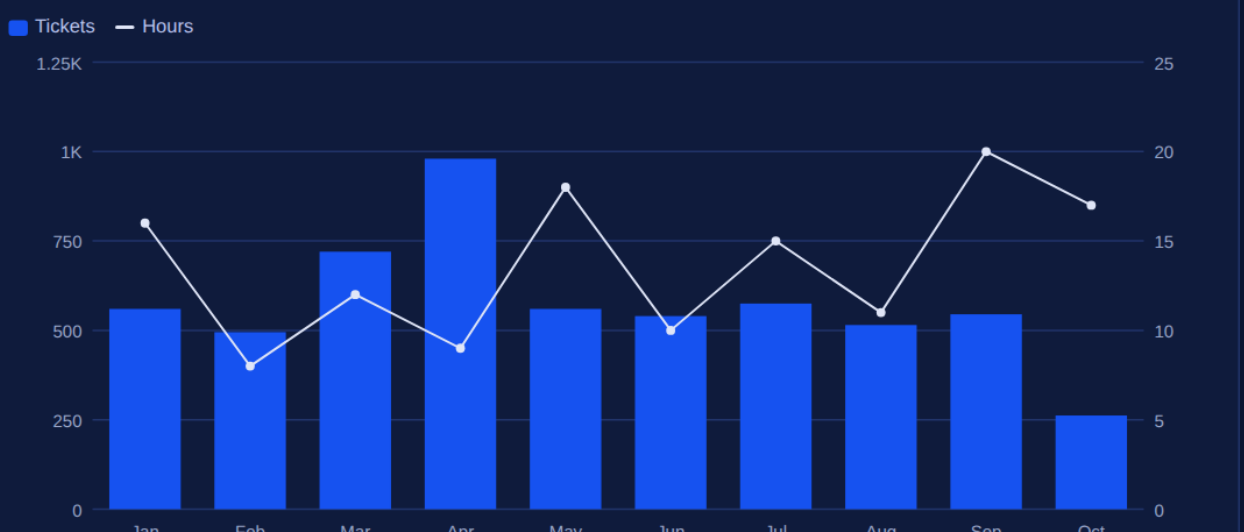
Data updated till **Oct 21**

Overview | Support | Tech | Client | Agent Performance

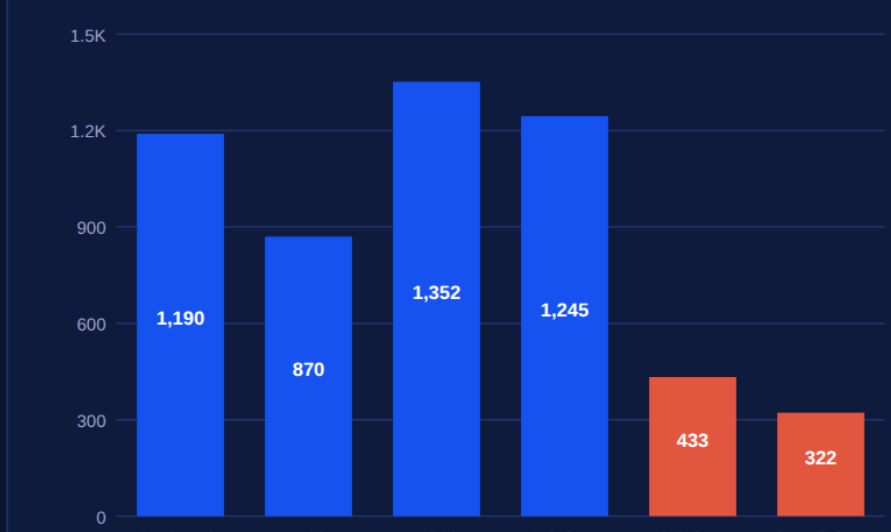
Select date range ▾ | Agent Name ▾ | Group Type ▾ | Client Name ▾

Tickets	First Response	Median Resolution - AVG	Resolved ≤ 24 h	CSAT Score	Resolved by agent
5,412	38.5 min	46.2 h	64.0%	4.4	79.6%

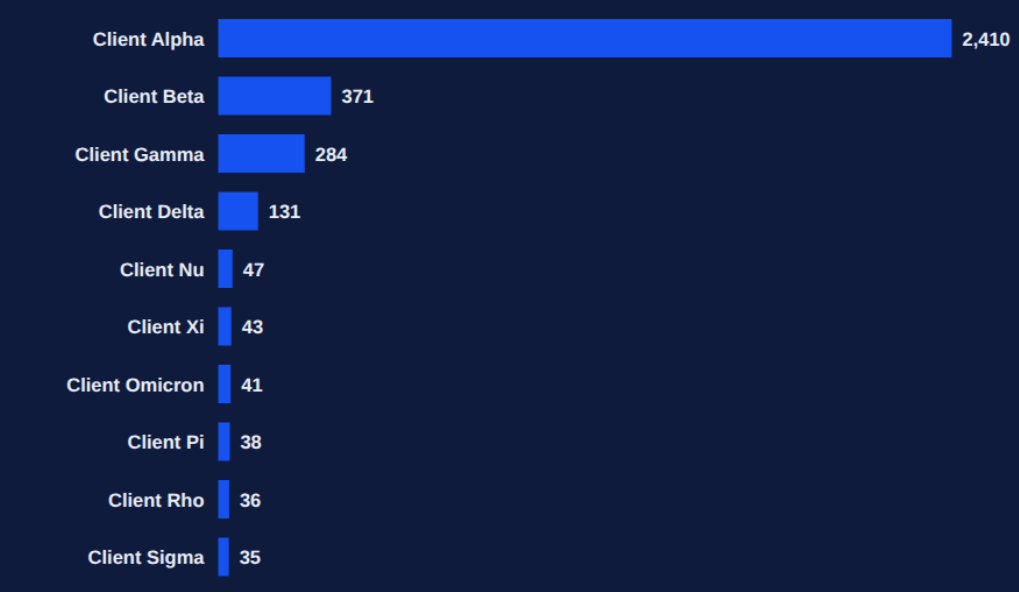
Ticket and Resolution by Month



Resolution Band



Top 10 Tagged Clients



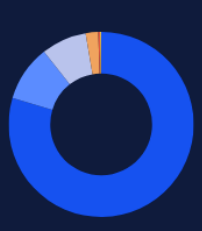
Ticket type

Account queries: Client Alpha	2,410
Client Beta	298
Tracking: General	236
Procurement: Client query	221
Client Gamma	219
Procurement: Vendor query	189
Invoicing: General	152
Login related issues	144
Shipments: General	106
Reports: General	63
Other	56
API related queries	20
Internal communication	19
Platform issue	5
New feature request	3

When tickets arrive (weekday × hour)

Created time	12PM	1PM	11AM	2PM	3PM	4PM	10AM	5PM	6PM	8AM	9AM	7AM	7PM
Sunday	9	11	6	10	9	11	6	11	13	7	3	8	9
Monday	88	77	79	95	71	62	59	48	39	43	41	38	36
Tuesday	94	94	86	83	90	61	56	53	47	55	48	48	32
Wednesday	96	68	112	63	74	65	57	44	42	52	37	50	30
Thursday	91	83	77	85	71	58	39	42	31	47	37	31	38
Friday	90	79	63	74	77	59	49	45	34	55	51	41	38
Saturday	23	32	13	24	24	23	15	16	14	11	15	16	10
Grand total	491	444	436	434	416	339	281	259	220	270	232	232	193

Tickets Solved By



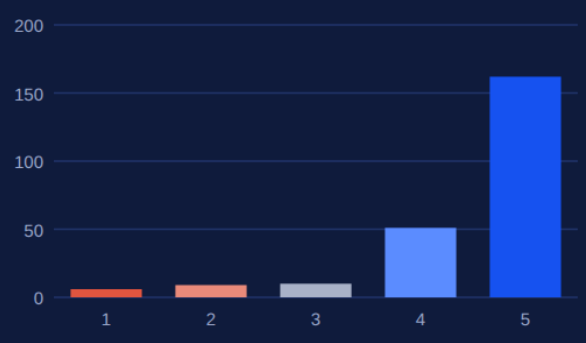
Agent	79.6%
Auto-closed (client action required)	9.8%
Auto-resolved (solution provided)	7.9%
Transferred to other CSM	2.2%
Transferred to Sales	0.3%
null	0.2%

Source



Email	91.8%
Chat	5.6%
Portal	1.9%
Phone	0.7%

CSAT Score



Top Issues

Specification	Detail	Tickets	Res hrs (med)	≤ 24 h
Allocation request	No data	1,384	6.2	67%
Other (description required)	No data	486	2.5	74%
Warehouse allocation	Stock allocation	382	4.4	70%
No data	No data	231	13.9	61%
Non-tech dependent	No data	240	14.7	58%
Subscribed user	Description required	175	27.0	44%
Master update	Others	159	9.6	63%
Subscribed user	ETA and tracking updates	141	16.1	56%

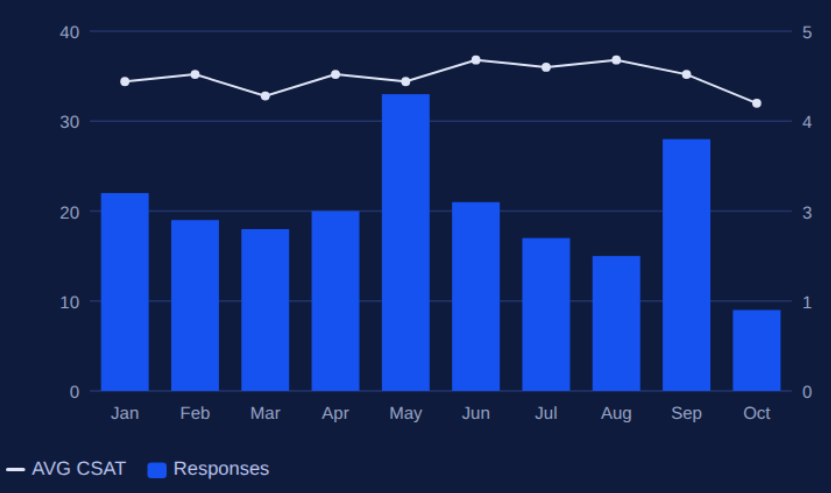
Agent Performance

Agent Name	Tickets	FRT	Res hrs	≤ 24 h	CSAT
System (auto)	2,402	0	5.9	79.1%	–
Agent A	584	0.20	19.4	46.1%	4.3
Agent B	561	0.18	30.1	33.9%	4.4
Agent C	530	0.31	7.2	61.2%	4.5
Agent D	428	0.17	13.1	58.4%	4.2
Agent E	338	0.12	15.6	52.9%	4.4
Agent F	201	0.21	17.3	50.7%	4.9
Agent G	177	0.16	15.9	55.1%	4.6
Agent H	148	0.27	18.2	44.8%	4.7
Agent I	43	0.36	34.9	37.6%	–

Ticket List

Ticket ID	Created time	Type	Client	Agent	Res hrs ▾	CSAT
T-48213	Feb 24, 2026, 1:28 PM	Tracking: General	Untagged / other	Agent D	3,812.4	1
T-47102	Jan 30, 2026, 11:12 AM	Shipments: General	Client Tau	Agent A	3,247.9	No data
T-49034	Mar 10, 2026, 4:05 PM	Account queries	Client Alpha	System (auto)	2,498.2	No data
T-48655	Mar 2, 2026, 1:36 PM	Reports: General	Client Upsilon	Agent C	2,481.7	No data
T-47450	Feb 4, 2026, 12:35 PM	Procurement: Vendor query	Client Phi	Agent A	2,310.6	No data
T-50117	May 23, 2026, 3:40 PM	Invoicing: General	Untagged / other	Agent B	2,045.1	No data
T-49310	Mar 31, 2026, 11:16 AM	Account queries	Client Beta	Agent E	1,958.3	No data

CSAT score month on month



Illustrative data · All clients, agents and figures are fictional

Tech Query · Detailed view

Support Performance Dashboard

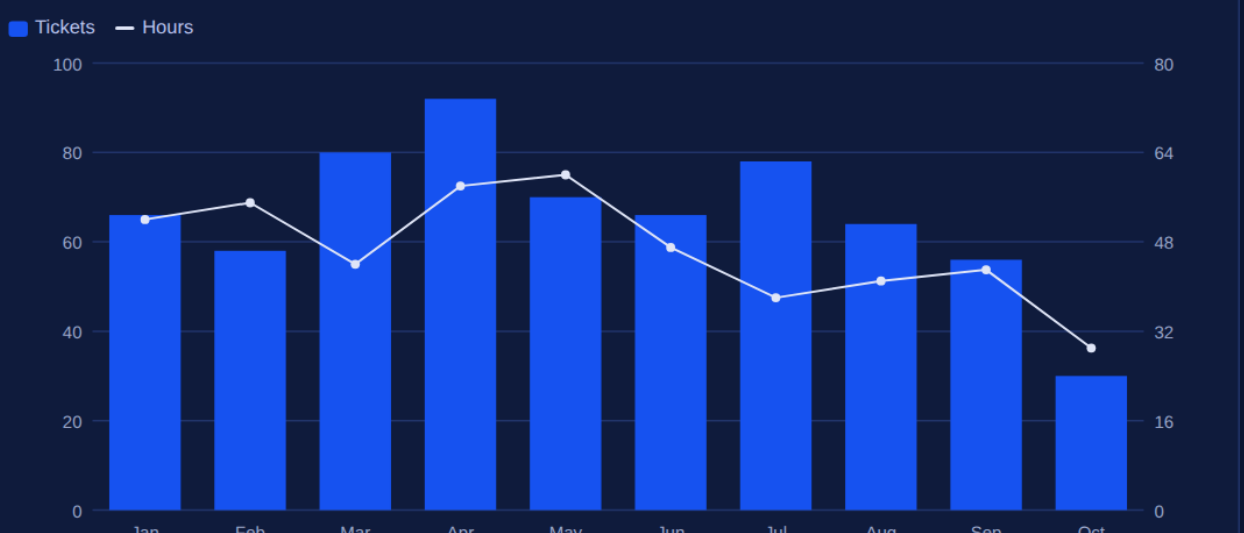
Data updated till Oct 21

Overview | Support | Tech | Client | Agent Performance

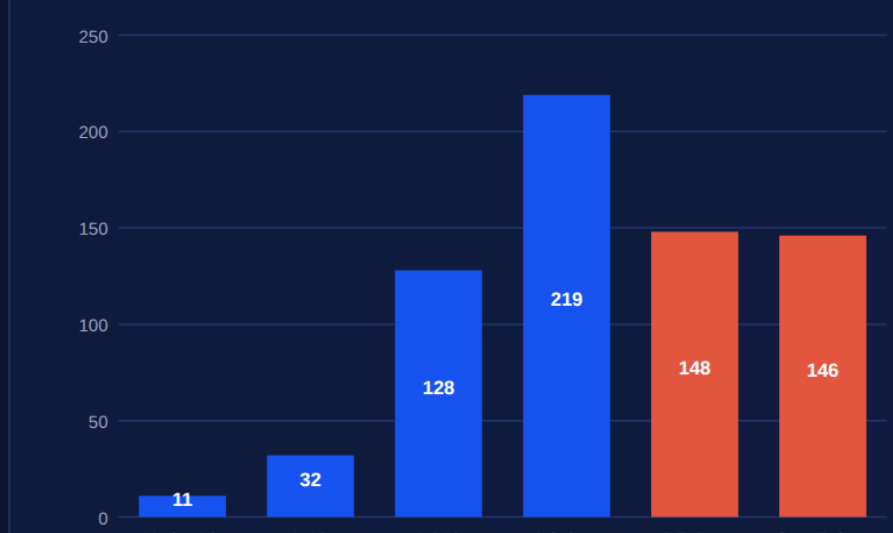
Select date range ▾ | Agent Name ▾ | Group Type ▾ | Client Name ▾

Tickets	First Response	Median Resolution - AVG	Resolved ≤ 24 h	CSAT Score	Resolved by agent
684	24.1 min	131.4 h	28.7%	4.21	81.9%

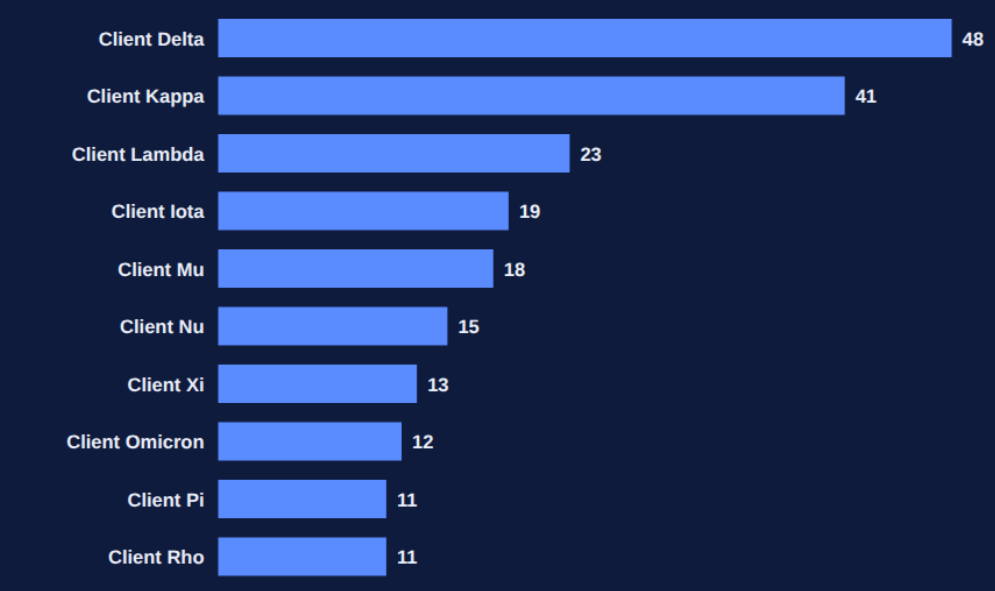
Ticket and Resolution by Month



Resolution Band



Top 10 Tagged Clients



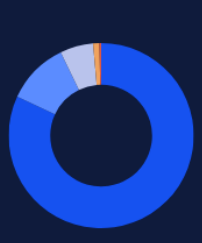
Ticket type

Tracking: Tech dependent	186
Invoicing: Tech dependent	149
Shipments: Tech dependent	54
Reports: Tech dependent	26
Procurement: Tech dependent	15

When tickets arrive (weekday × hour)

Created time	11AM	12PM	1PM	3PM	10AM	2PM	6PM	4PM	5PM	7PM	8PM	9AM	12AM
Sunday	1	1	0	1	-	-	2	-	1	2	-	1	-
Monday	15	14	16	7	9	8	8	7	6	5	5	3	-
Tuesday	11	14	10	11	10	12	15	9	8	7	5	4	5
Wednesday	12	13	9	13	12	10	9	7	7	8	4	6	7
Thursday	15	9	10	8	11	9	5	10	12	3	7	5	6
Friday	17	9	9	12	7	6	5	10	4	4	5	4	2
Saturday	6	4	2	3	1	3	1	2	1	-	-	-	1
Grand total	77	64	56	55	50	48	45	45	39	29	26	23	21

Tickets Solved By



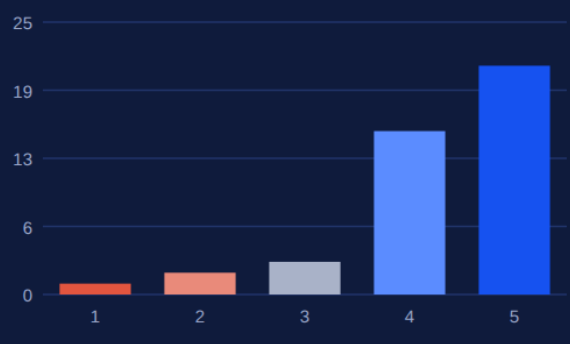
Agent	81.9%
Auto-closed (client action required)	10.9%
Auto-resolved (solution provided)	5.8%
Transferred to other CSM	1.1%
Transferred to Sales	0.3%
null	0%

Source



Email	80.4%
Chat	15.2%
Portal	2.6%
Phone	1.8%

CSAT Score



Top Issues

Specification	Detail	Tickets	Res hrs (med)	≤ 24 h
No data	No data	131	139.2	14%
Invoice	Invoice details not fetched	104	41.8	30%
Subscribed	Merge conflict on ops dashboard	49	44.1	31%
Subscribed	Other issues	46	50.2	20%
Subscribed	Carrier integration	39	55.7	23%
Subscribed	System error on dashboard	35	36.4	37%
Invoice	Exchange rate issue	30	45.2	27%
BL document	Data not fetched	20	45.9	30%

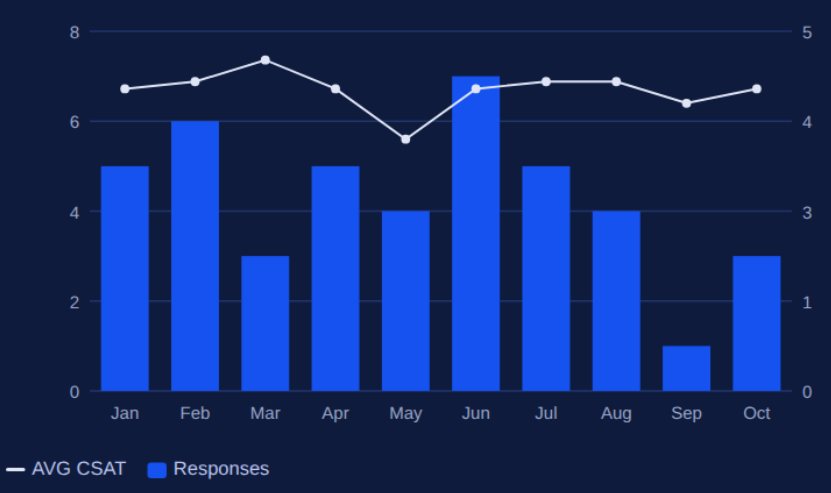
Agent Performance

Agent Name	Tickets	FRT	Res hrs	≤ 24 h	CSAT
Agent A	184	0.27	61.2	24.5%	4.2
Agent B	121	0.22	63.9	18.2%	4.6
Agent D	108	0.18	48.3	23.1%	3.9
Agent F	75	0.21	57.6	21.3%	4.8
Agent C	46	0.24	62.0	36.9%	4.5
Agent E	41	0.15	49.1	26.8%	4.4
Agent G	33	0.26	50.2	27.3%	3.6
Agent H	30	0.33	288.4	13.3%	4.0
Agent M	12	–	24.8	50.0%	4.0
Unassigned	10	0.23	48.7	40.0%	–

Ticket List

Ticket ID	Created time	Type	Client	Agent	Res hrs ▾	CSAT
T-49120	Mar 26, 2026, 11:06 AM	Invoicing: Tech dependent	Untagged / other	Unassigned	2,388.1	No data
T-55102	Jun 24, 2026, 12:31 PM	Shipments: Tech dependent	Client Psi	Agent H	2,214.6	No data
T-48331	Feb 19, 2026, 4:05 PM	Tracking: Tech dependent	Untagged / other	Agent D	2,012.9	No data
T-50478	Apr 7, 2026, 3:28 PM	Shipments: Tech dependent	Client Omega	Agent D	1,804.2	No data
T-47920	Jan 29, 2026, 9:23 AM	Tracking: Tech dependent	Untagged / other	Agent C	1,766.4	No data
T-55387	Jun 27, 2026, 2:21 AM	Tracking: Tech dependent	Untagged / other	Agent F	1,701.5	No data
T-51602	May 6, 2026, 5:47 PM	Reports: Tech dependent	Client Delta	Agent H	1,688.0	No data

CSAT score month on month



Illustrative data · All clients, agents and figures are fictional

Client Query · Detailed view

Support Performance Dashboard

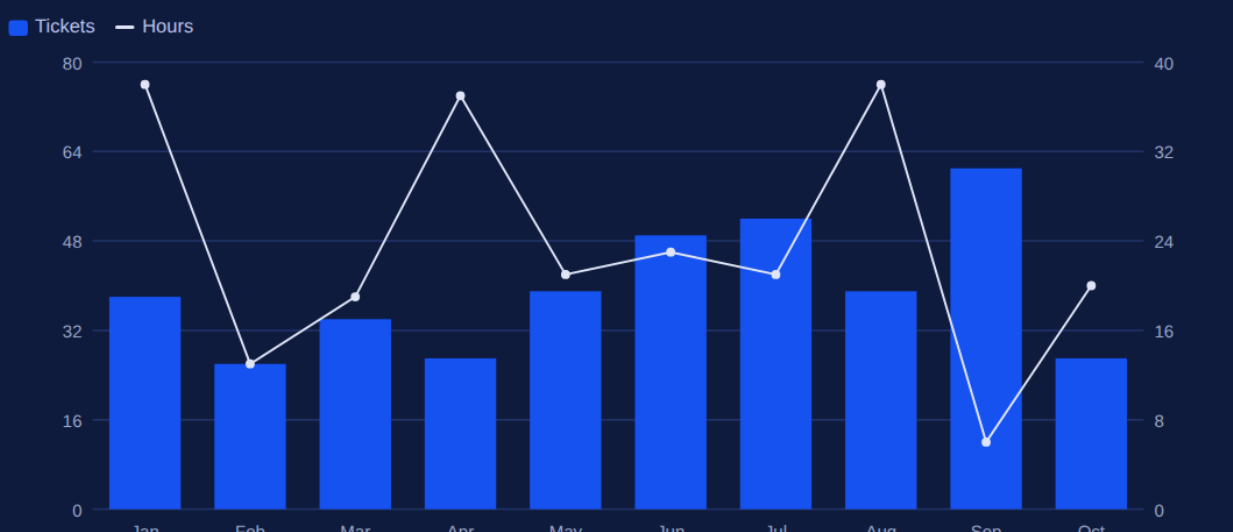
Data updated till **Oct 21**

Overview | Support | Tech | **Client** | Agent Performance

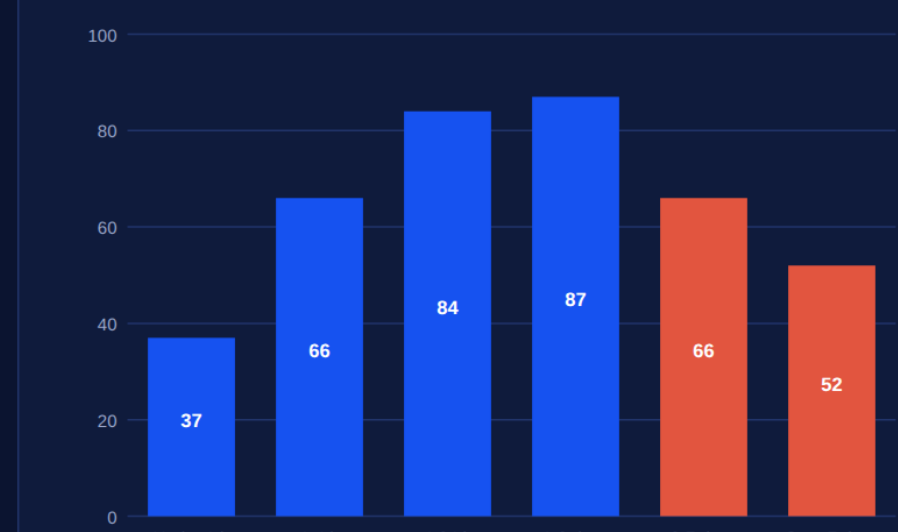
Select date range ▾ | Agent Name ▾ | Group Type ▾ | Client Name ▾

Tickets	First Response	Median Resolution - AVG	Resolved ≤ 24 h	CSAT Score	Resolved by agent
392	118 min	86.7 h	50.8%	No data	85.2%

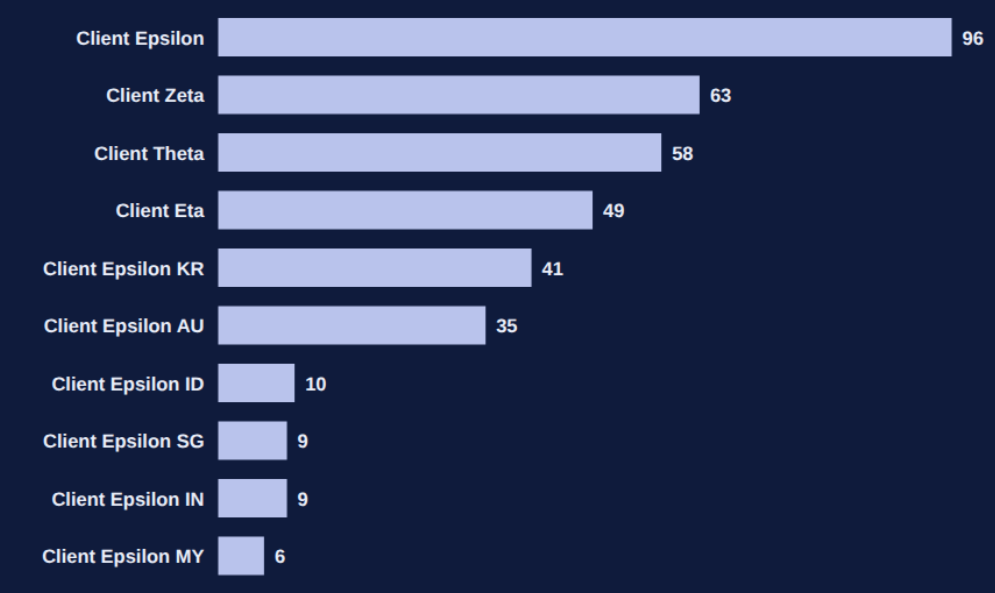
Ticket and Resolution by Month



Resolution Band



Top 10 Tagged Clients



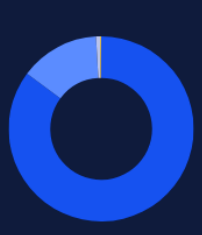
Ticket type



When tickets arrive (weekday × hour)

Created time	1PM	7AM	11AM	12PM	2PM	8AM	9AM	10AM	3PM	6AM	4PM	6PM	7PM
Sunday	-	-	-	1	-	-	-	-	-	1	1	1	-
Monday	10	8	6	5	5	5	6	3	6	4	6	2	2
Tuesday	13	6	10	11	6	6	9	9	4	2	2	2	1
Wednesday	9	8	8	11	6	10	6	7	5	4	3	1	2
Thursday	5	9	6	6	9	8	6	7	5	3	2	3	2
Friday	11	8	7	5	12	6	6	3	6	4	2	2	2
Saturday	2	-	2	-	-	-	-	-	1	-	-	-	-
Grand total	**50**	**39**	**39**	**39**	**38**	**35**	**33**	**29**	**27**	**18**	**16**	**11**	**9**

Tickets Solved By



Agent	85.2%
Auto-closed (client action required)	13.9%
Auto-resolved (solution provided)	0.7%
Transferred to other CSM	0%
Transferred to Sales	0%
null	0.2%

Source



Email	99%
Chat	1%

CSAT Score

No CSAT responses

Top Issues

Specification	Detail	Tickets	Res hrs (med)	≤ 24 h
Parser non-tech queries	Charges and calculation	51	8.1	63%
Contract not found	Not in weekly file	43	24.3	46%
Internal communication	No data	42	21.4	50%
Parser non-tech queries	Platform working	31	24.6	41%
Invoicing	Non-tech	30	20.7	53%
Contract not found	Back-dated	29	25.8	45%
Tech: bulk upload invoice	No data	26	48.3	23%
Contract upload/update	No data	23	48.9	43%

Agent Performance

Agent Name	Tickets	FRT	Res hrs	≤ 24 h	CSAT
Agent N	318	0.72	23.8	46.9%	–
Agent J	72	0.88	25.0	47.2%	–
Agent M	2	–	121.7	0%	–

Ticket List

Ticket ID	Created time	Type	Client	Agent	Res hrs ▾	CSAT
T-50922	Apr 16, 2026, 11:51 AM	Client Epsilon	Client Epsilon	Agent N	2,904.3	No data
T-47255	Jan 12, 2026, 4:42 PM	Client Eta	Client Eta	Agent J	2,011.6	No data
T-50701	Apr 14, 2026, 3:23 PM	Client Eta	Client Eta	Agent J	1,792.4	No data
T-55912	Jul 9, 2026, 4:37 PM	Client Epsilon	Client Zeta	Agent N	1,722.0	No data
T-58104	Aug 6, 2026, 7:33 AM	Client Epsilon	Client Epsilon	Agent N	1,290.8	No data
T-49840	Mar 17, 2026, 10:31 AM	Client Epsilon	Client Epsilon SG	Agent N	1,104.7	No data
T-52255	May 21, 2026, 11:43 AM	Client Eta	Client Eta	Agent J	1,061.9	No data

CSAT score month on month



Illustrative data · All clients, agents and figures are fictional

Agent Performance

Support Performance Dashboard

Data updated till **Oct 21**

Overview | Support | Tech | Client | **Agent Performance**

Select date range ▾ | Agent Name ▾ | Group Type ▾ | Client Name ▾

Active Agents	Tickets	First Response	Median Resolution - AVG	Resolved ≤ 24 h	CSAT Score
18	4,420	46.7 min	84.2 h	45.1%	4.39 (Responses 234)

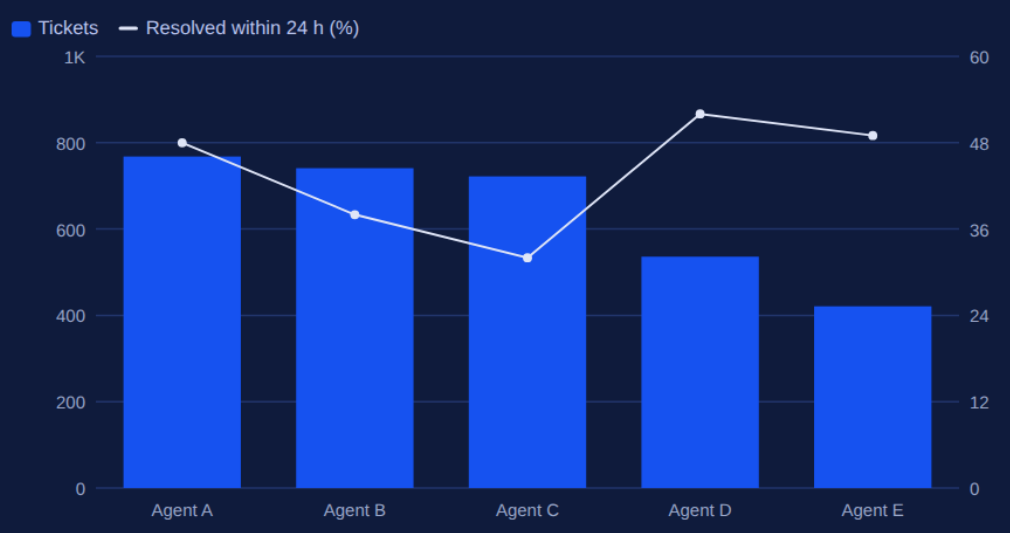
Agent Leaderboard · by volume of tickets

Agent	Tickets ▾	First response (min)	Resolution (h)	≤ 24 h	CSAT rating	CSAT count
Agent A	768	31	78.4	48%	4.31	5
Agent B	741	26	91.2	38%	4.22	5
Agent C	722	28	82.9	32%	4.47	4
Agent D	536	44	99.8	52%	4.20	5
Agent E	421	24	73.6	49%	4.43	4
Agent N	318	138	90.7	47%	–	0
Agent F	296	22	93.1	44%	4.86	2
Agent G	233	16	54.2	48%	4.41	4
Agent H	178	272	153.8	42%	4.65	2
Agent J	125	124	98.2	51%	–	0
Agent I	43	378	119.4	36%	–	0
Agent K	21	63	47.5	57%	–	0
Agent M	14	–	46.8	43%	4.00	1
Agent L	6	712	338.9	0%	–	0

Tickets by agent split by bucket

Agent	Support	Tech	Client	Tickets ▾
Agent A				740
Agent B				711
Agent C				698
Agent D				509
Agent E				421
Agent N				318
Agent F				296
Agent G				233
Agent H				170
Agent J				125
Agent I				43

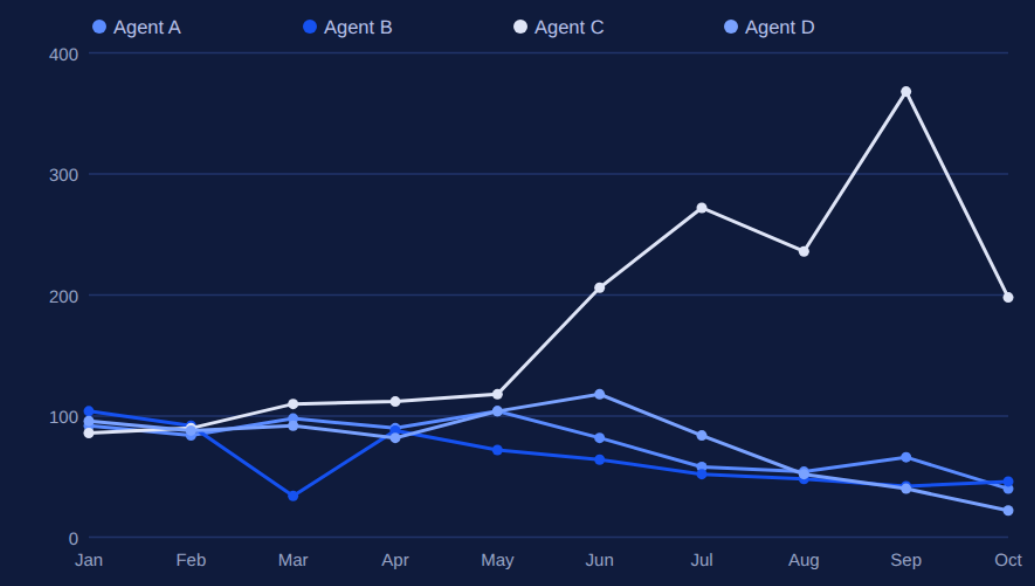
Workload vs Speed



Average resolution by agent and bucket (days)

Agent	Tech Query	Client Specific	Support Query
Agent K	36.2	–	35.4
Agent L	–	–	38.1
Agent I	–	–	13.8
Agent H	15.4	–	2.9
Agent D	7.6	–	3.8
Agent J	0.1	4.9	2.6
Agent F	6.8	–	2.8
Agent B	6.1	–	3.3
Agent N	–	3.7	0.1
Agent C	5.1	–	3
Agent A	5.9	–	2.4
Agent E	4.6	–	2.8
Agent G	3.8	–	2

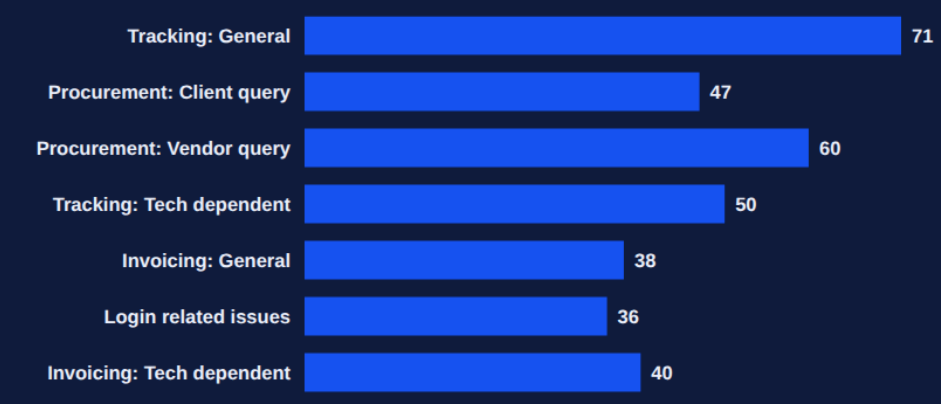
Monthly tickets · top agents



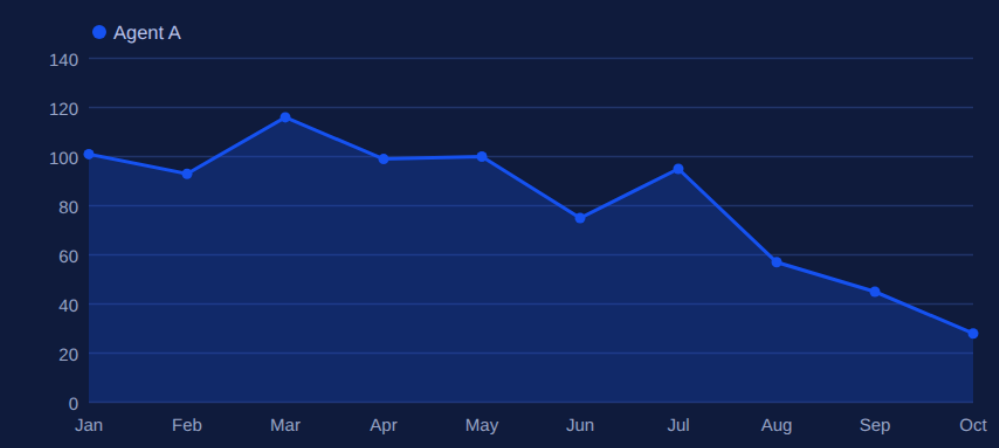
Agent Spotlight

Agent Name	Tickets	Avg first response	Avg resolution	Resolved ≤ 24 h	CSAT Score
Agent A	768	30.5 min	78.4 h	48.1%	4.31

Ticket type



Monthly tickets



Illustrative data · All clients, agents and figures are fictional