freshworks

Make informed decisions with **Freshdesk Analytics**

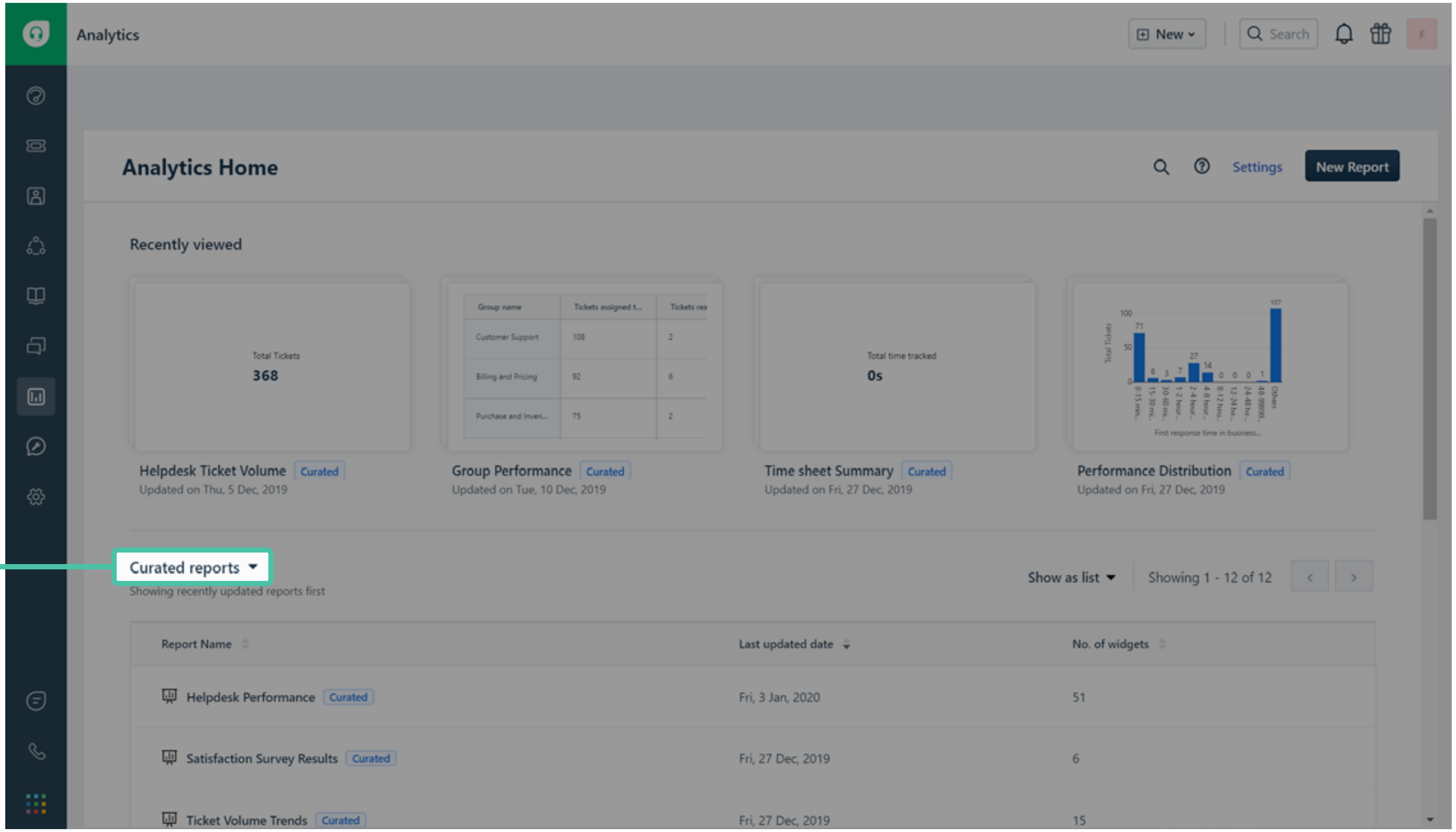
Understanding your support KPIs has become easier than ever before. With Freshdesk Analytics, you can analyze your entire helpdesk and most importantly, come to conclusions. From identifying areas of improvement to creating data-driven plans, you can back your support instincts using Analytics.

In this document, you will find problem statements along with the solution consisting of which report and filters you need to work on. You can recreate the same in your account and it will also give you a headstart in executing your own requirements.

Let's start with use cases pertaining to curated reports as they are inbuilt and require little to no effort. Before you dive in, here's a quick tour of curated reports.

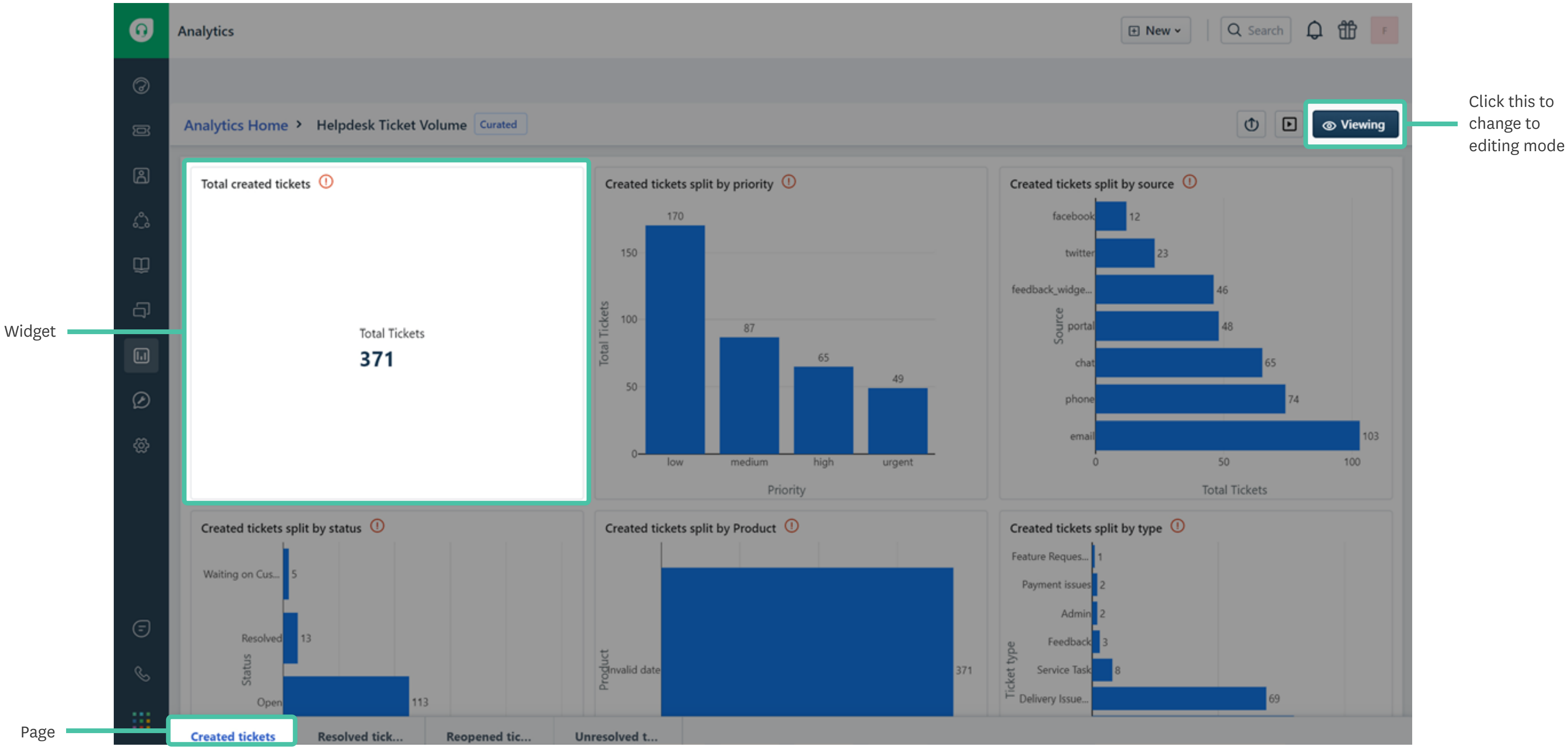
Have your Freshdesk Analytics open for better understanding.

Click on any curated report to view the insights you need.

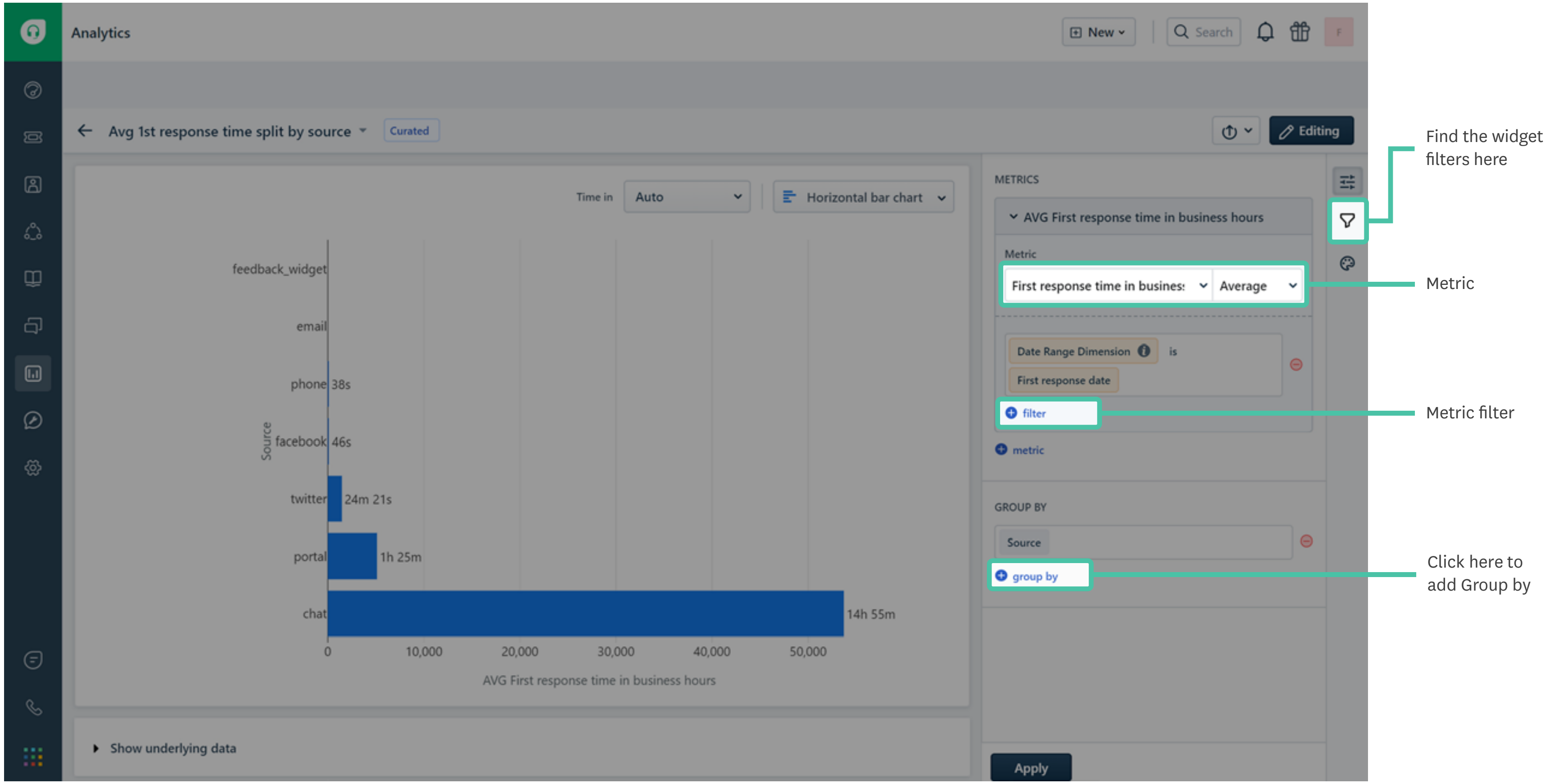


Use this dropdown to get the list of curated reports

Hover over any widget in editing mode and click edit button to go to the widget configuration page.



You can add additional metrics, filters and group by based on your requirements.



If you want to replicate a widget present in curated report, click Save as and add the widget to any of the custom reports you have already created.

Now, let's begin!

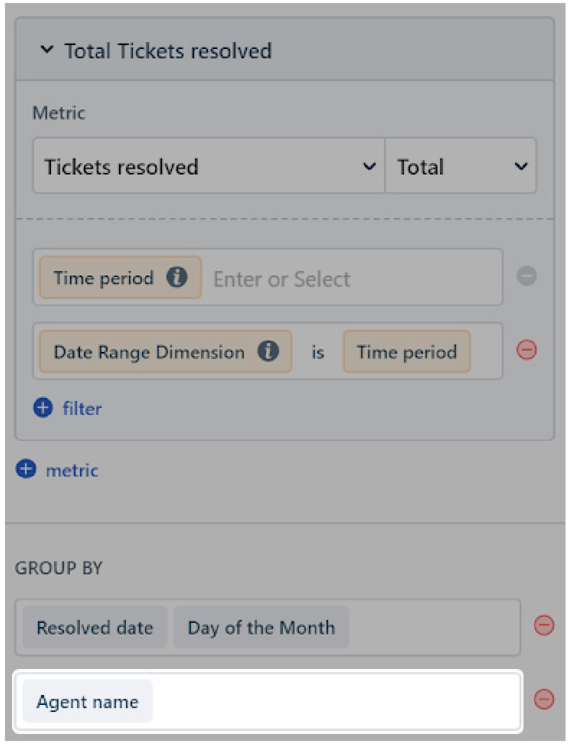
I want to know the daily performance of my agents.

Curated report: Ticket Volume Trends

Page: Day & Week

Widget: Tickets resolved by day

Add group by: Agent name



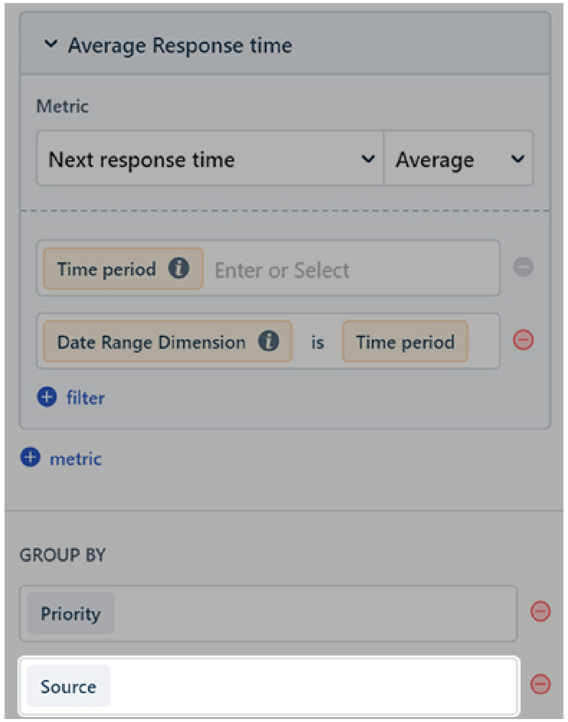
I want to compare the time taken to respond based on ticket priority for all support channels.

Curated report: Helpdesk performance

Page: Response time

Widget: Avg response time split by priority

Add group by: Source



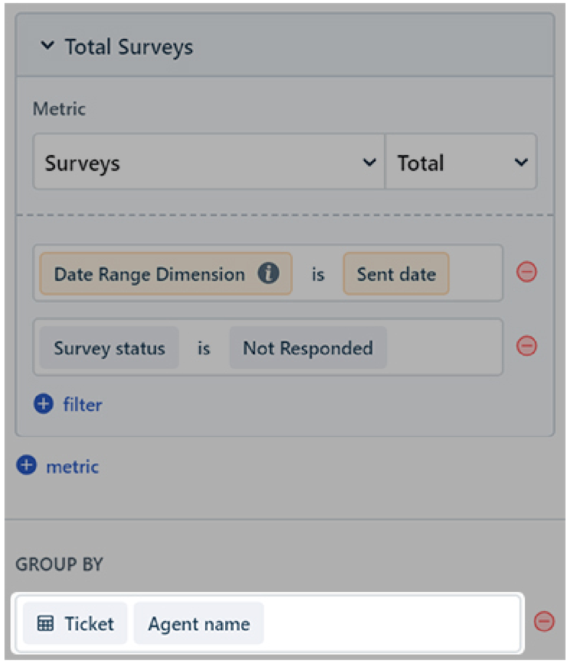
The number of unresponded surveys are getting higher. I should see if this is happening to all agents or only a select few.

Curated report: Satisfaction survey results

Page: Overall

Widget: Unanswered surveys

Add group by: Ticket | Agent name



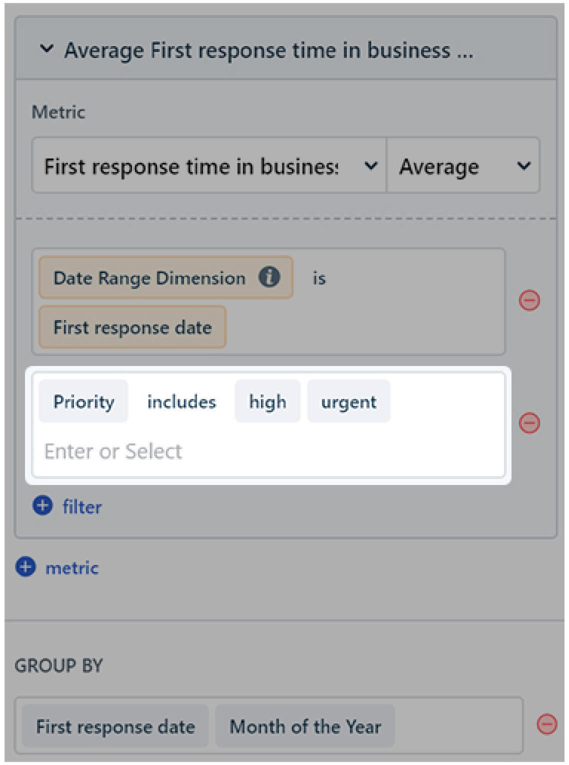
I want to check the monthly first response time for high and urgent priority tickets.

Curated report: Performance distributions

Page: First response time

Widget: First response time by month

Add metric filter: Priority includes high urgent



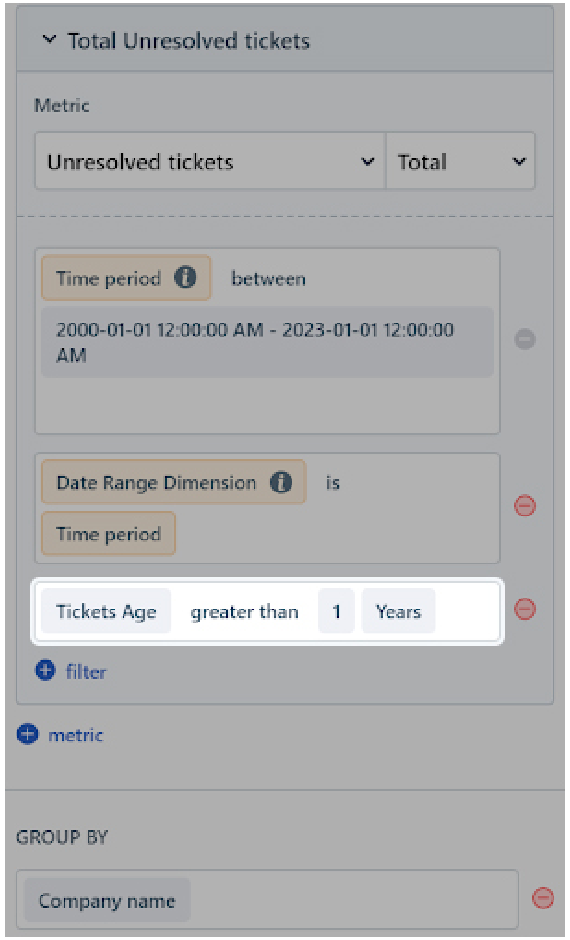
I want to view the number of tickets that remain unresolved for more than a year for my top customers.

Curated report: Top customer analysis

Page: Activity

Widget: Unresolved tickets

Add metric filter: Tickets Age greater than 1 Years



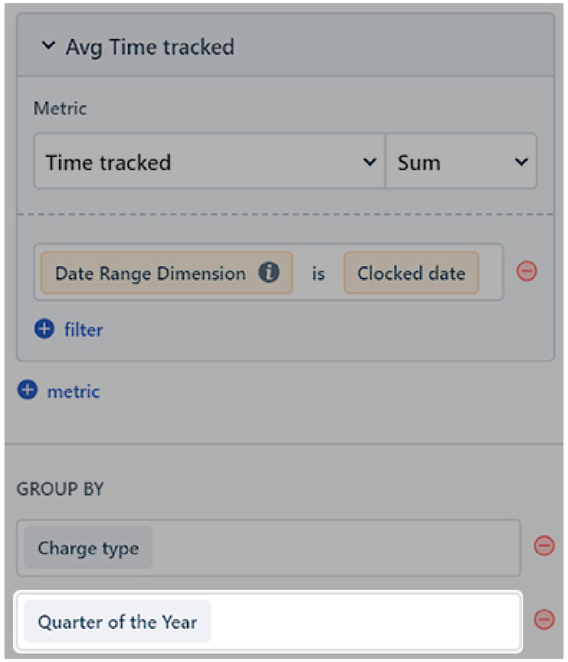
I want to view the split up of billable and non billable hours on a quarterly basis.

Curated report: Time sheet summary

Page: Overall

Widget: Billable vs Non-billable hours

Add group by: Quarter of the Year



I have my support team working in three shifts. I want their overall SLA performance for each timezone.

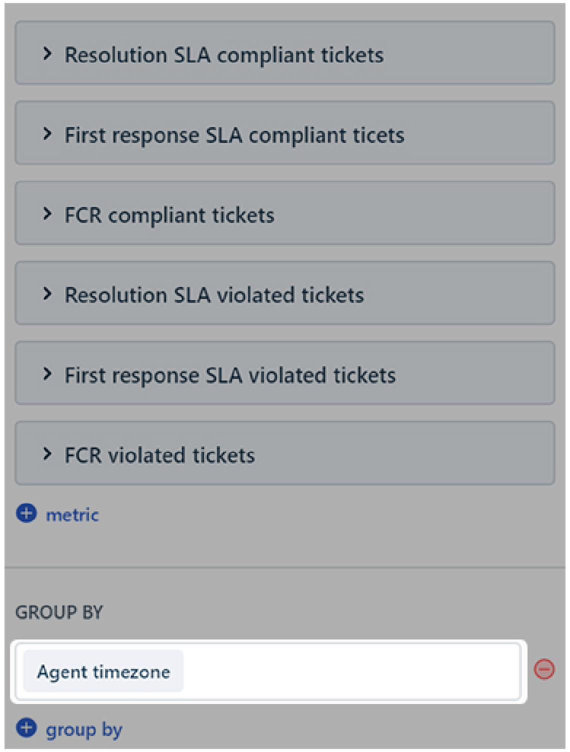
Curated report: Agent performance

Page: SLA

Widget: SLA Performance

Remove group by: Agent name (by clicking on the red minus icon)

Add group by: Agent timezone



I want to find the issue for which many tickets were created in the last two weeks.

Curated report: Helpdesk Ticket Volume

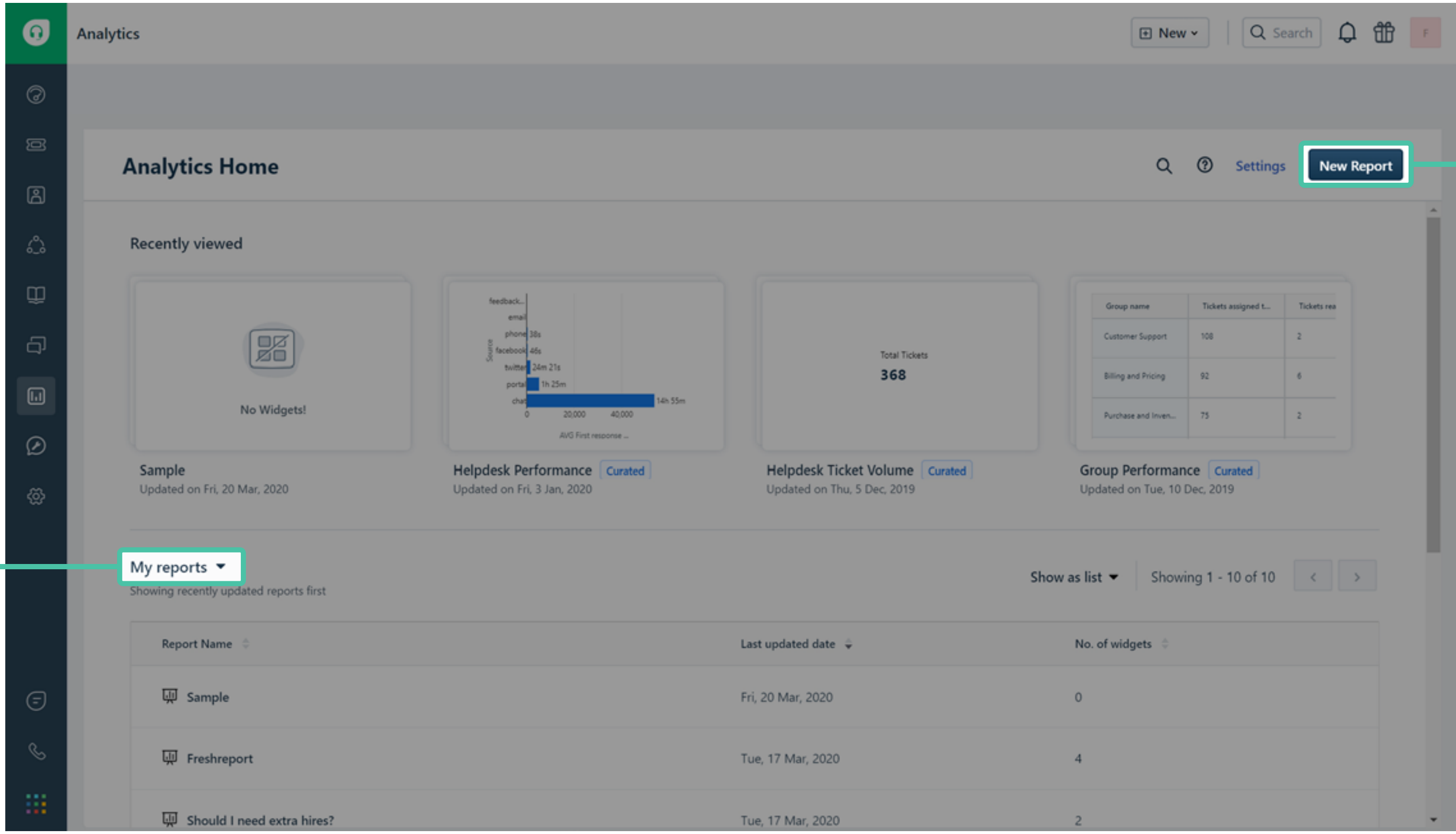
Page: Created tickets

Widget: Created tickets split by type

Add widget filter: Resolved date in the last 2 weeks

While you can check your support vitals using curated reports, use cases unique to your business require custom reports. Though creating the same in curated reports is possible, it needs a bit of tweaking and renaming. On the other hand, you can deep dive effortlessly into helpdesk data using custom reports. And the best part is you get to save them for future reference.

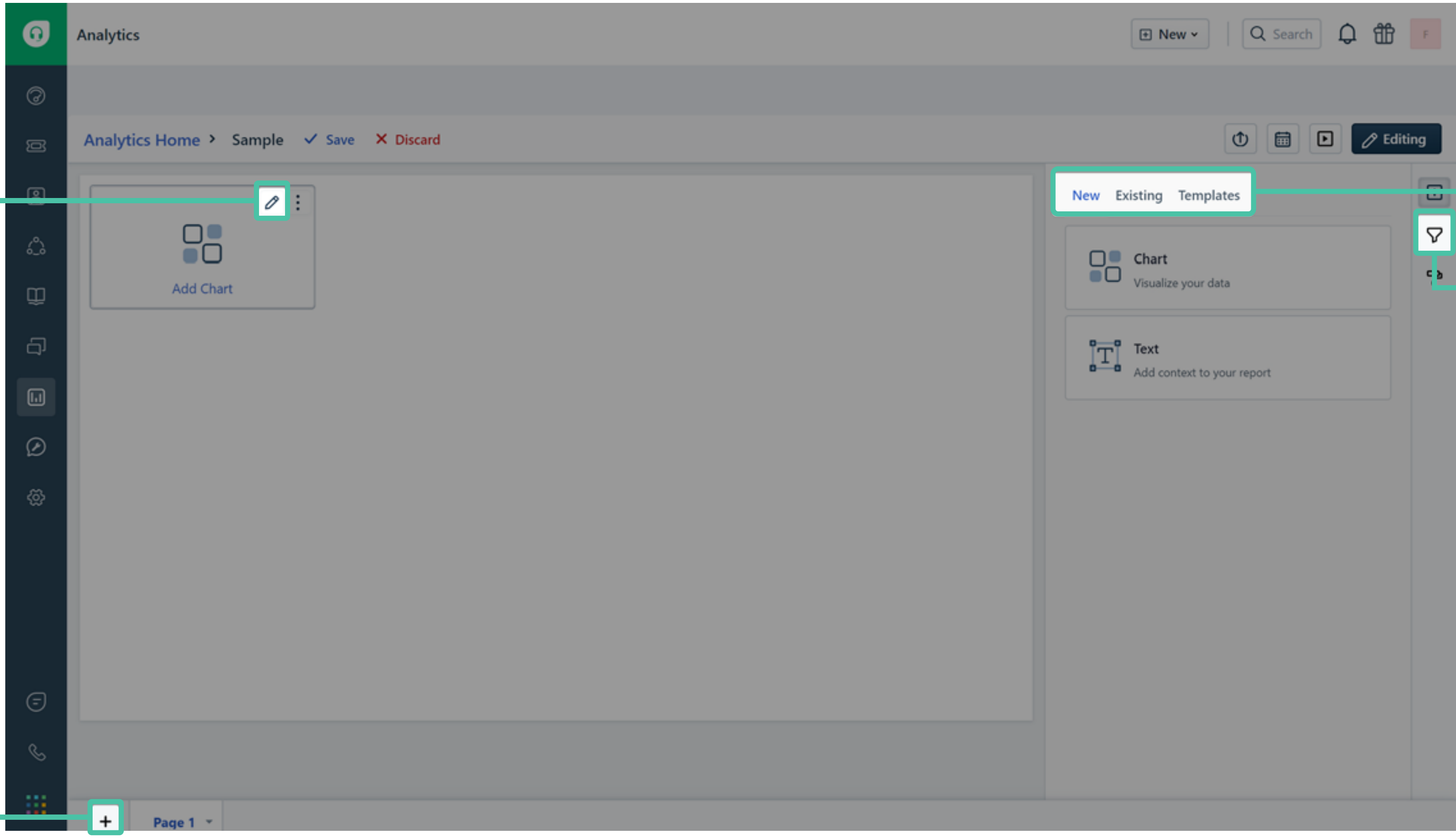
Here’s a quick tour of custom reports.



Click here to create a custom report

Find the custom reports you created in this dropdown

Click Edit button to create your widget.



Edit widget

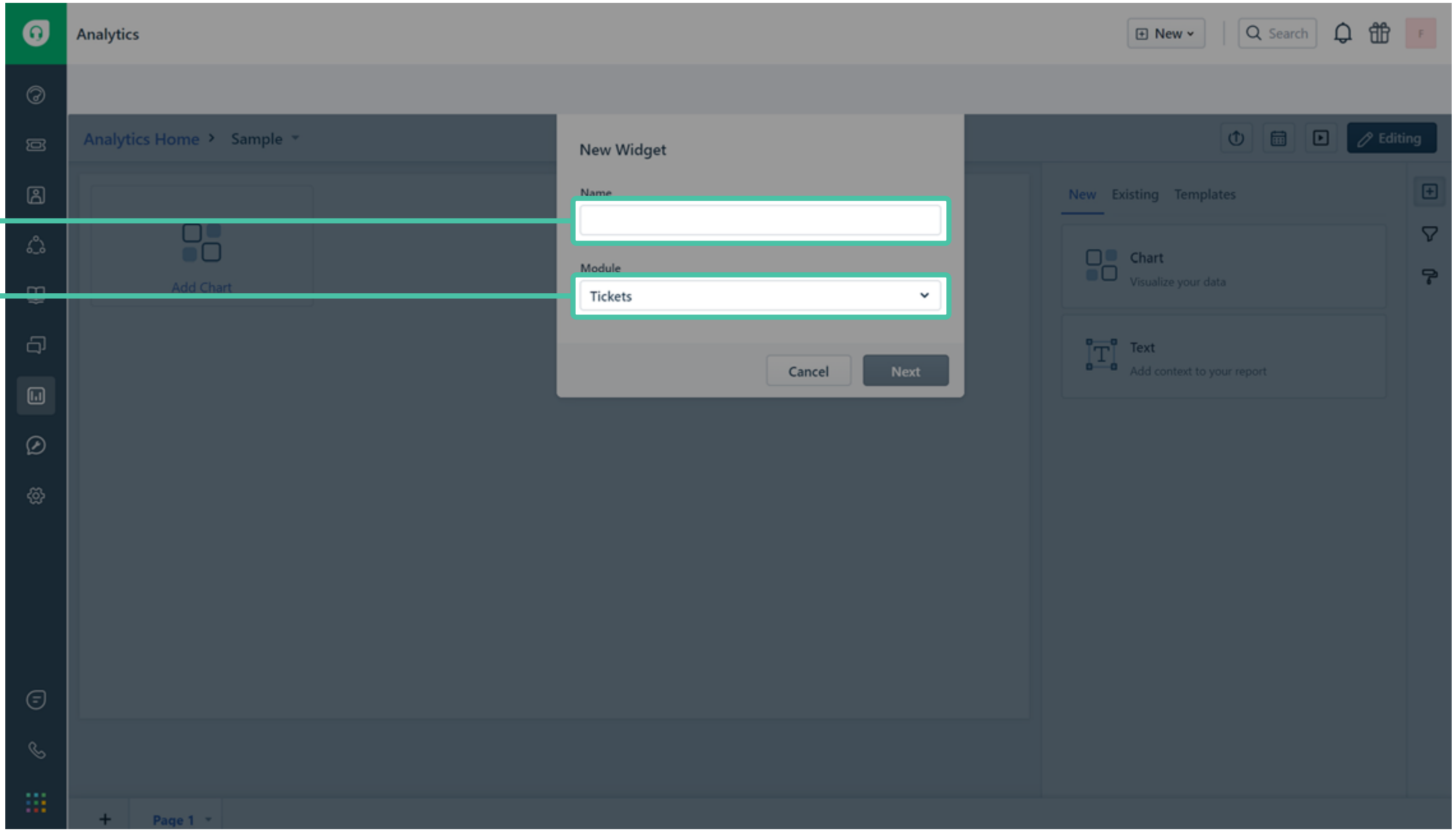
Widget library where you can create your own chart widgets or pick widget templates

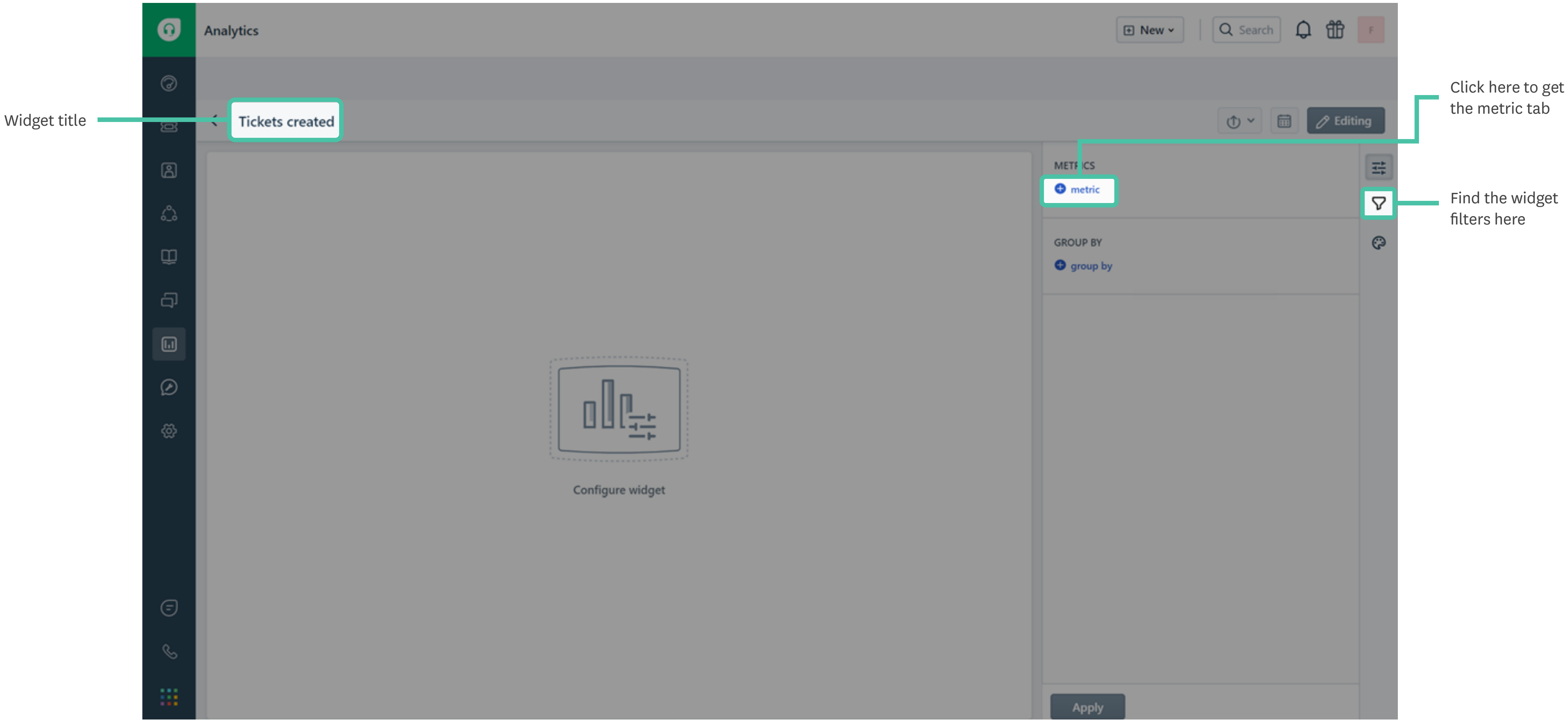
Find the report level filters here

You can add additional pages and accommodate more widgets

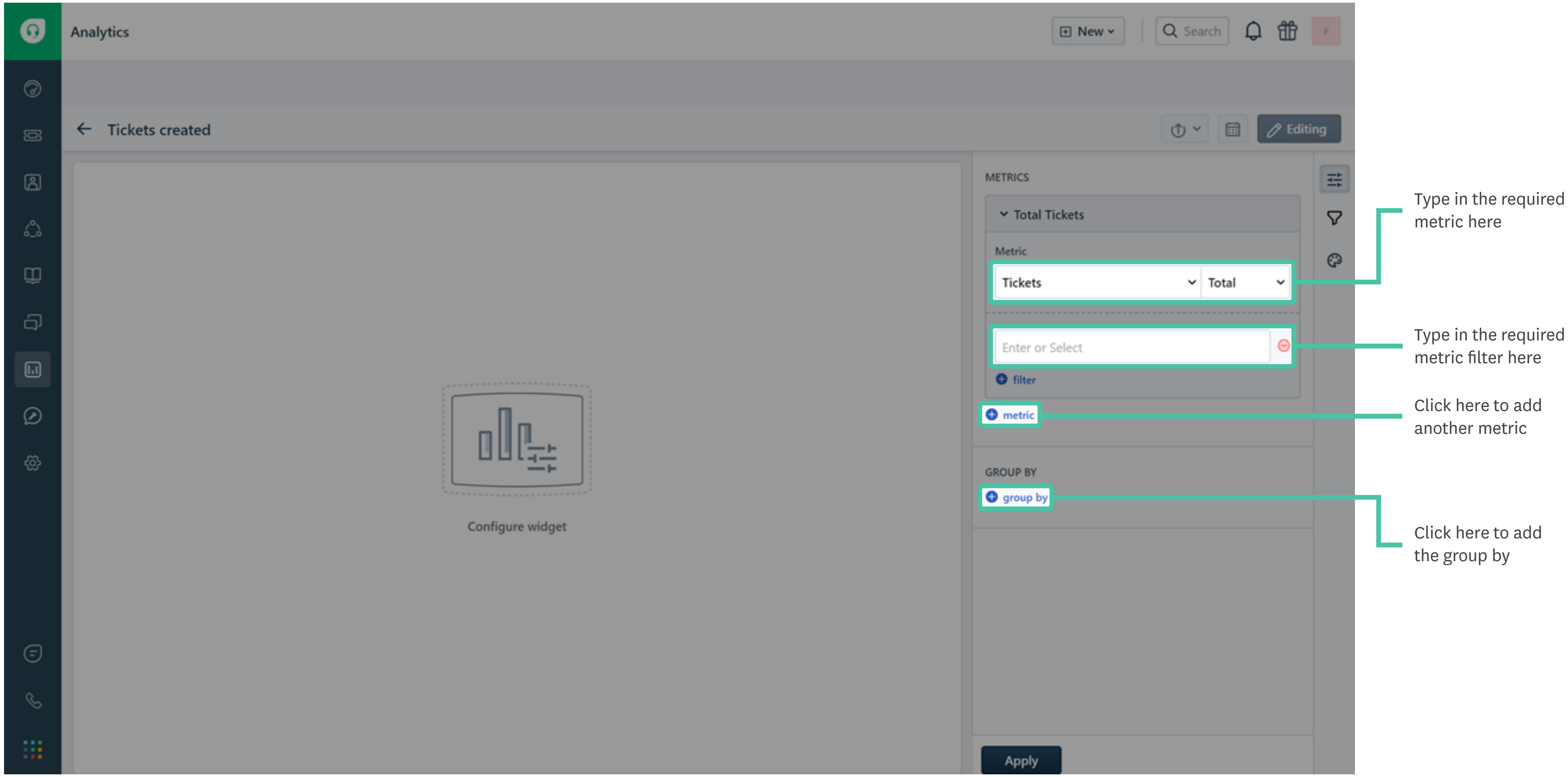
Type in the widget title here

Choose the module here




Widget title
Analytics
New
Search
Tickets created
Editing
METRICS
metric
GROUP BY
group by
Configure widget
Apply
Click here to get the metric tab
Find the widget filters here

You can input metrics, filters and group by based on your use case.



Now, let's jump right in!

A ticket is reassigned between multiple agents and I need to find the time spent by the ticket under each agent.

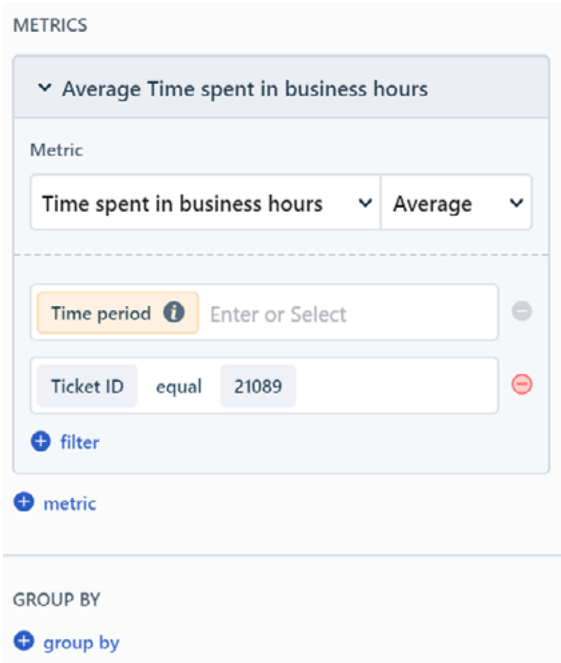
Module: Tickets

Metric: Time spent in business hours

Filters: Ticket ID equal <ticket ID>

Once you click Apply, you can view the time spent under Show underlying data.

After you type in any number in the filter tab, press Enter.



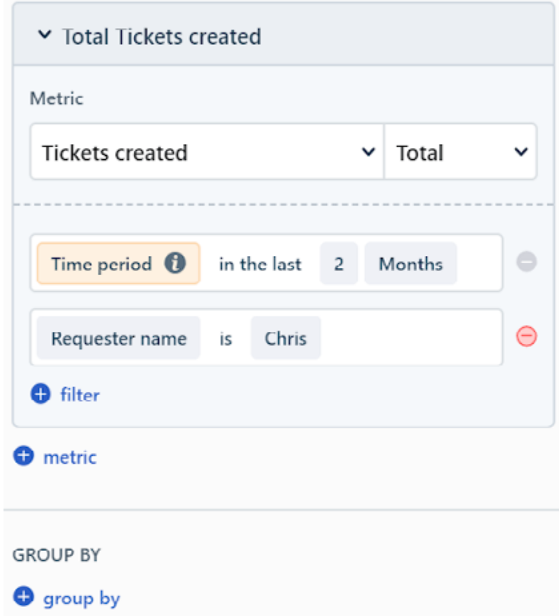
I want to see the number of tickets created by a specific customer over the last 2 months.

Module: Tickets

Metric: Tickets created

Time period: in the last 2 months

Filters: Requester name is <name>

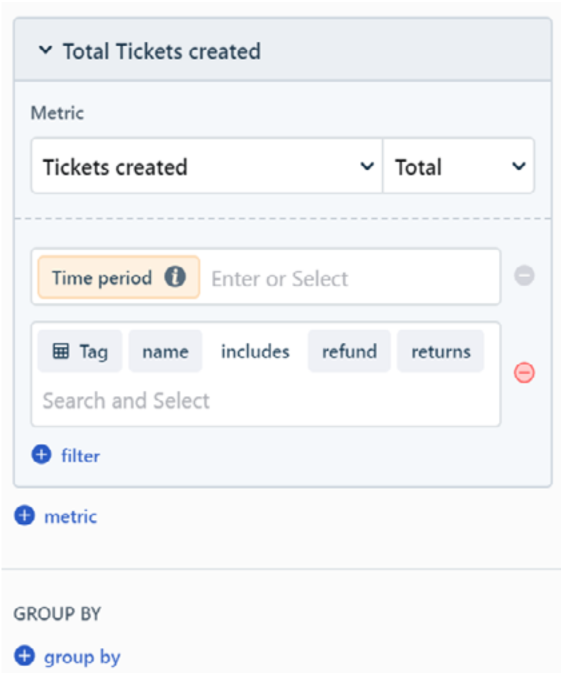


I need to find the tickets created under specific tags.

Module: Tickets

Metric: Tickets created

Filters: Tag name includes <name 1> <name 2>



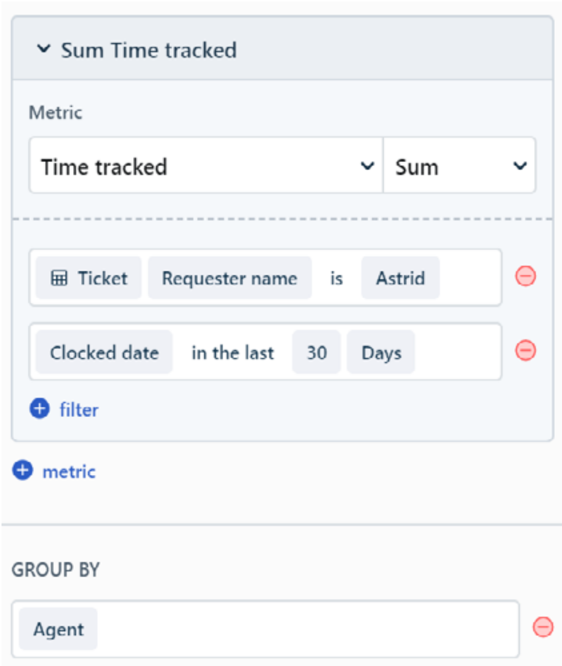
I need to know how long my agents have worked on a specific contact in the last month. Since I use this data to invoice our clients, I want the sum of all time entries per ticket.

Module: Timesheet

Metric: Time clocked

Filters: Ticket Requester name is <name>, Clocked date in the last 30 days

Group by: Agent



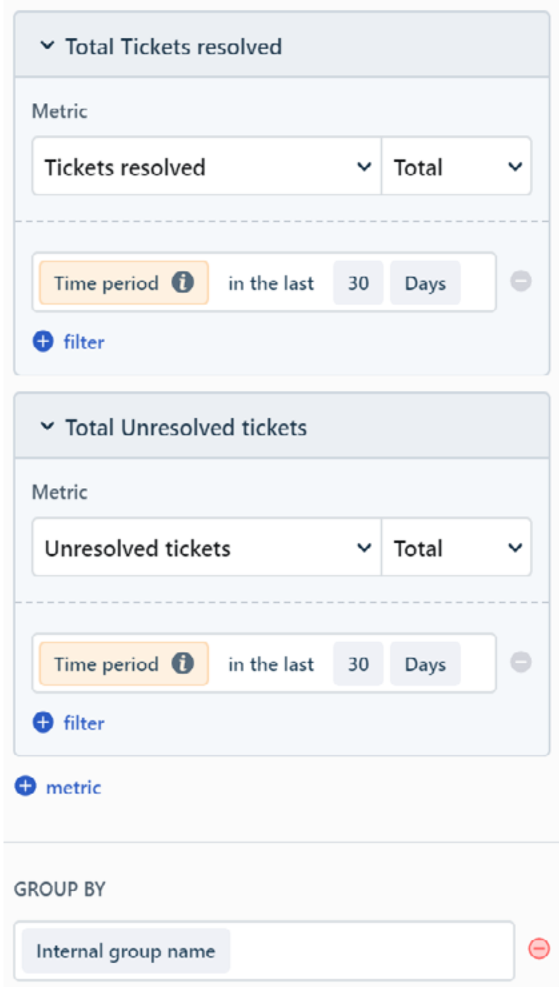
I want to compare the tickets resolved vs unresolved by internal groups in the last 1 month.

Module: Tickets

Metric: Tickets resolved Unresolved tickets

Filters: Time period in the last 30 days

Group by: Internal group name



I want to see the top 10 performing agents in the last 2 months.

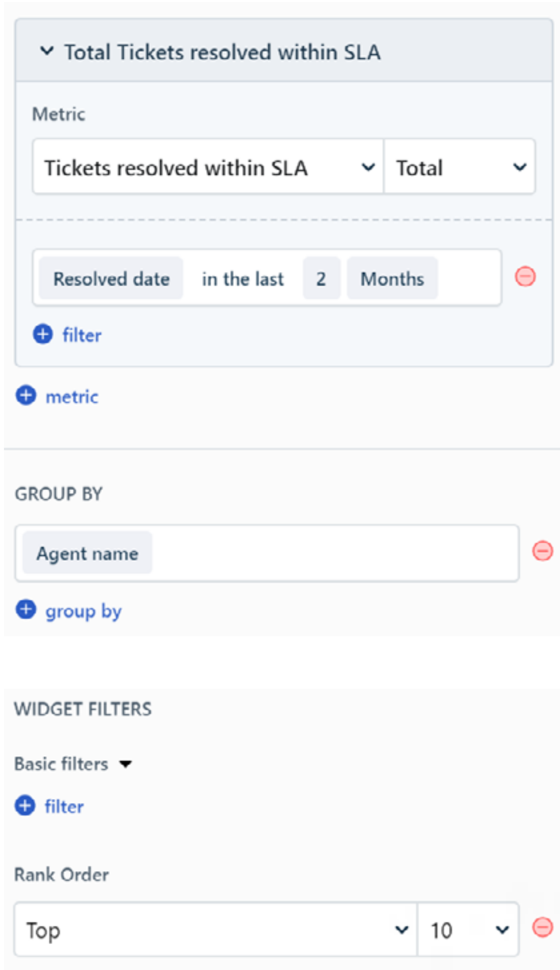
Module: Tickets

Metric: Tickets resolved within SLA

Metric filter: Resolved date in the last 2 months

Group by: Agent name

Widget filter: Rank order of Top 10



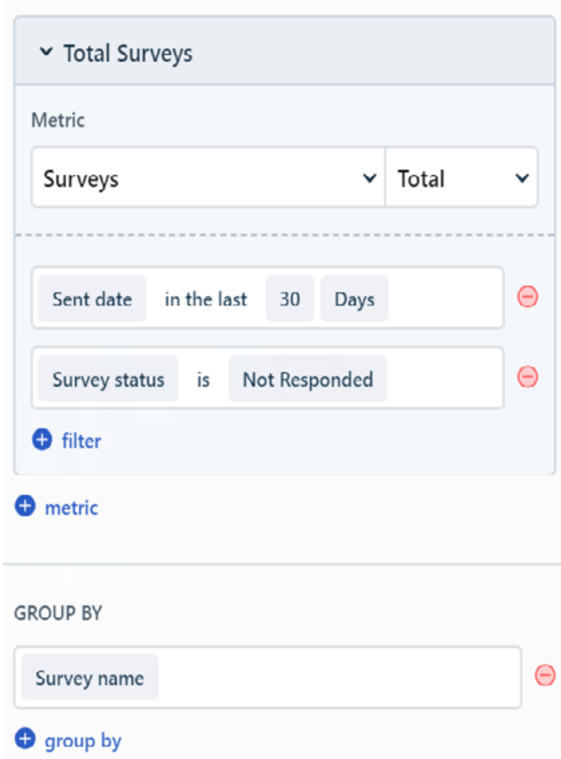
I need to find the number of unanswered surveys in the last 30 days grouped by survey name.

Module: Surveys

Metric: Surveys

Filter: Sent date in the last 30 days, Survey status is Not responded

Group by: Survey name

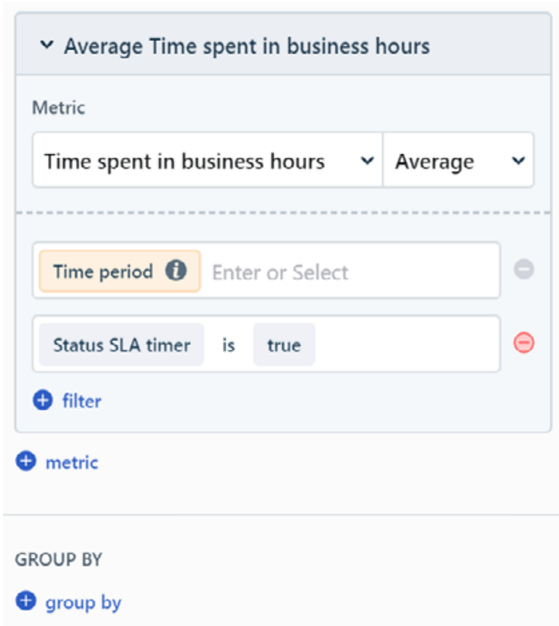


I need to find the time spent on tickets when the SLA timer is on.

Module: Tickets

Metric: Time spent in business hours

Filter: Status SLA timer is true



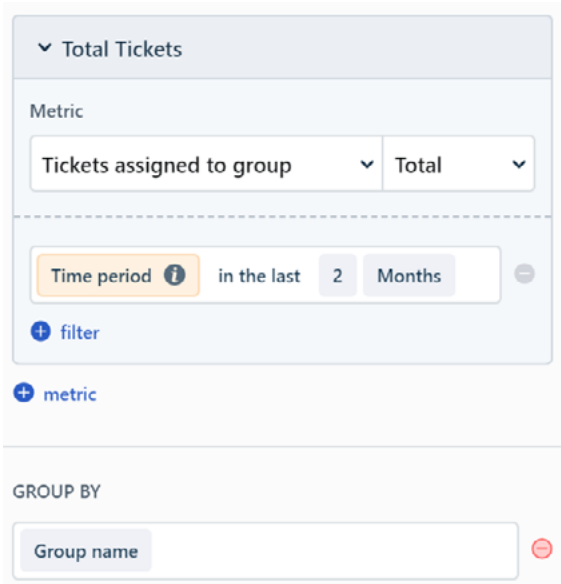
I want to find the tickets assigned to each group in the last 2 months.

Module: Tickets

Metric: Tickets assigned to group

Filter: Time period in the last 2 months

Group by: Group name



Hope these offer a great head start for using Analytics! If you are unable to access some reports or functionalities in your account, you can check the Analytics features for each plan here.