

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

The screenshot displays the 'Analytics Home' dashboard. At the top, there's a header with 'Analytics' and a 'New' button. Below the header, the 'Recently viewed' section features four report cards: 'Helpdesk Ticket Volume' (368 tickets), 'Group Performance' (table with 3 rows), 'Time sheet Summary' (0s), and 'Performance Distribution' (bar chart). Each card has a 'Curated' tag and an update date. Below these, a 'Curated reports' dropdown menu is highlighted, showing a list of reports: 'Helpdesk Performance', 'Satisfaction Survey Results', and 'Ticket Volume Trends'. The dashboard also includes a sidebar with navigation icons and a top navigation bar with search and settings options.

Group name	Tickets assigned to...	Tickets resolved
Customer Support	108	2
Billing and Pricing	92	6
Purchase and Inven...	75	2

Report Name	Last updated date	No. of widgets
Helpdesk Performance	Fri, 3 Jan, 2020	51
Satisfaction Survey Results	Fri, 27 Dec, 2019	6
Ticket Volume Trends	Fri, 27 Dec, 2019	15

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

Analytics

Analytics Home > Helpdesk Ticket Volume Curated

Viewing

Click this to change to editing mode

Widget

Total created tickets

Total Tickets

371

Created tickets split by priority

Priority	Total Tickets
low	170
medium	87
high	65
urgent	49

Created tickets split by source

Source	Total Tickets
facebook	12
twitter	23
feedback_widge...	46
portal	48
chat	65
phone	74
email	103

Created tickets split by status

Status	Total Tickets
Waiting on Cus...	5
Resolved	13
Open	113

Created tickets split by Product

Product	Total Tickets
Invalid date	371

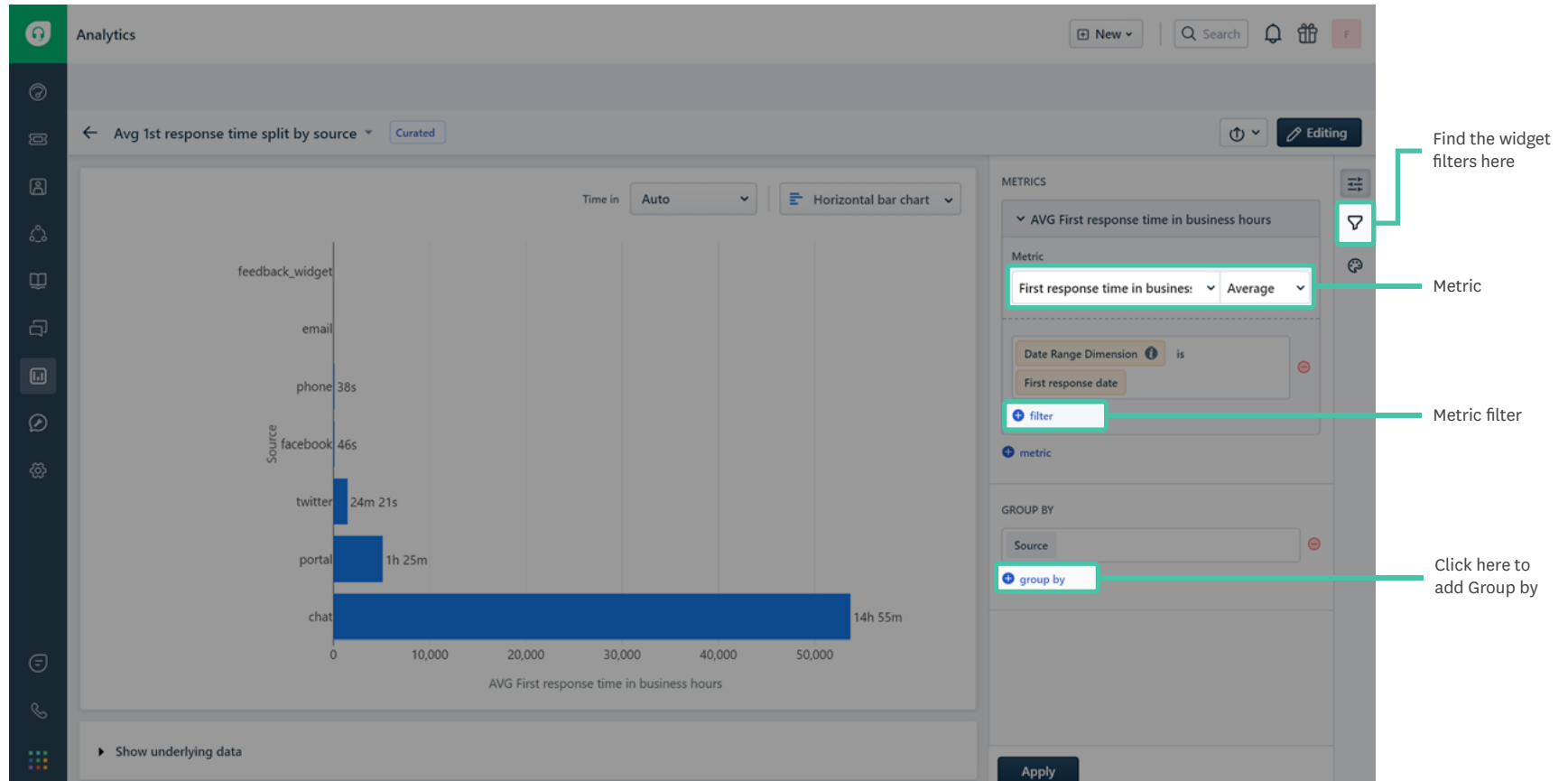
Created tickets split by type

Ticket type	Total Tickets
Feature Reques...	1
Payment issues	2
Admin	2
Feedback	3
Service Task	8
Delivery Issue...	69

Page

Created tickets Resolved tick... Reopened tic... Unresolved t...

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

The screenshot shows a configuration panel for a report titled "Total Tickets resolved". The panel is divided into several sections:

- Metric:** A dropdown menu is set to "Tickets resolved", and a second dropdown is set to "Total".
- Time period:** A button labeled "Time period" with an information icon is next to a text input field containing "Enter or Select".
- Date Range Dimension:** A button labeled "Date Range Dimension" with an information icon is followed by the word "is" and another button labeled "Time period".
- filter:** A blue plus icon followed by the word "filter".
- metric:** A blue plus icon followed by the word "metric".
- GROUP BY:** A section with two buttons: "Resolved date" and "Day of the Month".
- Agent name:** A text input field containing "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 screenshot shows a configuration panel for a widget titled 'Average Response time'. The panel is divided into several sections:

- Metric:** A dropdown menu is set to 'Next response time', and a second dropdown is set to 'Average'.
- Time period:** A field with a placeholder 'Enter or Select' and an information icon.
- Date Range Dimension:** A field with an information icon, followed by the word 'is', and then a field labeled 'Time period' with a red minus icon to its right.
- filter:** A button with a plus icon and the text 'filter'.
- metric:** A button with a plus icon and the text 'metric'.
- GROUP BY:** A section containing two items: 'Priority' and 'Source'. Each item has a red minus icon to its right, indicating they can be removed.

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

The screenshot shows a configuration panel for a report titled "Total Surveys". It includes a "Metric" section with "Surveys" and "Total" dropdowns. Below this are two filter conditions: "Date Range Dimension" is "Sent date" and "Survey status" is "Not Responded". There are buttons to add filters and metrics. The "GROUP BY" section at the bottom shows "Ticket" and "Agent name" as selected dimensions.

▼ Total Surveys

Metric

Surveys ▼ Total ▼

Date Range Dimension ⓘ is Sent date −

Survey status is Not Responded −

+ filter

+ metric

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

The screenshot shows a configuration interface for a report. At the top, a dropdown menu is set to "Average First response time in business ...". Below this, the "Metric" section contains a dropdown for "First response time in business:" and another for "Average". A dashed line separates this from the filter section. The filter section has a "Date Range Dimension" dropdown with an information icon, followed by the word "is", and a "First response date" dropdown. Below these is a filter configuration box with "Priority" as the dimension, "includes" as the operator, and "high" and "urgent" as selected values. A search bar with the text "Enter or Select" is also present. Below the filter box are buttons for "+ filter" and "+ metric". At the bottom, the "GROUP BY" section shows "First response date" and "Month of the Year" as selected dimensions.

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

The screenshot shows a configuration panel for a widget titled "Total Unresolved tickets". The panel is organized into several sections:

- Metric:** A dropdown menu is set to "Unresolved tickets", and a secondary dropdown is set to "Total".
- Time period:** A section labeled "Time period" with an information icon and the word "between". Below it, a date range is specified: "2000-01-01 12:00:00 AM - 2023-01-01 12:00:00 AM".
- Date Range Dimension:** A section labeled "Date Range Dimension" with an information icon and the word "is". Below it, a dropdown menu is set to "Time period".
- Filter:** A section containing a filter rule: "Tickets Age greater than 1 Years". Below this rule is a "+ filter" button.
- Metric:** A section with a "+ metric" button.
- GROUP BY:** A section labeled "GROUP BY" with a dropdown menu set to "Company name".

Each of the "Time period", "Date Range Dimension", and "GROUP BY" sections has a red minus icon on the right side, indicating they can be removed. The "filter" and "metric" sections have blue plus icons on the left, indicating they can be added.

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

The screenshot shows a configuration panel for a report titled "Avg Time tracked". It includes a "Metric" section with "Time tracked" selected and "Sum" as the aggregation. Below this is a "filter" section with "Date Range Dimension" and "Clocked date" selected. At the bottom, the "GROUP BY" section has "Charge type" and "Quarter of the Year" selected.

▼ Avg Time tracked

Metric

Time tracked ▼ Sum ▼

Date Range Dimension ⓘ is Clocked date ⓧ

+ filter

+ metric

GROUP BY

Charge type ⓧ

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

The screenshot shows the configuration interface for the 'SLA Performance' widget. It features a list of six filterable categories, each with a right-pointing chevron icon: 'Resolution SLA compliant tickets', 'First response SLA compliant tickets', 'FCR compliant tickets', 'Resolution SLA violated tickets', 'First response SLA violated tickets', and 'FCR violated tickets'. Below these is a section labeled '+ metric' with a plus icon. The 'GROUP BY' section contains a text input field with 'Agent timezone' and a red minus icon on the right. At the bottom, there is a '+ group by' label with a plus icon.

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.

The screenshot shows the 'Analytics Home' dashboard. A vertical sidebar on the left contains various icons, with the 'My reports' icon highlighted. A callout points to this icon with the text: 'Find the custom reports you created in this dropdown'. At the top right of the dashboard, a 'New Report' button is highlighted with a red box, and a callout points to it with the text: 'Click here to create a custom report'. The dashboard itself features a 'Recently viewed' section with four widgets: 'Sample' (No Widgets!), 'Helpdesk Performance' (a bar chart), 'Helpdesk Ticket Volume' (a card showing 368 tickets), and 'Group Performance' (a table). Below this is a 'My reports' dropdown menu showing a list of reports.

Analytics Home

Recently viewed

- Sample**
Updated on Fri, 20 Mar, 2020
- Helpdesk Performance** Curated
Updated on Fri, 3 Jan, 2020
- Helpdesk Ticket Volume** Curated
Updated on Thu, 5 Dec, 2019
- Group Performance** Curated
Updated on Tue, 10 Dec, 2019

My reports ▾
Showing recently updated reports first

Show as list ▾ Showing 1 - 10 of 10 < >

Report Name	Last updated date	No. of widgets
Sample	Fri, 20 Mar, 2020	0
Freshreport	Tue, 17 Mar, 2020	4
Should I need extra hires?	Tue, 17 Mar, 2020	2

Click Edit button to create your widget.

The screenshot shows the Analytics dashboard interface. The top navigation bar includes a 'New' button, a search bar, and notification icons. The main content area is titled 'Analytics Home > Sample' and includes 'Save' and 'Discard' buttons. A central 'Add Chart' widget is highlighted with an 'Edit widget' annotation pointing to its edit icon. On the right, a 'Widget library' panel is open, showing 'New', 'Existing', and 'Templates' tabs. It lists 'Chart' (Visualize your data) and 'Text' (Add context to your report) widgets. A 'Find the report level filters here' annotation points to a filter icon in the library. At the bottom left, a '+' button in the sidebar is annotated with 'You can add additional pages and accommodate more widgets'. The bottom status bar shows 'Page 1'.

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

The screenshot shows the 'New Widget' dialog box in an analytics application. The dialog has a 'Name' text input field and a 'Module' dropdown menu. The 'Name' field is highlighted with a red rectangle, and the 'Module' dropdown is also highlighted with a red rectangle. The 'Module' dropdown currently shows 'Tickets'. Below the input fields are 'Cancel' and 'Next' buttons. The background shows the analytics dashboard with a sidebar on the left containing various icons, a top navigation bar with 'Analytics', 'New', 'Search', and notification icons, and a main content area with 'Analytics Home > Sample' and an 'Add Chart' button. On the right side of the dashboard, there are tabs for 'New', 'Existing', and 'Templates', and a list of widget options including 'Chart' and 'Text'.

Analytics

New

Search

Analytics Home > Sample

Add Chart

New Widget

Name

Module

Tickets

Cancel

Next

New Existing Templates

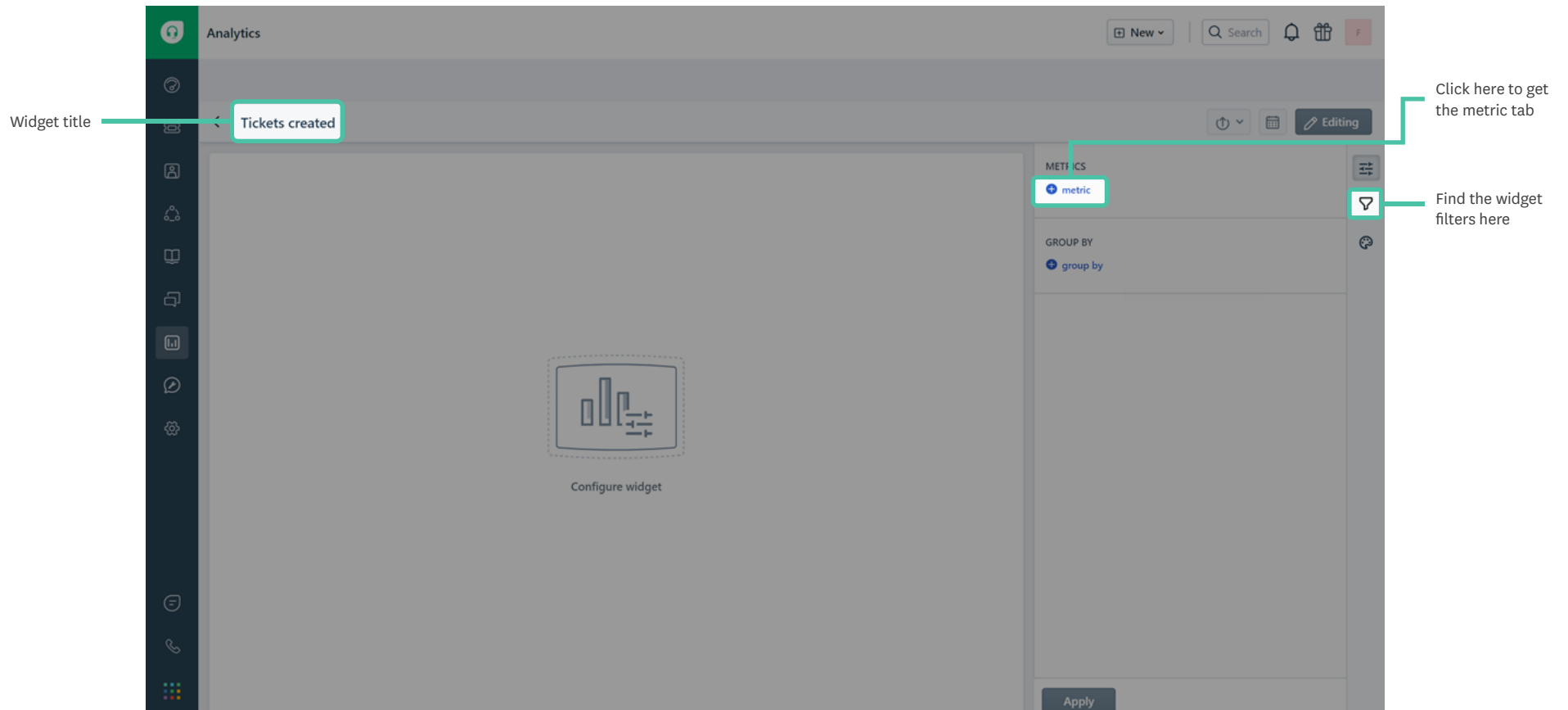
Chart

Visualize your data

Text

Add context to your report

Page 1



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

The screenshot displays the 'Analytics' dashboard interface. The main area shows a 'Tickets created' widget with a 'Configure widget' button. The right sidebar contains configuration options:

- METRICS:** A section titled 'Total Tickets' with a 'Metric' dropdown set to 'Tickets' and a 'Total' dropdown. Below this is a text input field labeled 'Enter or Select' with a red minus icon. A callout points to this field with the text: 'Type in the required metric filter here'. Below the input field is a '+ filter' button. A callout points to the '+ metric' button with the text: 'Click here to add another metric'.
- GROUP BY:** A section with a '+ group by' button. A callout points to this button with the text: 'Click here to add the group by'.

At the bottom of the sidebar is an 'Apply' button. The top of the dashboard includes a 'New' button, a search bar, and notification icons.

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.

METRICS

▼ Average Time spent in business hours

Metric

Time spent in business hours ▼ Average ▼

Time period ⓘ Enter or Select

Ticket ID equal 21089

+ filter

+ metric

GROUP BY

+ group by

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>

The screenshot shows a configuration panel for a data visualization tool. At the top, a dropdown menu is set to 'Total Tickets created'. Below this, the 'Metric' section contains two dropdowns: 'Tickets created' and 'Total'. A dashed line separates the metrics from the filters. The 'Time period' filter is set to 'in the last 2 Months'. Below that, the 'Requester name' filter is set to 'is Chris'. There are buttons to add or remove filters and metrics. At the bottom, the 'GROUP BY' section has a button to add a group by field.

▼ Total Tickets created

Metric

Tickets created ▼ Total ▼

Time period ⓘ in the last 2 Months −

Requester name is Chris −

+ filter

+ metric

GROUP BY

+ group by

I need to find the tickets created under specific tags.

Module: Tickets

Metric: Tickets created

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

The screenshot shows a configuration panel for a dashboard widget titled "Total Tickets created". The panel is divided into several sections:

- Metric:** A section with two dropdown menus. The first is set to "Tickets created" and the second is set to "Total".
- Time period:** A section with a label "Time period" and an information icon, followed by a text input field containing "Enter or Select".
- Filters:** A section with a "Tag" button, a text input field containing "name", and two buttons labeled "includes" and "refund". Below these is a "Search and Select" input field.
- Actions:** A section with a "+ filter" button and a "+ metric" button.
- GROUP BY:** A section with a "+ group by" button.

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

The screenshot shows a query builder interface with the following sections:

- Sum Time tracked** (expanded section):
 - Metric:** A dropdown menu showing "Time tracked" and a "Sum" dropdown.
 - Filters:** Two filter conditions are added:
 - Ticket Requester name is Astrid (with a red minus icon to remove it).
 - Clocked date in the last 30 Days (with a red minus icon to remove it).
 - filter** (button with a plus icon).
 - metric** (button with a plus icon).
- GROUP BY:** A dropdown menu showing "Agent" (with a red minus icon to remove it).

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

The image shows a configuration interface for a dashboard. It consists of three main sections: two for metrics and one for grouping.

- Total Tickets resolved:** This section has a 'Metric' dropdown menu with 'Tickets resolved' selected and a 'Total' dropdown menu with 'Total' selected. Below this is a filter section with a 'Time period' dropdown (set to 'in the last'), a numeric input (set to '30'), and a unit dropdown (set to 'Days'). There is a '+ filter' button below the filter section.
- Total Unresolved tickets:** This section has a 'Metric' dropdown menu with 'Unresolved tickets' selected and a 'Total' dropdown menu with 'Total' selected. Below this is a filter section with a 'Time period' dropdown (set to 'in the last'), a numeric input (set to '30'), and a unit dropdown (set to 'Days'). There is a '+ filter' button below the filter section.
- GROUP BY:** This section has a dropdown menu with 'Internal group name' selected. There is a red minus button to the right of the dropdown.

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

The screenshot shows a configuration interface for a dashboard widget. It is divided into three main sections: Metric, GROUP BY, and WIDGET FILTERS.

- Metric Section:**
 - Header: **▼ Total Tickets resolved within SLA**
 - Metric: A dropdown menu showing "Tickets resolved within SLA" and a "Total" dropdown.
 - Filter: A date range selector showing "Resolved date in the last 2 Months".
 - Buttons: "+ filter" and "+ metric".
- GROUP BY Section:**
 - Header: **GROUP BY**
 - Field: A dropdown menu showing "Agent name".
 - Button: "+ group by".
- WIDGET FILTERS Section:**
 - Header: **WIDGET FILTERS**
 - Basic filters: A dropdown menu showing "Basic filters".
 - Button: "+ filter".
 - Rank Order: A dropdown menu showing "Top", a "10" value, and a "Rank Order" label.

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

The screenshot shows a query builder interface with the following sections:

- Total Surveys**: A dropdown menu.
- Metric**: A section with two dropdown menus, "Surveys" and "Total".
- Filter**: A section with two filter conditions:
 - "Sent date" in the last 30 Days
 - "Survey status" is Not Responded
- GROUP BY**: A section with a dropdown menu, "Survey name".

Each filter condition and the group by dropdown have a red minus icon to remove them. There are also blue plus icons and labels "filter", "metric", and "group by" to add new items.

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

The screenshot shows a configuration panel for a data visualization tool. At the top, a dropdown menu is set to 'Average Time spent in business hours'. Below this, the 'Metric' section contains two dropdowns: 'Time spent in business hours' and 'Average'. A dashed horizontal line separates the metric section from the filter section. In the filter section, there is a 'Time period' field with an information icon and the text 'Enter or Select'. Below that, a filter rule is configured: 'Status SLA timer' is 'true'. To the right of the filter rule is a red minus icon. Below the filter rule is a blue plus icon followed by the text 'filter'. At the bottom of the panel, there is a blue plus icon followed by the text 'metric'. Below the panel, the 'GROUP BY' section is visible, showing a blue plus icon followed by the text 'group by'.

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

The screenshot shows a configuration interface for a report. At the top, there is a dropdown menu labeled 'Total Tickets'. Below this, under the 'Metric' section, there are two dropdown menus: 'Tickets assigned to group' and 'Total'. A dashed line separates the metric section from the filter section. In the filter section, there is a 'Time period' label with an information icon, followed by 'in the last', a numeric input field containing '2', and 'Months'. Below the filter section, there is a '+ filter' button. Underneath, there is a '+ metric' button. At the bottom, under the 'GROUP BY' section, there is a text input field containing 'Group name' and a red minus icon on the right.

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](#).