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.
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.

1. Click **New Report** to create a custom report.
2. Find the custom reports you created in this dropdown.
Click Edit button to create your 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

Edit widget
Type in the widget title here

Choose the module 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](#).