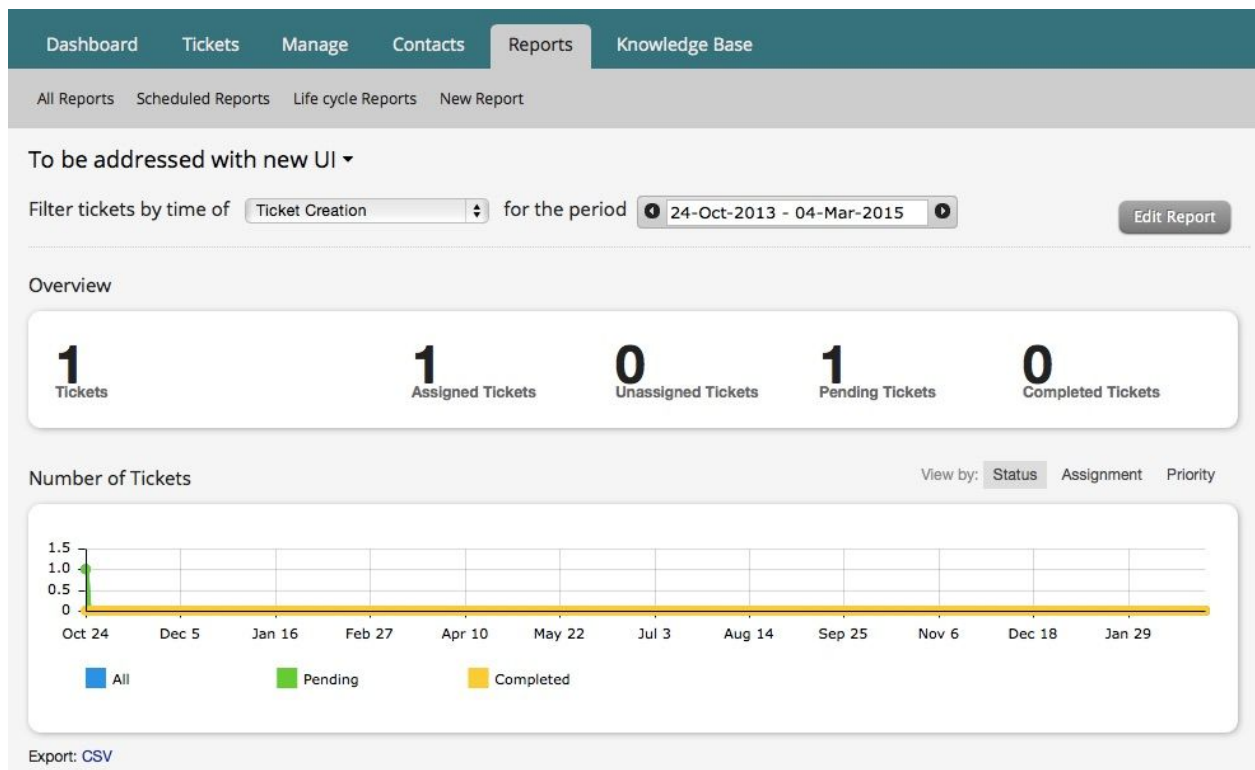


# Analyze Agent activity

To analyze the performance of your staff members with regard to their activity in your helpdesk system through "Staff Activity View" using "Reports", follow the below steps:

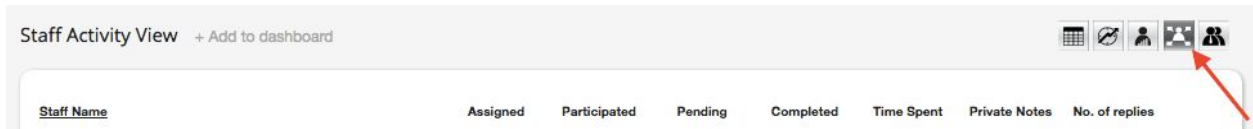
1. Login to your help desk account and click the "Reports" tab.



2. There are three types of reports namely; "Scheduled Reports", "Life cycle Reports" and "New Report". Apart from these, you can use "All Reports" option to list all the three types of reports. Now click on any type of report from the available options.



3. Scroll down to the Tabular View and click on the Staff Activity View icon.



You will get a detailed view of your staff activity with regard to the tickets that the report is based on such as:

- a. The number of tickets assigned to a staff.
- b. The number of replies a staff member has added to the tickets assigned to others in the team
- c. The number of tickets assigned to a staff, that are still in pending state.
- d. The number of tickets that the staff has solved
- e. The total time the staff has spent.
- f. The number of private notes the staff has sent.
- g. The total number of replies the staff has added.

(Refer image below)



Staff Name	<u>Assigned</u>	Participated	Pending	Completed	Time Spent	Private Notes	No. of replies
Gowtham K	310	263	7	303	3248	76	501
Asif M	223	134	5	218	1445	51	421
Sathish Kumar	199	215	4	195	1310	115	373
Rahul K	135	126	6	129	2842	39	287
Swarna Rethas	43	110	15	28	667	50	89
Leo Guerra-Hershey	9	18	2	7	144	13	22
B Karunamurthy	5	20	4	1	208	5	14
HariPrasad RA	4	22	2	2	12	4	26
Pulkit Sankhla	4	72	1	3	193	32	46
Vivek Sivakumar	3	5	0	3	50	1	7

To reorder the data according to any of the parameters, click on the relevant column head. You can also export these values to csv or MS Excel files by click on the respective button