

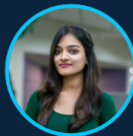


5 New things you didn't know you could do with Freshservice Analytics



Hemalakshmi

Product Specialist,
Freshservice

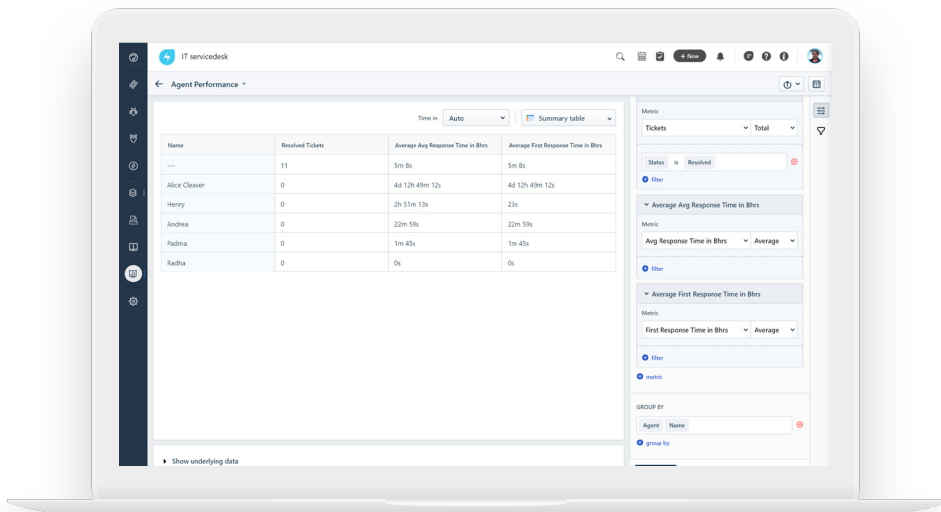


Deepika Rajendran

Product Manager,
Freshservice

1

When it comes to evaluating multiple agents performance against multiple metrics, how do you go about it?



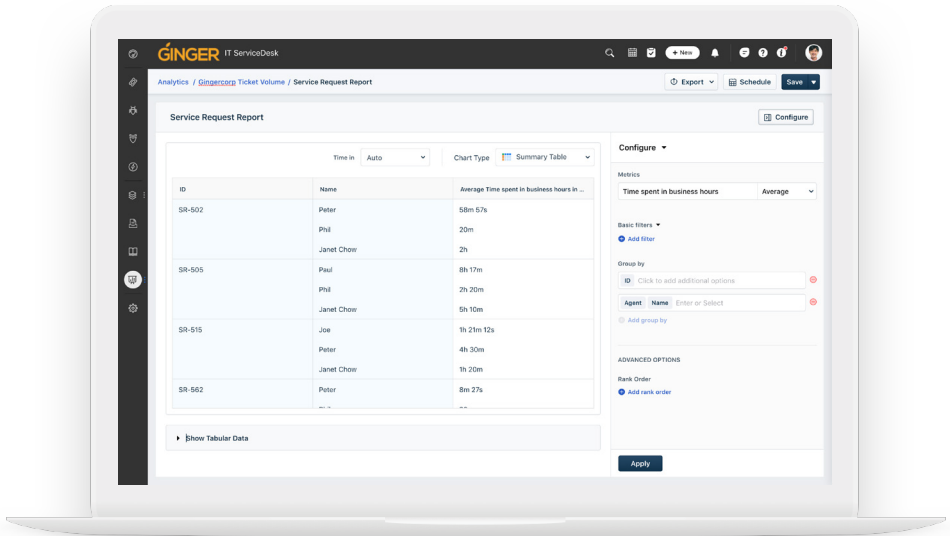
How to create this widget?

- Create a widget with total tickets as the metric
- Apply the filter as Status is Resolved to the metric
- Add Average Resolution Time in Bhrs as another metric
- Add any other metric you'd like measure agents performance
- Group these metrics by Agent Name

[Click here](#) to read the solution article.

2

How do you identify the area of delay in resolving a ticket?



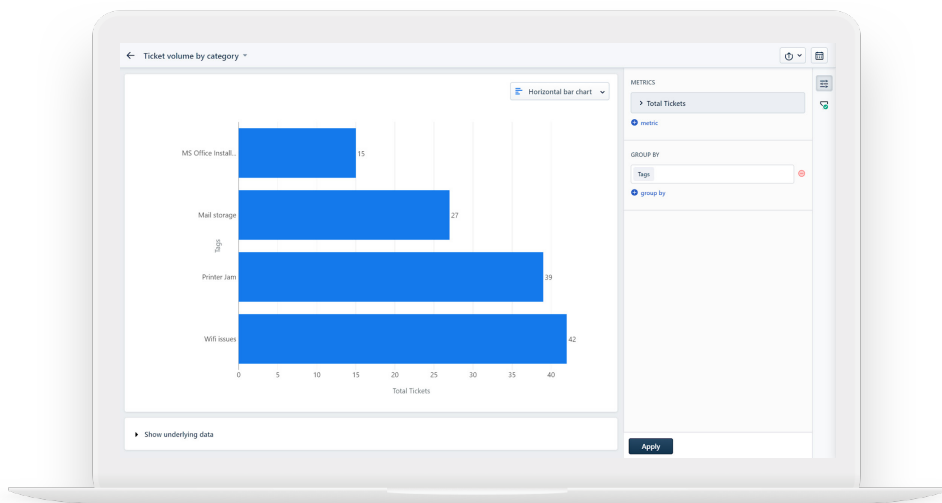
How to create this widget?

- Create a widget with Time spent in business hours as the metric
- Group this metric by ticket ID and Agent Name

[Click here](#) to read the solution article.

3

How do you identify the most problematic category?

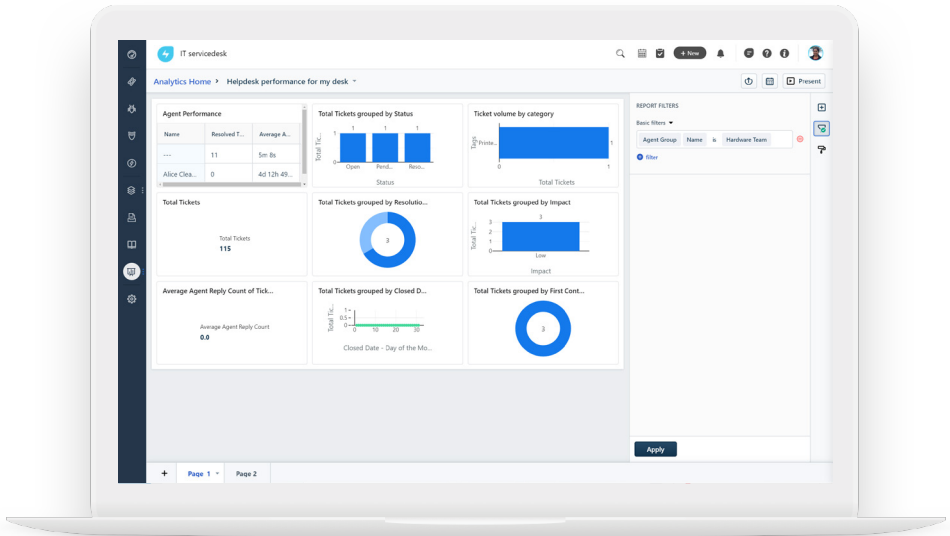


How to create this widget?

- Create a widget with Total Tickets as the metric
- Group this metric by Category or Tags

4

How to quickly track metrics of multiple teams?

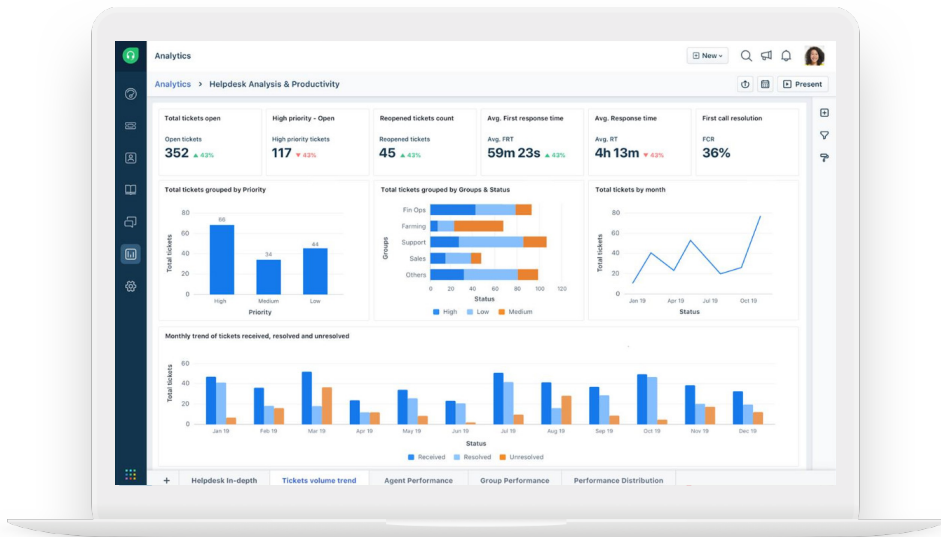


How to get this view?

- Create a report with all the metrics you want to track
- In the report page, click the filter button in the right pane
- To view all these metrics for hardware team, apply the filter as Agent Name is Hardware Team
- To view all these metrics for facilities team, apply the filter as Agent Name is Facilities Team

5

How to have transparent dashboards for your team?

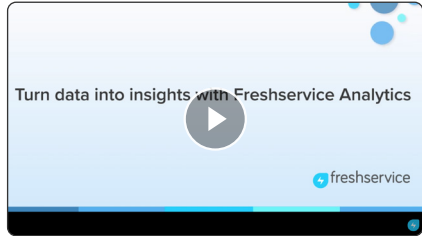


How to get this view?

- Drag and drop all the required widgets into the report
- Click and move these widgets to place them in the required positions
- Click at the edge of the widget and drag to resize the widget
- Note that we have pages in reports now
- Click on the drop down button on the page tab and have the option to rename or delete the page

Find more solution articles on [Freshservice Analytics](#) here.

A few more videos on analytics that might be useful:



If you'd like to know more about analytics, please reach out to your **Customer Success Manager** - support@freshservice.com