



Power BI - FAQ & Agents Analytics

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Can I overnight my order? >

Can I ship to my military address? >

Do you ship internationally? >



Housekeeping items

1. 20 min session + 10 min Q&A
2. Pre-recorded presentation & live Q&A
3. This webinar is also being recorded
4. Webinar will be available on demand
5. Ask questions anytime via the Q&A box at the bottom of the screen, and we'll discuss it in the Q&A session at the end or follow up with you via email

Today's agenda

- Recap
- FAQ Analytics
 - Overview
 - FAQ performance

How to assess which FAQs are performing better
 - FAQ effectiveness

Measure FAQ effectiveness, which needs to be updated, are helpful or not to the users
 - Segmenting FAQs

How to filter FAQs by Apps, platforms and languages
 - Best practices

Today's agenda

- Agent Analytics
 - Overview
 - Agents performance

How to assess agents performance using key metrics
 - Agents - team level analytics

Comparing different team performance metrics
 - Agent trends

Based on CSAT and other performance metrics
 - Agent/team workload distribution
 - Best Practices

Recap - Implementing Power BI

Requirement:

- Power BI feature needs to be enabled with Helpshift
- A Power BI Pro account

Implementation steps:

- Adding template apps:
 - Power BI Analytics in the dashboard
 - Link to "Sign up for Power BI"
 - Select & connect your data to the template

Resource: [here](#)

Recap - Power BI Template Apps

- Support Analytics
 - CSAT, issue automation metrics, TTFR, Human TTFR, TTR, Holding time etc
- FAQ Analytics
 - FAQ views and searches, deflections, FAQ search terms, etc.
- Agent Analytics
 - Trends (activity), all agents, performance metrics
- Bots Analytics
 - Custom Bots times and transitions, QuickSearch Bot FAQs, etc.

FAQ Analytics

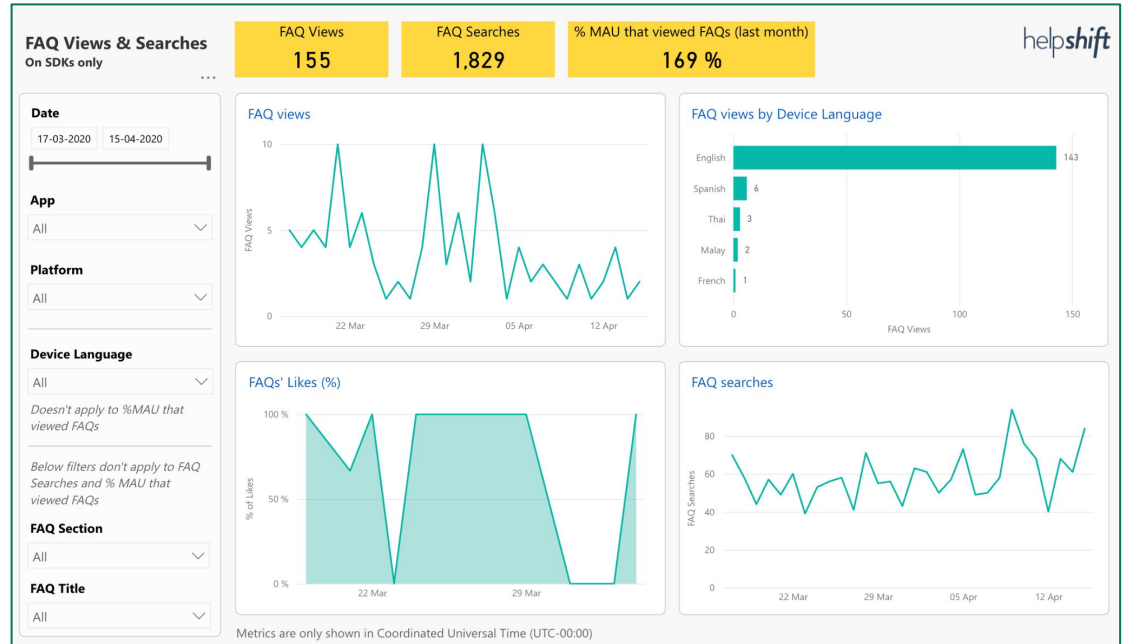
FAQ Analytics- Views & Searches

Metrics to look for:

- FAQ views by language
- FAQ searches
- FAQ relevance (likes)
- %MAU viewing FAQs

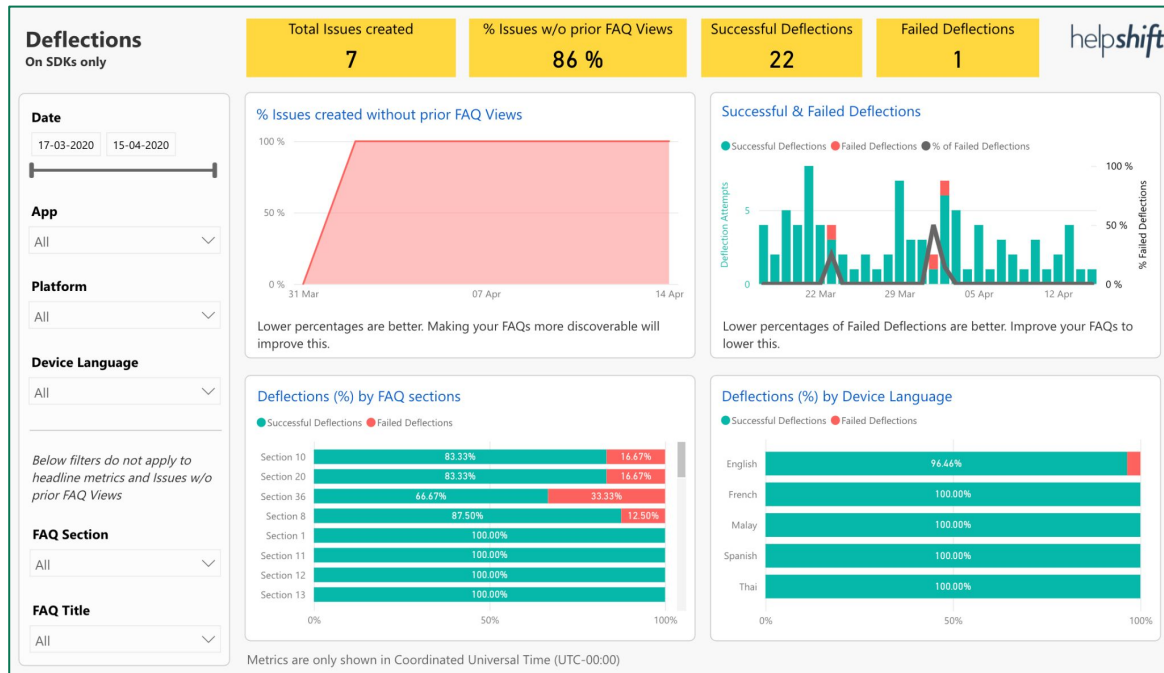
Filters to leverage:

- App/Game
- Platform
- Language
- FAQ section
- FAQ title(s)



How do I See Specific FAQ(s) and Deflection Associated?

- Filters
- Successful and failed deflections
- Deflection (%) by FAQ sections
- Deflection (%) by device language



FAQ Analytics- Search Terms & Lists

Best Practices:

- Leverage this report, if individual FAQ performance and metrics are to be analyzed
- No. of Likes - to determine if an FAQ is helpful to the end users or needs update, if not
- Less no. of views metric help figure out if an FAQ is irrelevant
- Consider successful and failed deflection when optimizing FAQs
- If FAQ last updated is more than a few months old, consider regular updating of such FAQs for better search and relevant FAQ results.

FAQs List

FAQ Views
155

Successful Deflections
22

Failed Deflections
1

Date
17-03-2020 15-04-2020

App
All

Platform
All

Device Language
All

Below filters do not apply to Deflection metrics in the

FAQ Section
All

FAQ Title
All

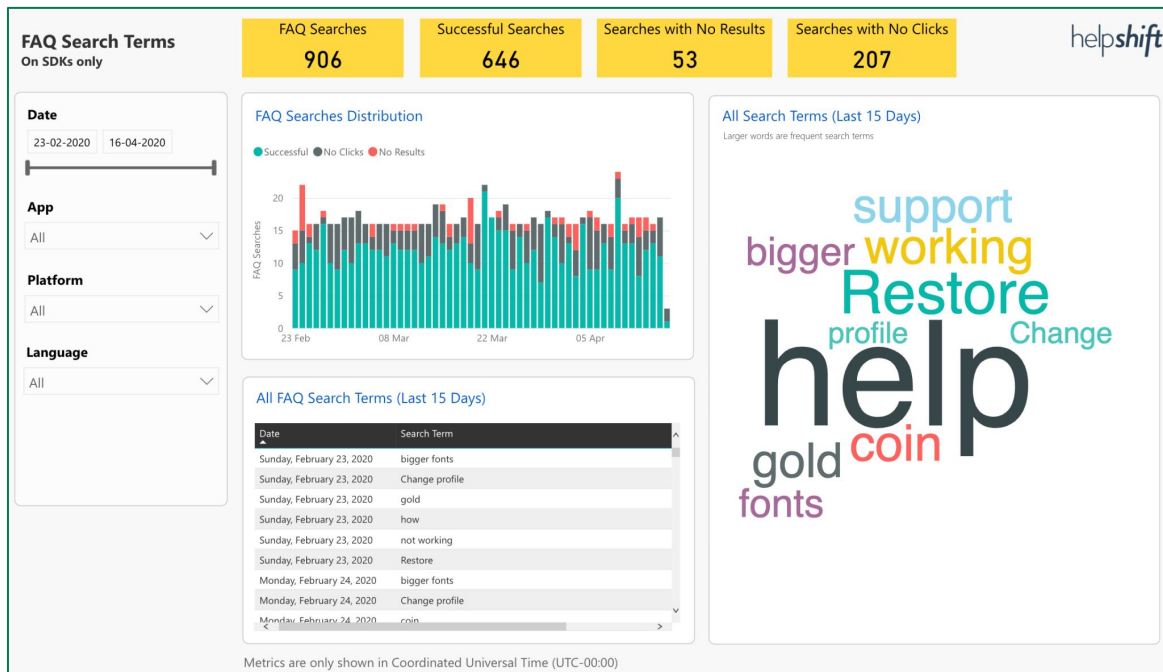
FAQ Title	FAQ Section	Views	Likes	Dislikes	Percentage of Likes	Successful Deflections	Failed Deflections	% of Failed Deflections	FAQ Last Updated
FAQ Title 38	Section 1	10	0	0		8	0	0 %	4/8/2020 10:04:47
FAQ Title 23	Section 20	9	1	1	50 %	5	1	17 %	3/24/2020 10:04:4
FAQ Title 40	Section 33	8	0	0		8	0	0 %	4/10/2020 10:04:4
FAQ Title 17	Section 5	7	1	1	50 %	4	0	0 %	3/18/2020 10:04:4
FAQ Title 18	Section 15	7	1	0	100 %	7	0	0 %	3/19/2020 10:04:4
FAQ Title 2	Section 32	7	1	0	100 %	5	0	0 %	3/3/2020 10:04:47
FAQ Title 45	Section 34	7	2	1	67 %	5	0	0 %	4/15/2020 10:04:4
FAQ Title 10	Section 10	6	1	0	100 %	5	1	17 %	3/11/2020 10:04:4
FAQ Title 15	Section 16	6	2	0	100 %	3	0	0 %	3/16/2020 10:04:4
FAQ Title 19	Section 18	6	0	0		3	0	0 %	3/20/2020 10:04:4
FAQ Title 28	Section 25	6	0	0		6	0	0 %	3/29/2020 10:04:4
FAQ Title 3	Section 32	4	1	0	100 %	2	0	0 %	3/4/2020 10:04:47
FAQ Title 37	Section 31	4	2	0	100 %	2	0	0 %	4/7/2020 10:04:47
FAQ Title 8	Section 14	4	0	0		4	0	0 %	3/9/2020 10:04:47
FAQ Title 29	Section 26	3	0	0		3	0	0 %	3/30/2020 10:04:4
FAQ Title 34	Section 37	3	1	0	100 %	2	0	0 %	4/4/2020 10:04:47
FAQ Title 44	Section 34	3	0	0		3	0	0 %	4/14/2020 10:04:4
FAQ Title 11	Section 9	2	0	0		2	0	0 %	3/12/2020 10:04:4

Metrics are only shown in Coordinated Universal Time (UTC-00:00)

What are a Few Most Common Search Terms in FAQs?

- FAQ searches distribution data chart
- FAQ search terms

Use case: Search terms with no results can be used to keep FAQs up to date

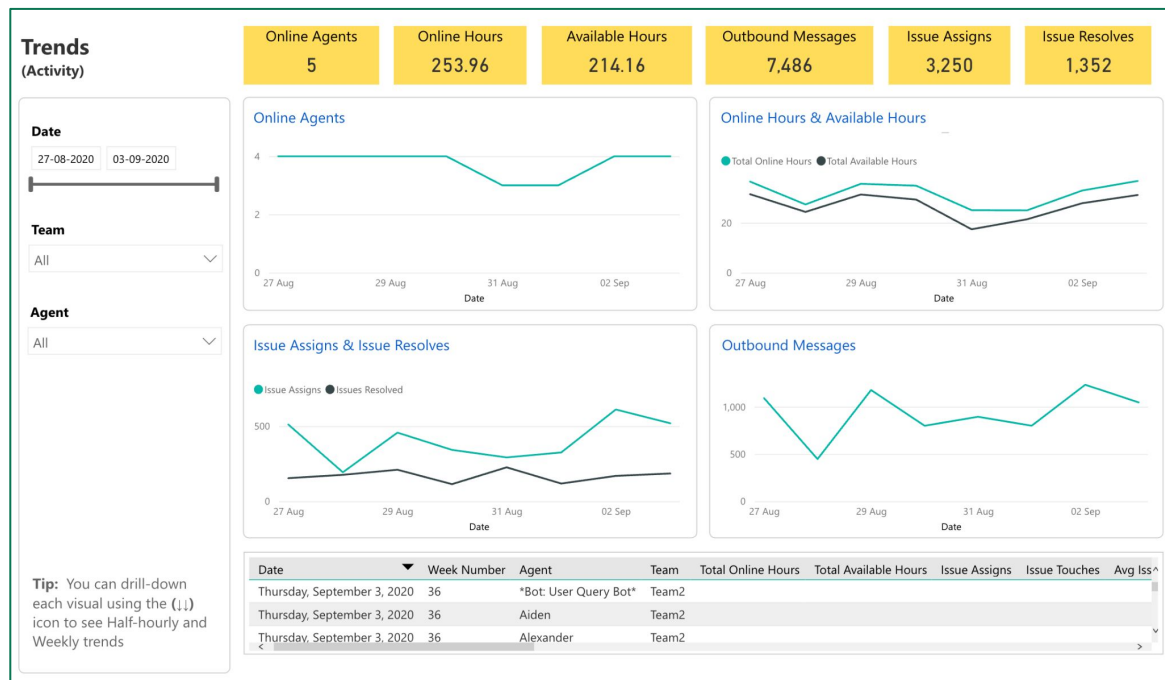


Agent Analytics

Agent Analytics- Difference between online hours and available hours

Other metrics to look at:

- Issue assigns
- Issue resolved
- Agent specific metric



Agent Analytics - Detailed Individual Metrics

Date	Week Number	Agent	Team	Total Online Hours	Total Available Hours	Issue Assigns	Issue Touches	Avg Issue Touches per Online Hour	Issues Resolved	Avg Issue Resolves per Online Hour			
Friday, December 10, 2021	50	Abhishek	Team shalini-demo	0.52	0.52	0	0		0	0.00			
Friday, December 10, 2021	50	keri		0.00	0.00	0	0		0	0.00			
Friday, December 10, 2021	50	Kiley Williams	Team shalini-demo	0.00	0.00	0	0		0	0.00			
Outbound Messages	Avg TTFR (in hrs)	Avg TTFR (in mins)	Avg TTFR (in secs)	Avg TTER (in hrs)	Avg TTER (in mins)	Avg TTER (in secs)	Avg TTR (in hrs)	Avg TTR (in mins)	Avg TTR (in secs)	Avg CSAT	FCR Rate	Accepted Resolutions	Rejected Resolutions
0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00 %	0	0
0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00 %	0	0
0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00 %	0	0
0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00 %	0	0
Avg TTFR (in mins)	Avg TTFR (in secs)	Avg TTER (in hrs)	Avg TTER (in mins)	Avg TTER (in secs)	Avg TTR (in hrs)	Avg TTR (in mins)	Avg TTR (in secs)	Avg CSAT	FCR Rate	Accepted Resolutions	Rejected Resolutions	Accepted Resolutions	Reopen Rate
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00 %	0	0	0	0.00 %
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00 %	0	0	0	0.00 %
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00 %	0	0	0	0.00 %
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00 %	0	0	0	0.00 %
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00 %	0	0	0	0.00 %

Key Takeaways:

- This table gives the complete summary of the individual agent performance and support metrics
- Look out of difference in online and available hours. If the difference is significant - of one or many agents, it might be affecting the entire teams performance.
 - Leverage Agent's holding time metrics to understand individual and team performance.
- Reopen rate and Accepted solution is subject to usage. If you/admin has opted out of reopening and accepting the solution feedback, this metric would be 0.

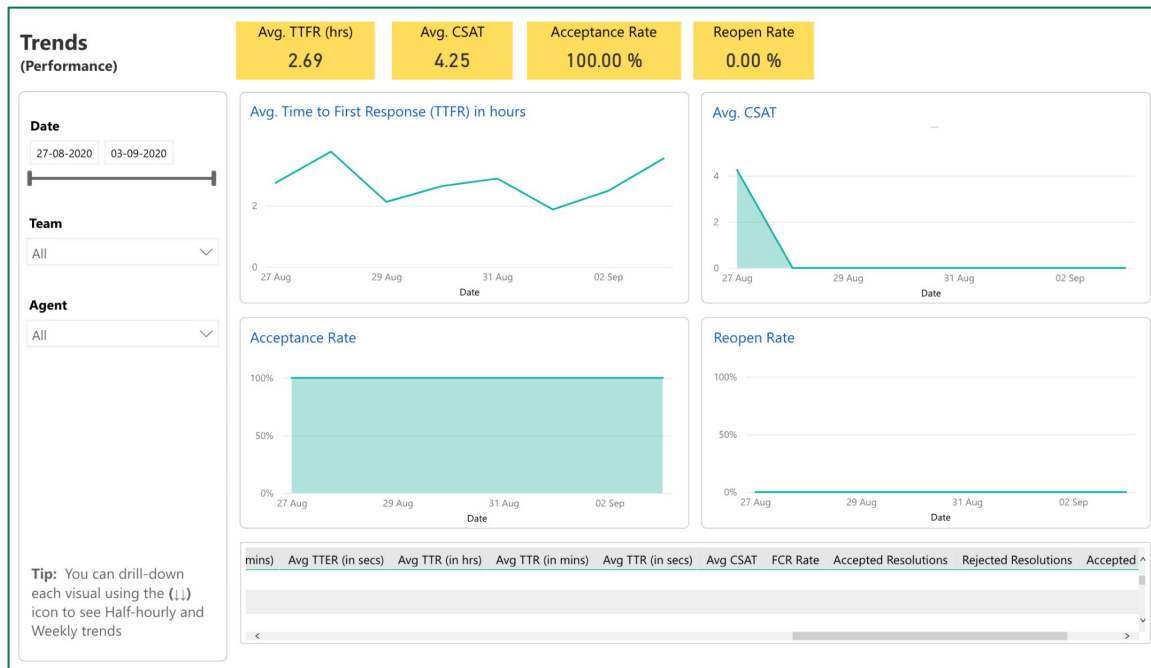
Agent Analytics- How to figure out which agents are contributing most towards SLAs

Filters:

- Choose team/Agent

Metrics:

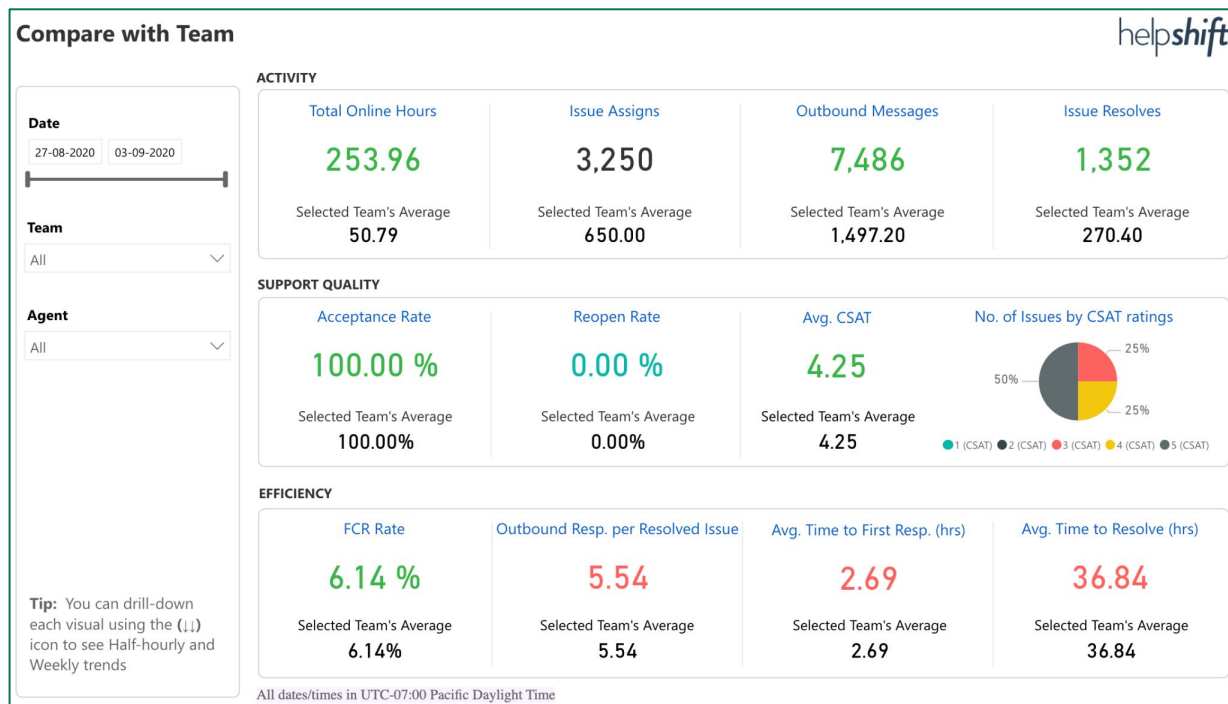
- Avg TTFR
- Avg CSAT
- Acceptance rate
- Reopen rate (if applicable)



Agent Analytics- Comparing with team

Best Practices:

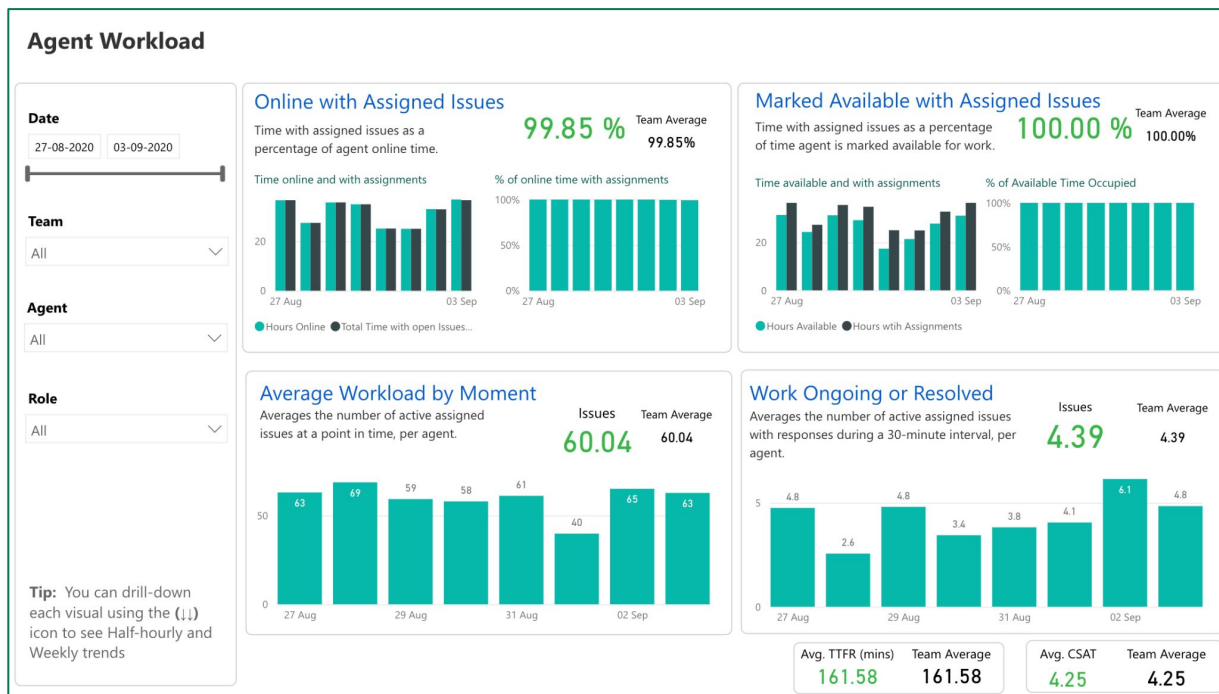
- Leverage individual/team performance with overall team performance.
- Recommended to measure individual agent's as compared to the team
- Important metrics to consider:
 - Total available hours
 - Issue assign
 - Issue resolves
 - Individual CSAT wrt team
 - FCR rate



Agent Analytics- Agent/team workload analysis

Best Practices:

- Metrics to analyze individual/team workload analysis wrt other/all teams
- The metrics value in green represents individual/filtered metrics and black represents the overall team's average
- Important metrics to consider:
 - Marked available with assigned issues
 - Work ongoing or resolved



Q&A

Thank you