Tickets

DATE (TIMELINE)	BRAND
May 14 2019 - May 20 2…	**Boardcave**

TICKET TAG
issue

⊕ Tickets created	✓ Tickets solved	⊕ Issues created
39	**36**	No data
↓ 4.9%	↓ 28.0%	-
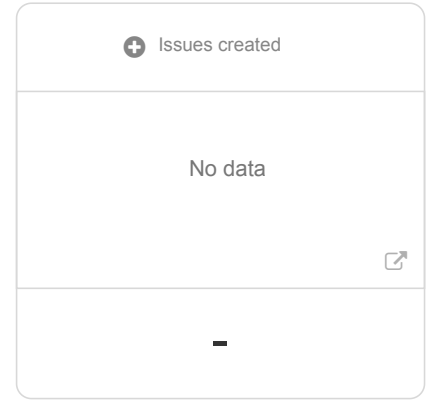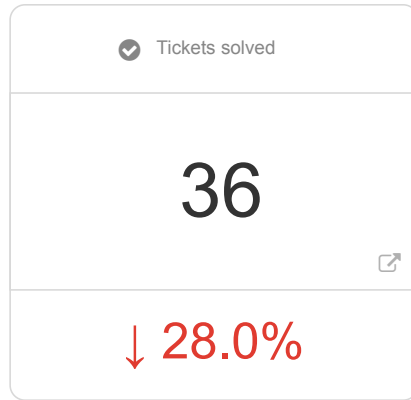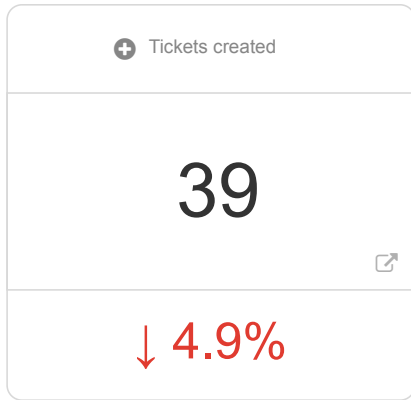
Tickets created by location

[GeoChart] # Tickets Created   1 ▭▭▭ 29

Tickets created by channel

Tickets created by channel

28%
3%
8%
8%
54%

■ api   ■ chat   ■ email   ■ facebook
■ web
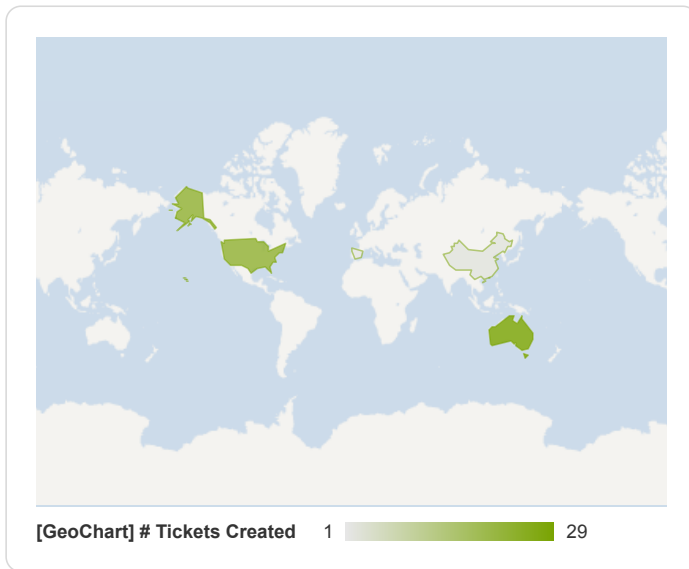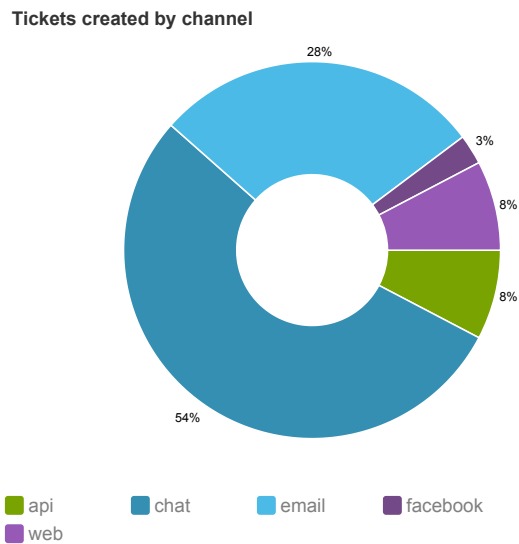
Usage statistics

	The last 7 days			The last 30 days		
Tickets created	39	↓ 5%	-2	161	↓ 10%	-18
Tickets solved	36	↓ 28%	-14	164	↓ 6%	-26
Issues created	0	-	-	0	-	-

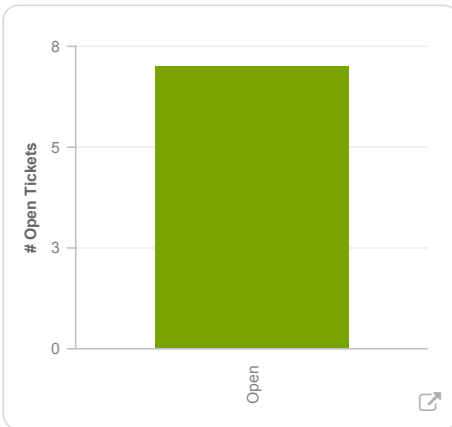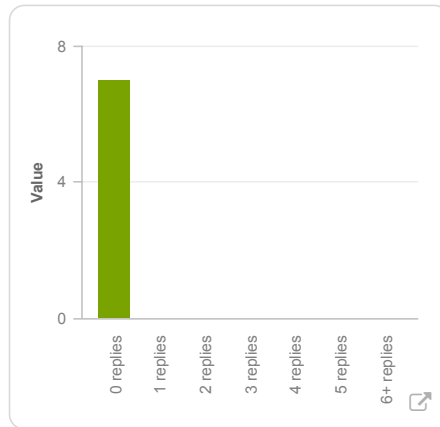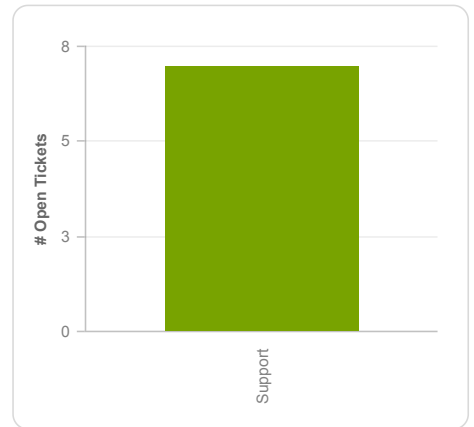|							
Issues solved	0	-	-	0	-	-
End users added	29	↓ 17%	-6	136	↓ 21%	-37
Public comments	79	↓ 25%	-26	339	↓ 8%	-28

Current backlog

7

Current backlog by ticket status

Current backlog by number replies

Current backlog by top ten groups

Tags with rising usage

Ticket Tag	Last 7 Days	Last 30 Days	Δ Last 7	Δ Last 30	% Δ Last 7 Days	% Δ Last 30 Days
boardcave	18	104	-11	-25	↓ 38%	↓ 19%
not_issue	19	113	-9	61	↓ 32%	↑ 117%
ordering_bc	15	68	-2	41	↓ 12%	↑ 152%
other_bc	3	31	-5	17	↓ 63%	↑ 121%
shipping_bc	1	15	-2	2	↓ 67%	↑ 15%
web_widget	2	3	1	1	↑ 100%	↑ 50%
zopim_chat	17	91	-7	-27	↓ 29%	↓ 23%
zopim_chat_ended	17	91	-7	-27	↓ 29%	↓ 23%
zopim_chat_missed	5	14	0	-3	no change	↓ 18%
zopim_offline_mess	4	21	-4	-2	↓ 50%	↓ 9%

Tags with falling usage

Ticket Tag	% Δ Last 30 Days	% Δ Last 7 Days	Last 30 Days	Last 7 Days	Δ Last 30	Δ Last 7
boardcave	↓ 19%	↓ 38%	104	18	-25	-11
not_issue	↑ 117%	↓ 32%	113	19	61	-9
ordering_bc	↑ 152%	↓ 12%	68	15	41	-2
other_bc	↑ 121%	↓ 63%	31	3	17	-5
shipping_bc	↑ 15%	↓ 67%	15	1	2	-2
web_widget	↑ 50%	↑ 100%	3	2	1	1
zopim_chat	↓ 23%	↓ 29%	91	17	-27	-7
zopim_chat_ended	↓ 23%	↓ 29%	91	17	-27	-7
zopim_chat_missed	↓ 18%	no change	14	5	-3	0
zopim_offline_mess	↓ 9%	↓ 50%	21	4	-2	-4

Team Publishing

DATE (TIMELINE)   ARTICLE BRAND
May 14 2019 - May 20 2019   **Boardcave**

# of Articles Created	# of Articles Edited	# of Articles Published
0	0	0
↓ 100.0%	↓ 100.0%	↓ 100.0%
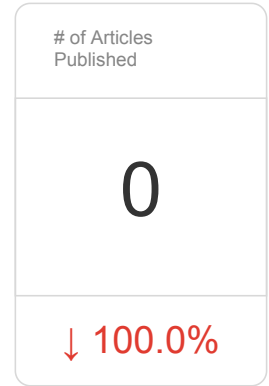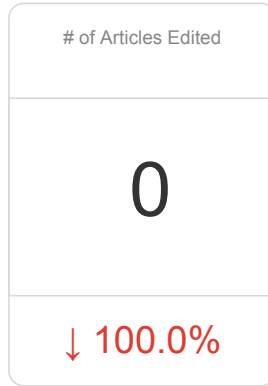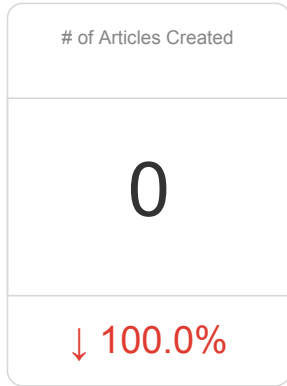
Satisfaction

DATE (TIMELINE)   BRAND

May 14 2019 - May 20 2...   **Boardcave**

⭐ Satisfaction score	⬅ Response rate	% Percentage surveyed
100.0%	**15.6%**	**125.0%**

Satisfaction ratings

🟩 Good   🟦 Bad   🟦 Bad to Good

👍 Good ratings	👎 Bad ratings	⇄ Bad to good ratings	📊 Total ratings
7	**0**	**0**	**7**
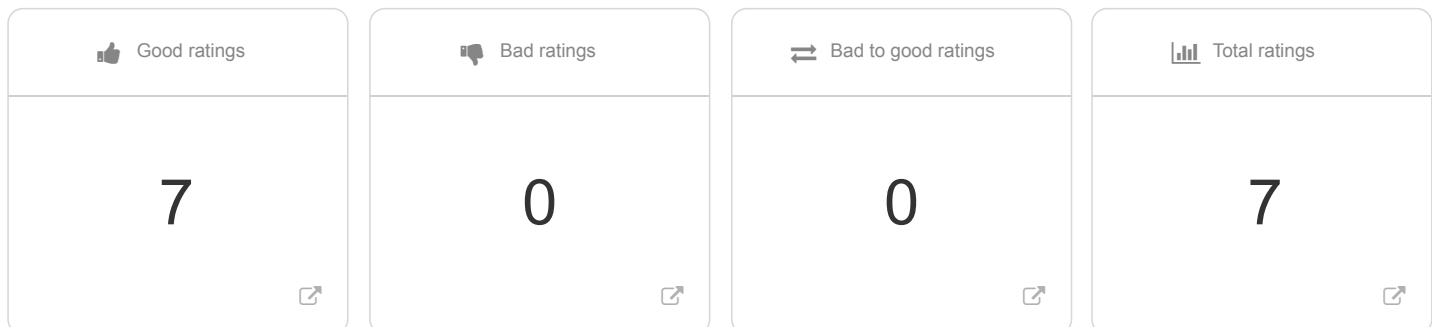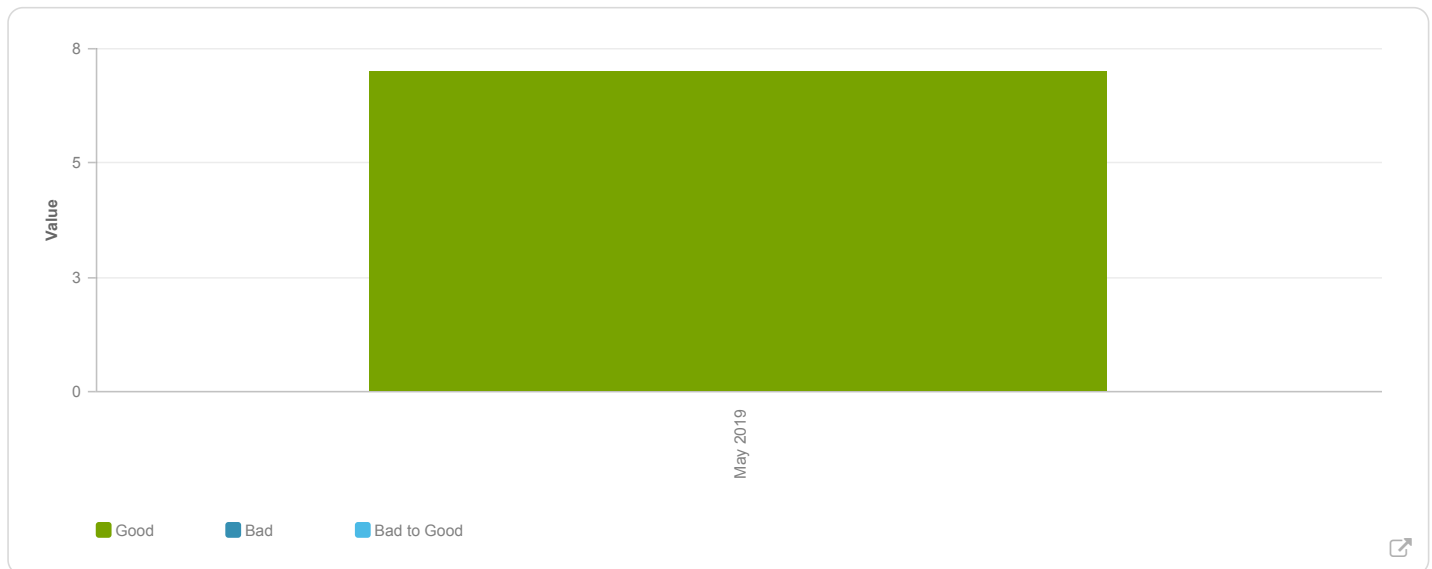
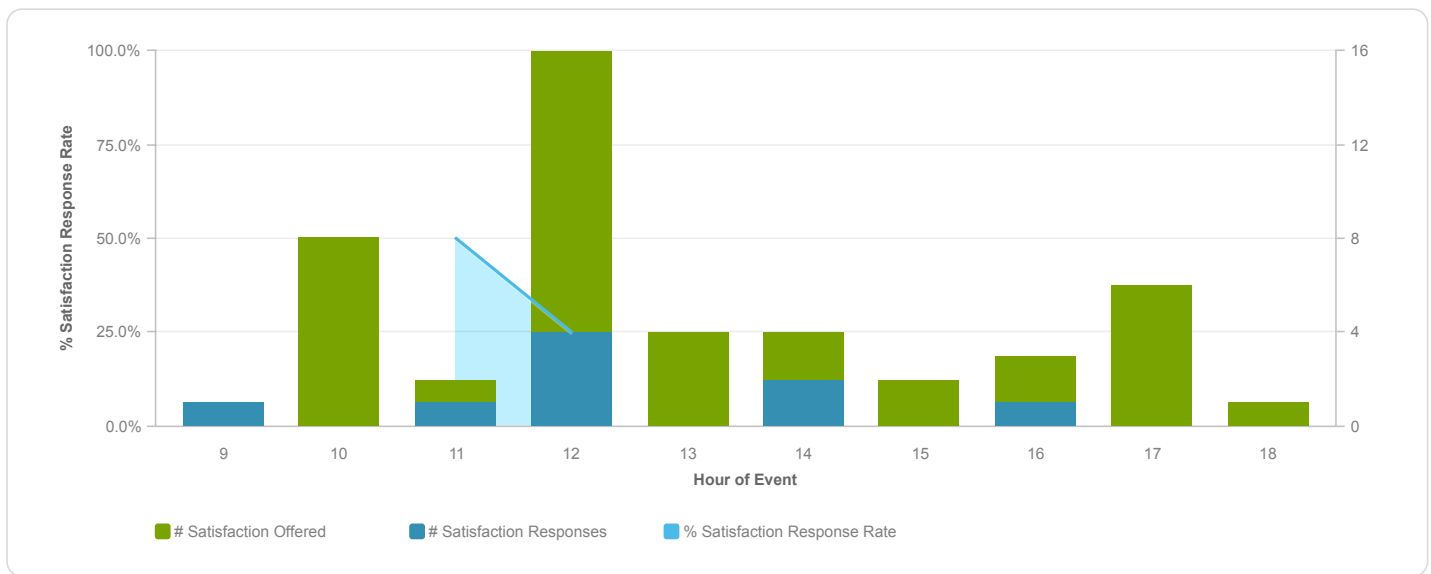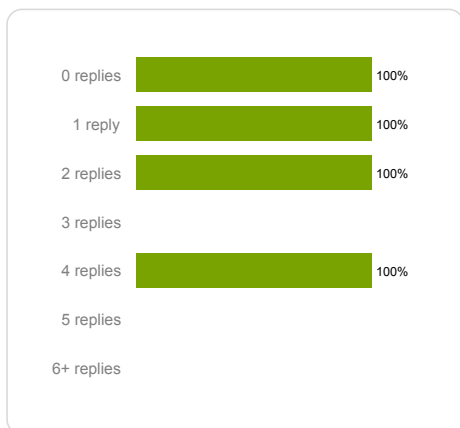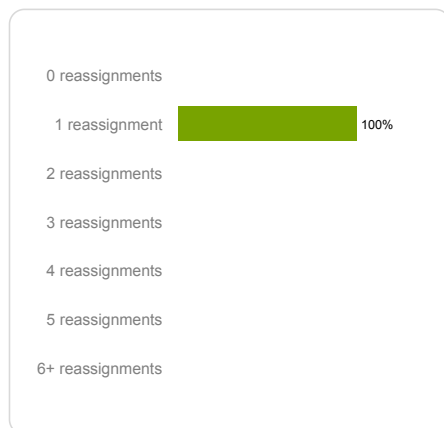**Satisfaction response rates**
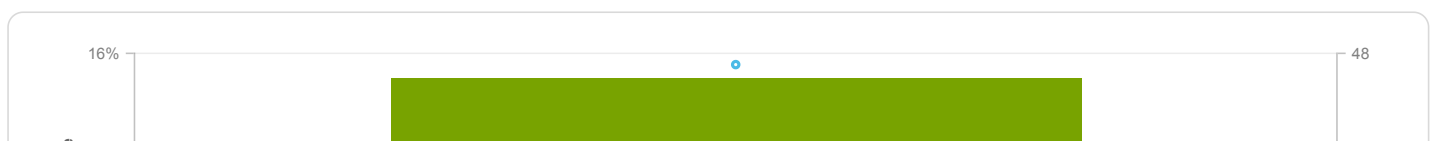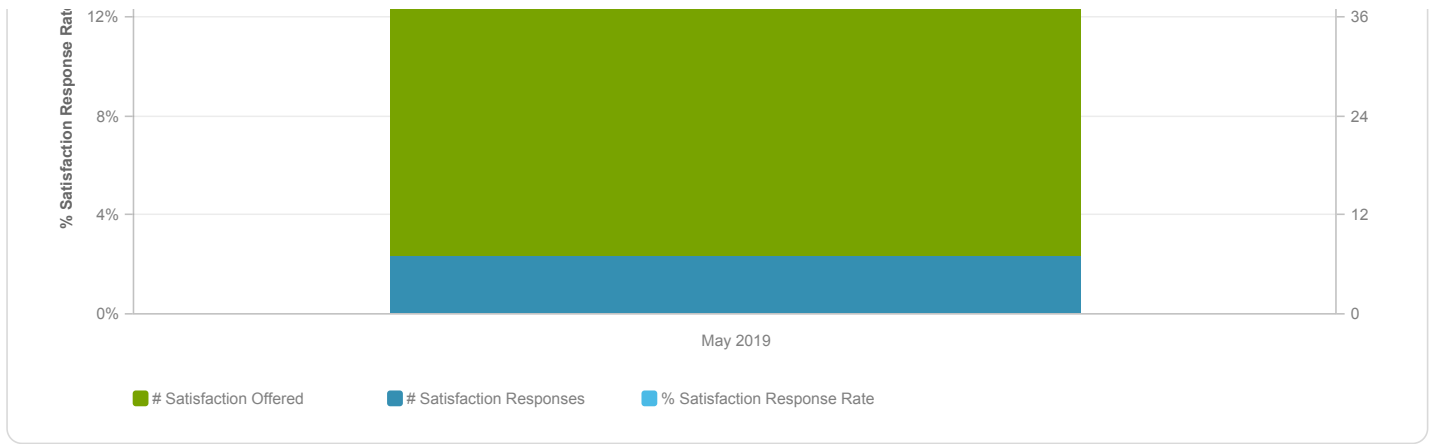
Hour survey sent

Satisfaction by public ticket replies

Satisfaction by assignee stations

Satisfaction score by ticket reopens