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Which ticket has been waiting too long? The dashboard shows it at a glance.

Support Analytics is the Helpdesk AI dashboard. It shows what is overdue, what is waiting for a reply and who on the team has how much open. Built for team leads who want to know every morning where to step in first.

AT A GLANCE

Six key figures that open the filtered ticket overview, a 7-day trend compared with the previous week, workload per team member, top risks and heavy requesters.

01 · WHAT IT IS ABOUT

Many tickets, little overview. Now you see where it's burning.

Monday morning, and the queue is long. Which tickets have waited days for a reply, which are urgent, who on the team already has too much? The dashboard calculates it straight from your tickets. One click on a key figure opens the matching tickets.

KEY FIGURES

Overdue, Awaiting response, Unassigned, Urgent, Long running, Pipeline (New/Review)

HISTORY

Tickets created and closed per day over 7 days, compared with the previous week

TEAM

Open tickets per team member, share of unassigned tickets, heavy requesters

ACCESS

Web app under

Helpdesk AI › Dashboard

, current as of opening, reload with

Refresh



Overdue and long running

Overdue counts open tickets without an update for at least 48 hours, **Long running** counts open tickets that have existed for at least 7 days.

Awaiting response

Awaiting response counts tickets where the last message came from the customer and it is your team's turn.

Trend with previous week

The **7-day trend** shows tickets created and closed per day, plus the previous week for comparison and today next to yesterday.

Team workload

The **Agent workload** shows open tickets per team member, plus the share of unassigned tickets in the open queue.

Top risks and heavy requesters

Top risks & heavy requesters lists up to five overdue or long-open tickets and the customers with the most open tickets.

Straight to the tickets

Each key figure opens the matching filtered ticket overview, a risk opens the ticket itself, a heavy requester their tickets.

02 · HOW IT WORKS

Measure, understand, act. From your tickets, no upkeep.

The figures come from the tickets in your helpdesk, from the portal, website chat and phone. This is how team leads use the dashboard day to day.

1

Open the dashboard

Under **Helpdesk AI** › **Dashboard** , you see the six key figures in a row, with the trend, queue, status overview and risks below.

2

Spot the hot spots

Overdue , **Awaiting response** and **Unassigned** show where to act first. The tile states the 48-hour threshold.

3

Jump into the tickets

One click on a tile opens the ticket overview with the matching filter. There you assign and reply.

4

Reload the figures

The dashboard shows the state as of opening. With **Refresh** , you reload the figures, for example after assigning tickets.

TECHNICAL DATA

FEATURE	DETAILS
Key figures	Overdue, Awaiting response, Unassigned, Urgent, Long running, Pipeline (New/Review)
Thresholds	Overdue: open and at least 48 hours without an update; long running: open for at least 7 days
Time ranges	7 days per day compared with the previous week; today compared with yesterday
Lists	Top risks and heavy requesters with up to 5 entries each, workload for up to 8 team members
SLA proxy	Share of open tickets with an update within 48 hours, in percent
Freshness	Current as of opening, reload with Refresh
Plan	Part of Helpdesk AI, included from the Plus plan

03 · IN PRACTICE

Daily huddle, weekly review, peaks. Each with the right numbers.

Morning huddle in support

At 9 a.m., the team lead opens the dashboard, clicks **Overdue** and assigns the tickets from the filtered overview to the team.

Weekly review on Friday

The **7-day trend** shows whether more tickets were closed than created, compared with the previous week. The team sees whether the queue is growing.

A customer with many requests

Under heavy requesters, a customer with several open tickets appears. One click shows all their tickets, and the team lead hands them to one person.

FREQUENTLY ASKED QUESTIONS

Which key figures are there?

Overdue, Awaiting response, Unassigned, Urgent, Long running and Pipeline (New/Review), plus the 7-day trend, queue, agent workload, status overview, top risks and heavy requesters.

Can I see the workload of individual employees?

Yes, as the number of open tickets per team member, for up to 8 people with the most tickets, plus the share of unassigned tickets.

When is a ticket overdue?

When it is open and has not been updated for at least 48 hours. You can also set your own SLA deadlines per priority in the helpdesk settings, and the ticket overview flags them.

Where do the figures come from?

From the tickets in your helpdesk, whether they came from the customer portal, the website chat or the phone. Nothing is entered by hand.

GET STARTED

See today what has been waiting too long.

Sign in to your PaperOffice account and open **Helpdesk AI > Dashboard**. One click on **Overdue** takes you straight to the tickets that come first.

paperoffice.ai/en/ai-support-analytics-helpdesk-dashboard-reports



MORE ABOUT THE MODULE

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