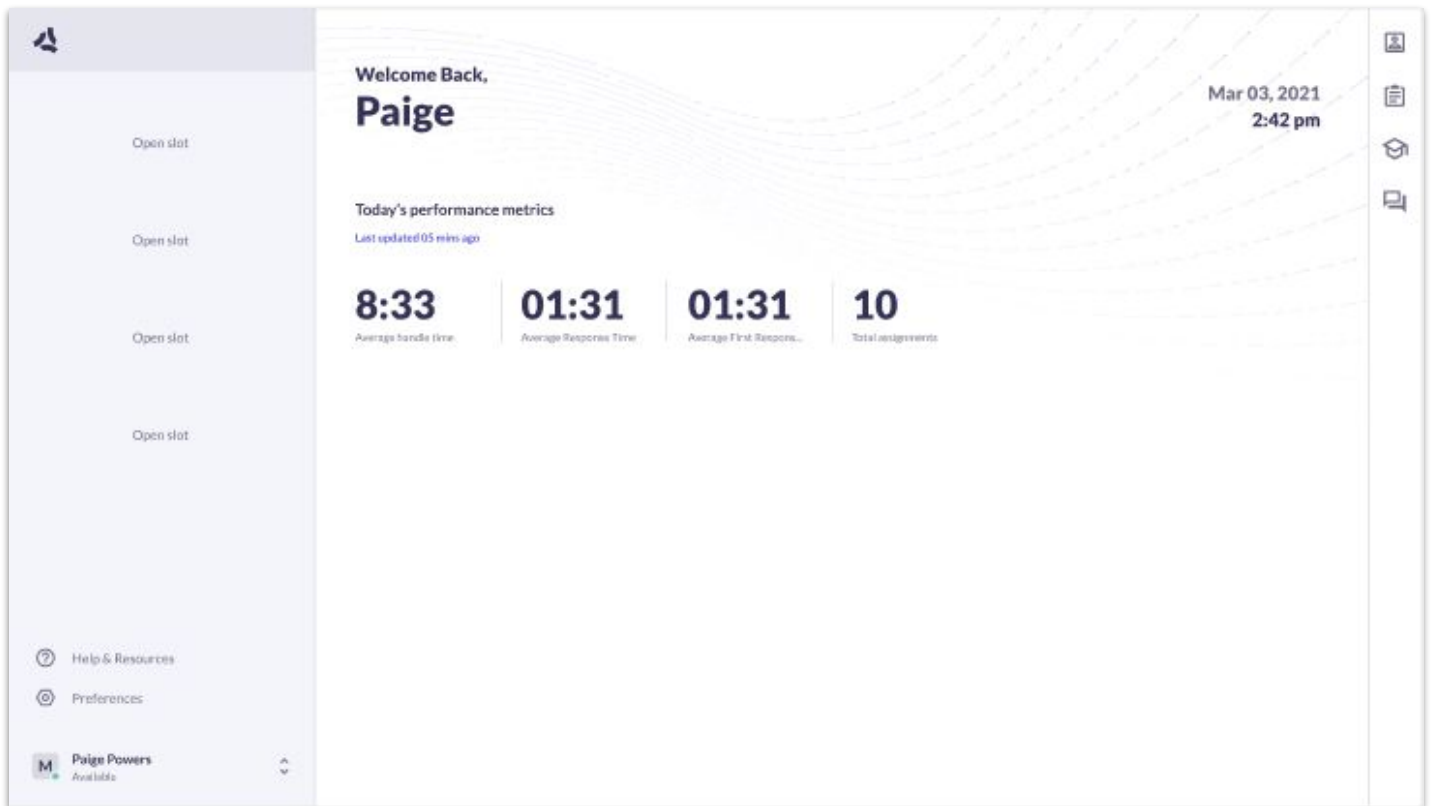


Agent Performance Stats in Desk

Agents can now see how they have been performing throughout the day in ASAPP Desk helping to keep self-awareness and motivation high.

Agents can monitor their average handle time, average response time and average first response time performance since 12AM (agent's time zone) of the current day. The total amount of assignments for that given day is also displayed.



Stats tab access

When agents are idle their performance stats tab will be automatically displayed.

During an active chat, agents can also access their performance stats by clicking on ASAPP icon located in the upper left corner of the left hand panel.

Metrics displayed

The list of available metrics for this section are:

- Average handle time
- Average response time
- Average first response time
- Total assignments