# Reports and Stats

Activities & Reports · https://fluentsupport.com/docs/reports-and-stats/

The **"Reports"** is an advanced statistical analytics and reporting feature of **Fluent Support**. It provides an accurate view of the entire team's performance and even allows you to track and measure the performance of individual support executives. This article will give you a focused overview of the dashboard in the **"Reports"** feature.

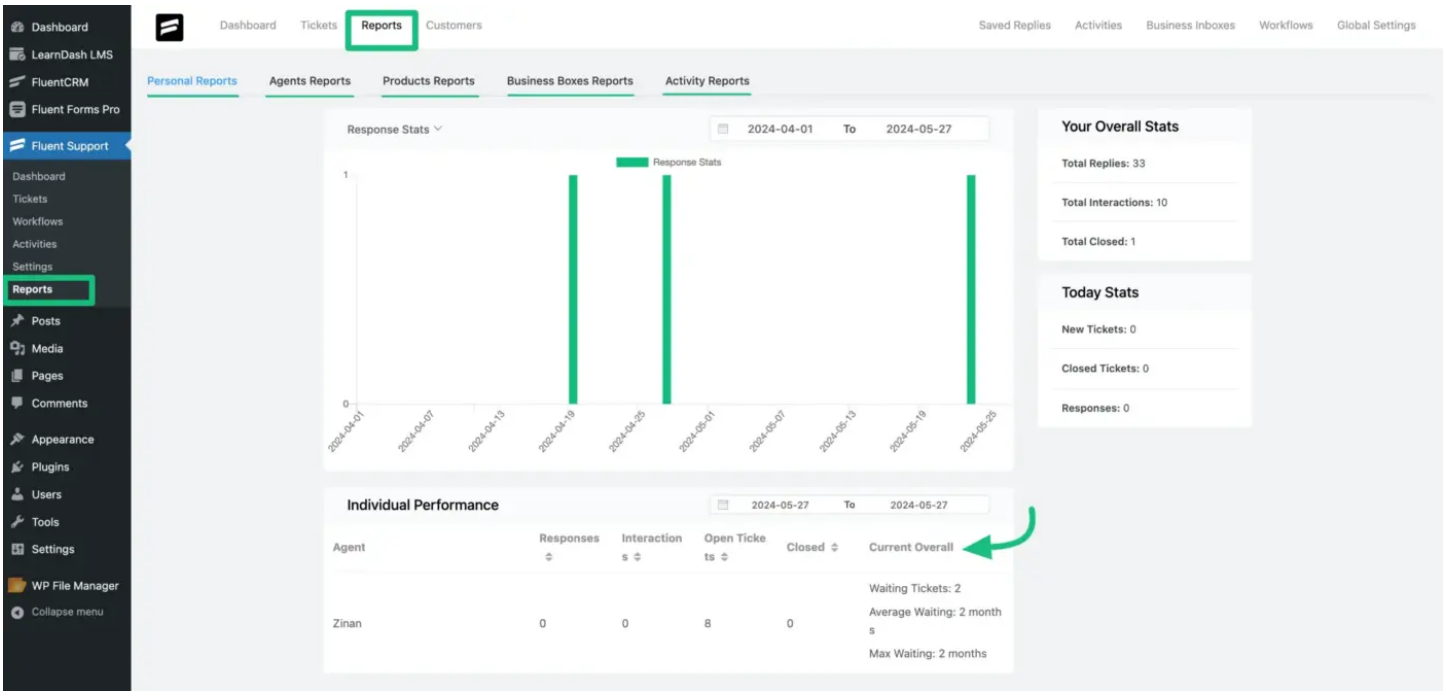
## Reports

You will find the “**Reports”** option from the top-left menu on your Fluent Support's **Dashboard**. This will display **Five** different sections of ticket statistics and reports. These are:

- Personal Reports
- Agents Reports
- Products Reports
- Business Boxes Reports
- Activity Reports

In **each Report’s section** except Activity Reports, you’ll find a **Bar Chart** displaying **Overall Ticket Activity** statistics.

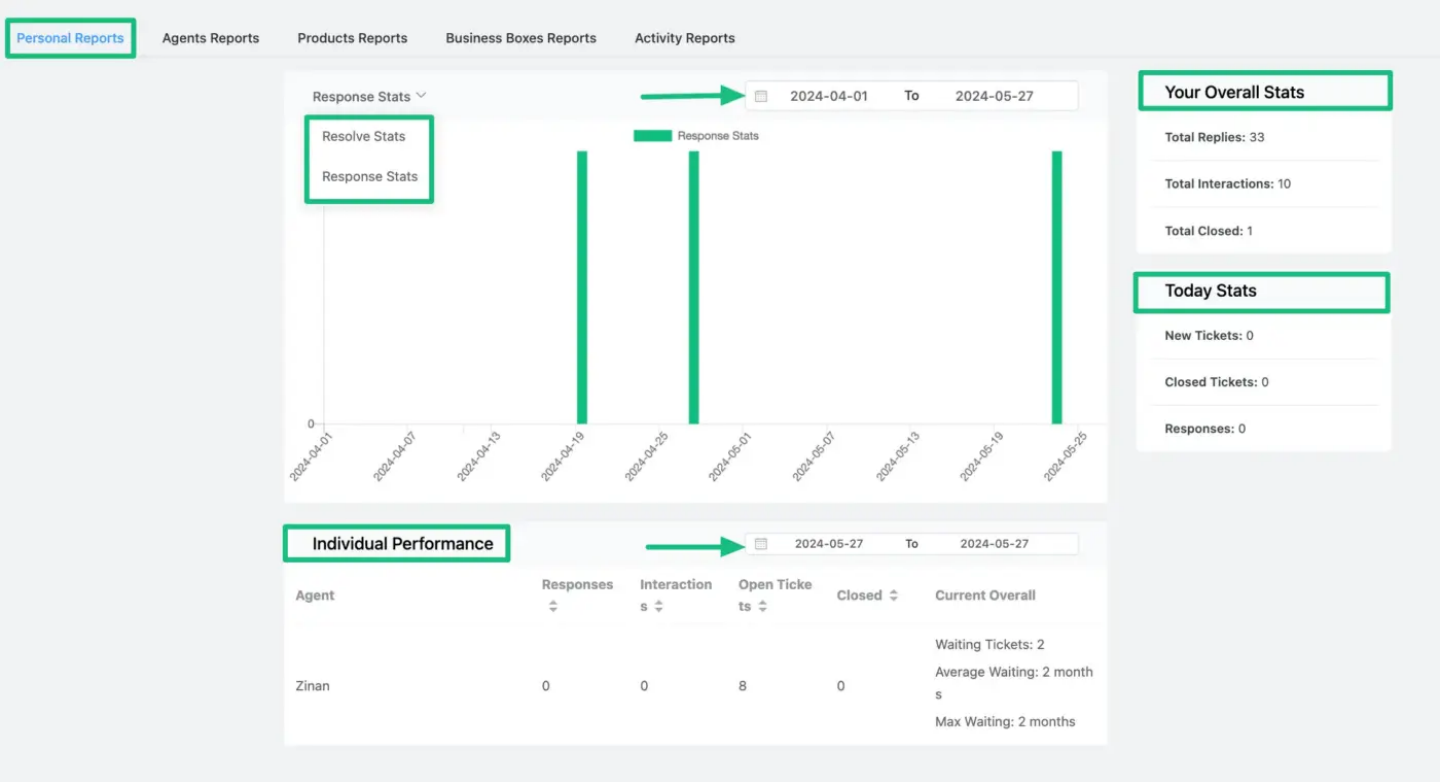
And, the **'Current Overall'** section under the **'Agents Reports Summary'** tab displays all statistics on an **hourly** basis e.g., **average waiting time**, **response rates**, **interactions**, etc. It’s effective for managing a large number of daily tickets.




## Personal Reports

This **‘Personal Reports’** section displays the ticket statistics and personal reports of each support agent. These reports are specific to the individual agent, who will be able to view their report here.

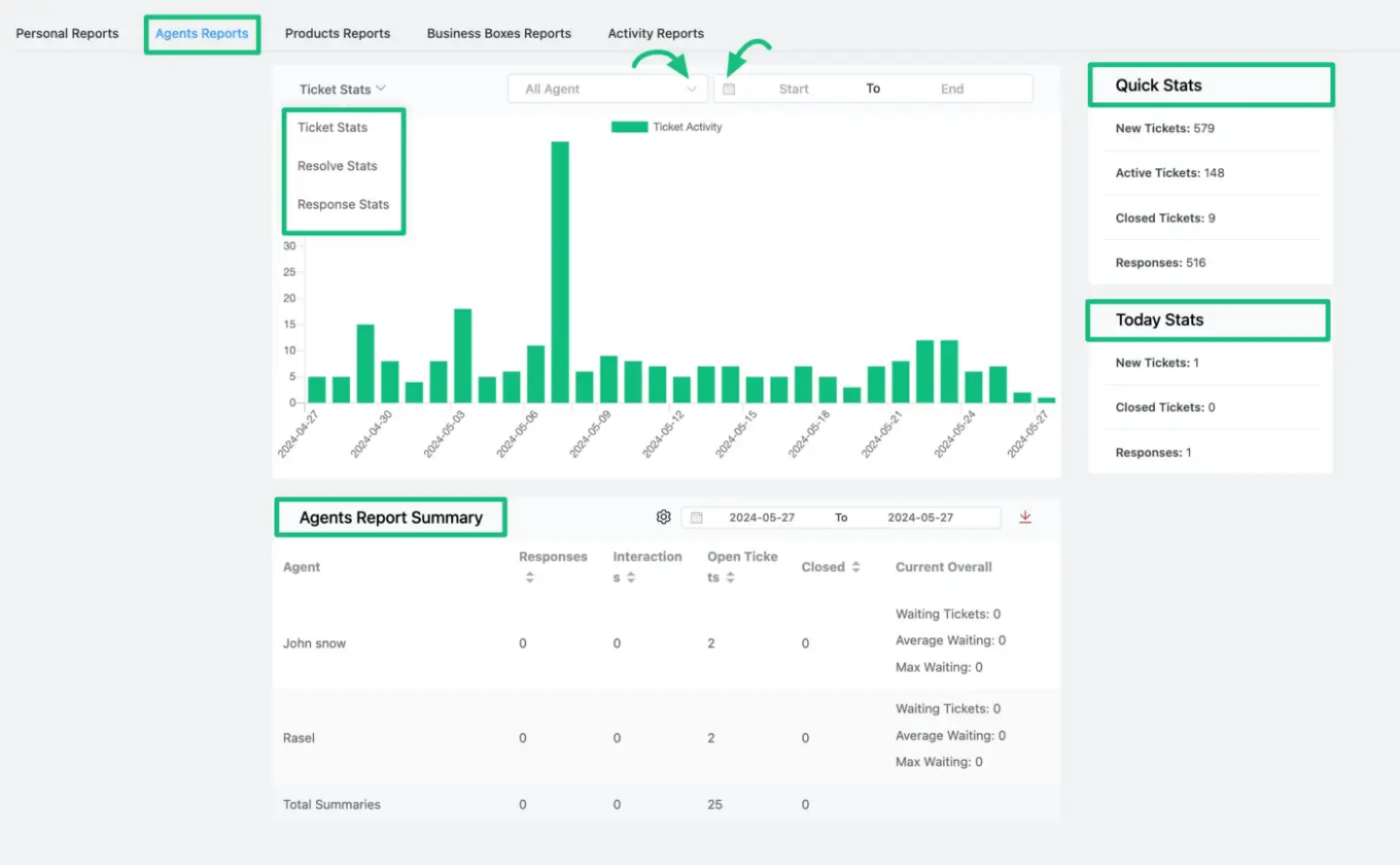
- In this section, you can view individual statistics for both **Resolve Stats** and **Response Stats**.
- You can use the **date filter** to view reports from a specific range. On the right side, you can view **Overall** ticket statistics and **Today's** ticket statistics.
- At the bottom, you will see the summary of the agent’s performance individually.




## Agents Reports

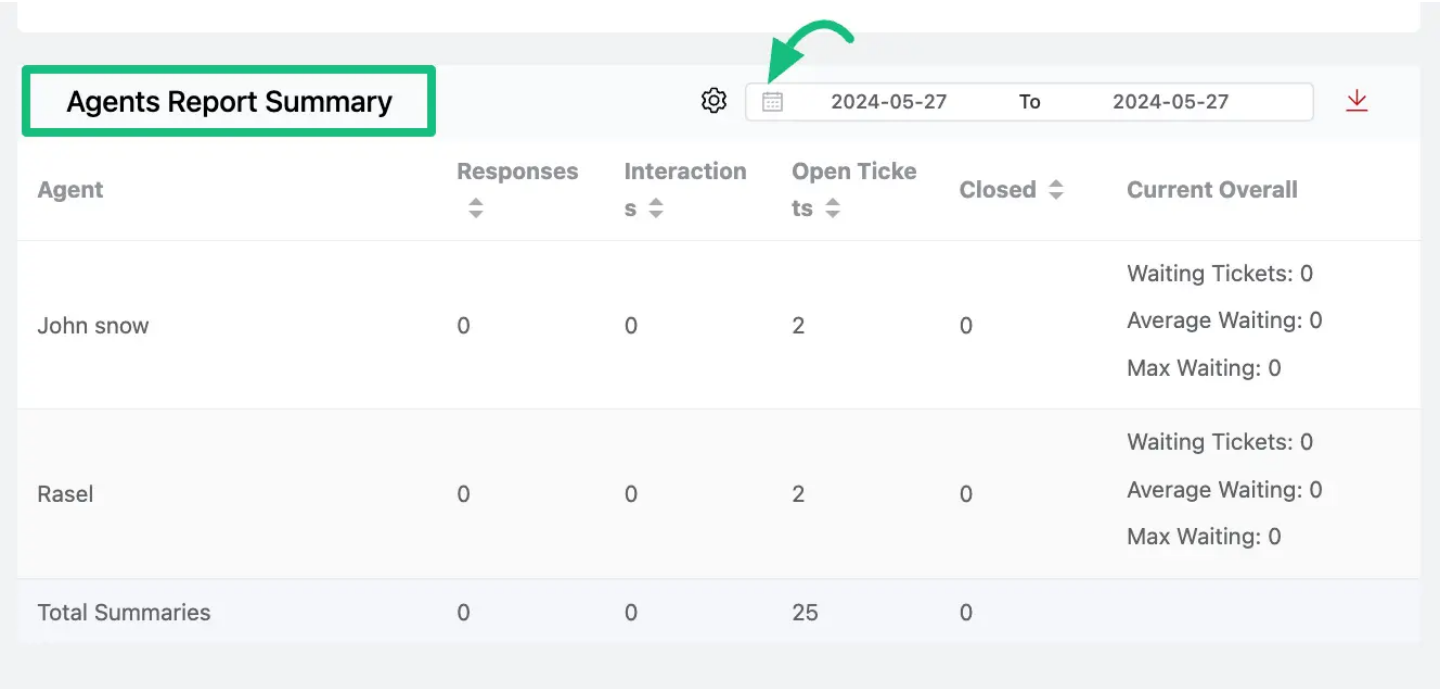
The **‘Agent Reports’** section shows the overall report of all the agents, and it is only accessible to the support agent or supervisor who has **permission** to view this page.

- In this section, you can review **Ticket Stats**, **Resolve Stats**, and **Response Stats**
- You can use the **All Agent** filter to select the individual agent's statistics you want to view
- Additionally, you can utilize the **Date** filter to view ticket statistics for a specific period
- On the right side, you’ll see a **Quick Stats** report that displays the total ticket statistics for the Support Agent, and a **Today Stats** report that presents the overall ticket statistics for the current day.

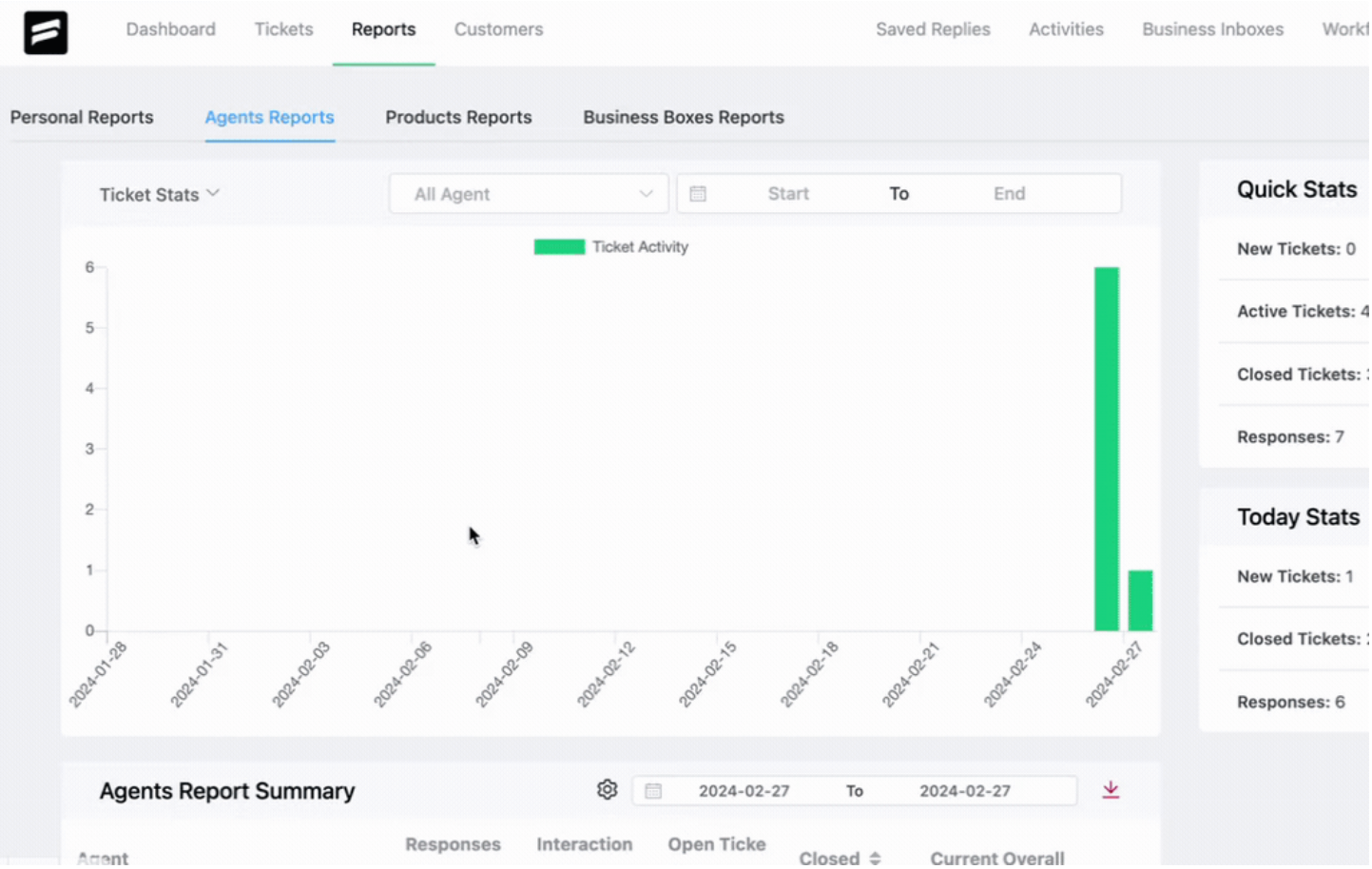



## Agents Report Summary

At the bottom, you will find a summary of each agent's performance. Also, you can utilize the **Date** filter to view statistics for a specific period here as well.

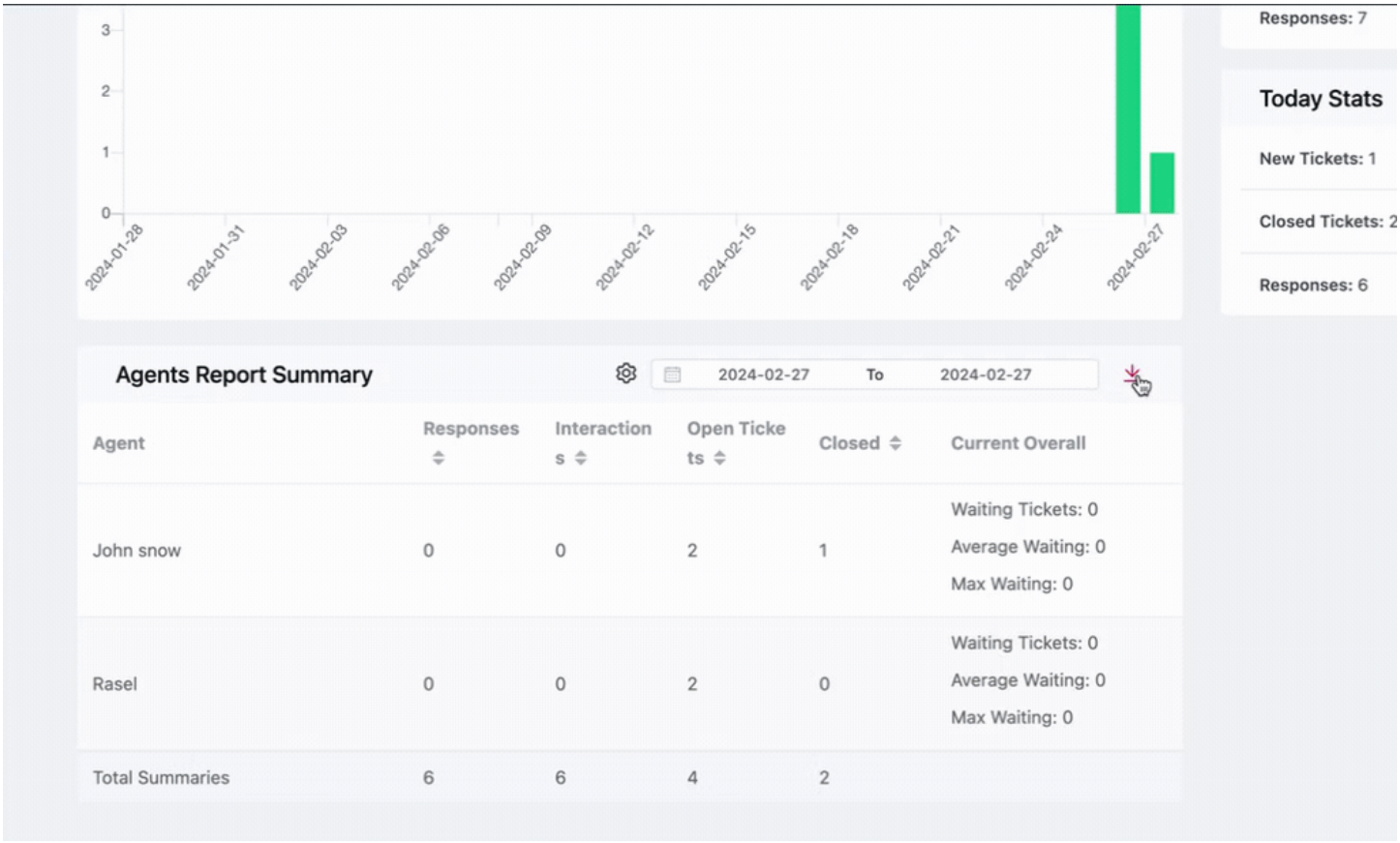



There, you will find the **Settings** options as well. Use this to select the agent/agents whose summary report/s you want to display.



To **Export** your data, can download the agents' summary reports by clicking on the **Download Icon** located at the right corner of the **Agents Reports Summary** tab.

You will have the option to choose specific data for export. If no column is selected, all data will be exported.

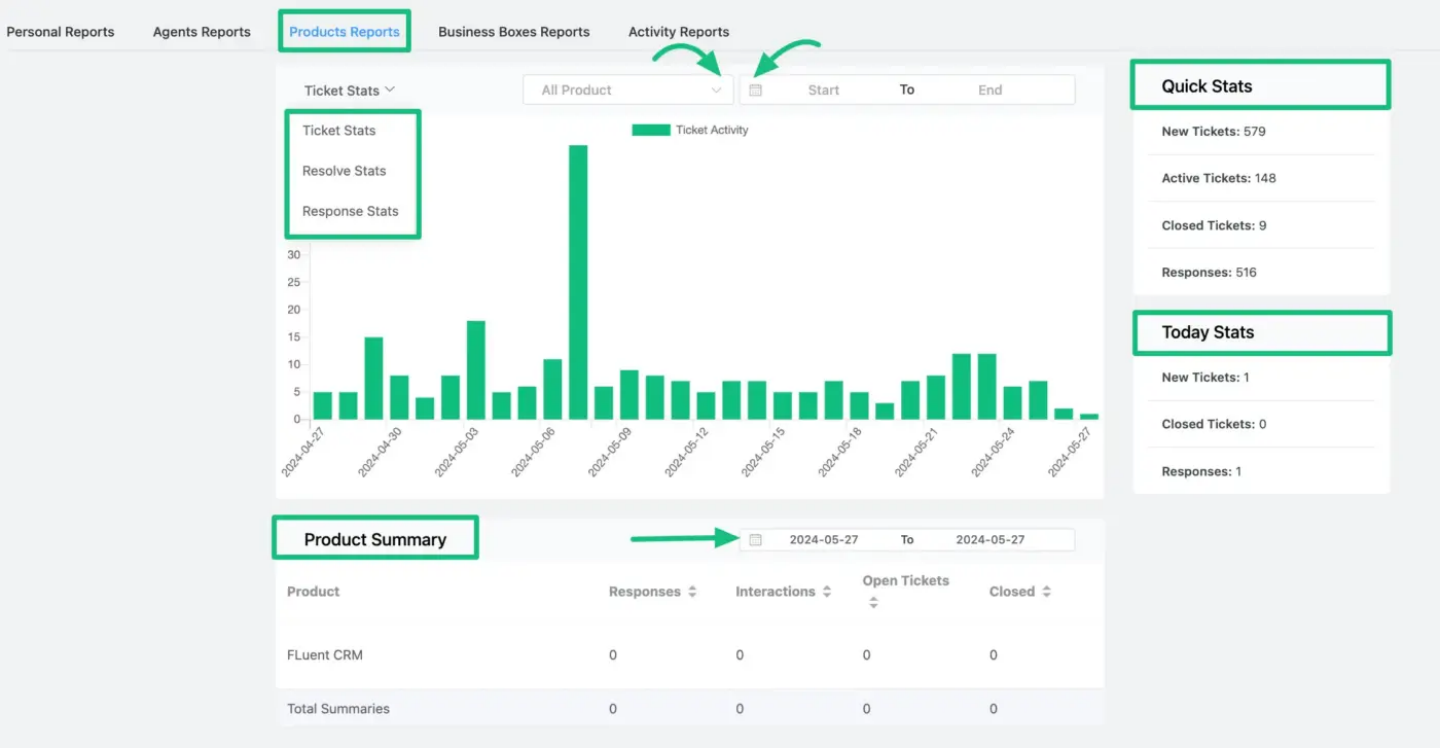



## Product Reports

The '**Product Reports'** section shows the overall report of all the ticket statistics and summaries based on products.

- In this section, you can review **Ticket Stats**, **Resolve Stats**, and **Response Stats**
- You can use the **All Product** filter to select specific product ticket statistics you want to display
- Also, you can utilize the **Date** filter to view ticket statistics for a specific period

- On the right side, you'll see a **Quick Stats** report that displays the total ticket statistics for the Support Agent, and a **Today Stats** report that presents the overall ticket statistics for the current day.
- The **Product Summary** section offers individual ticket reports for each product.

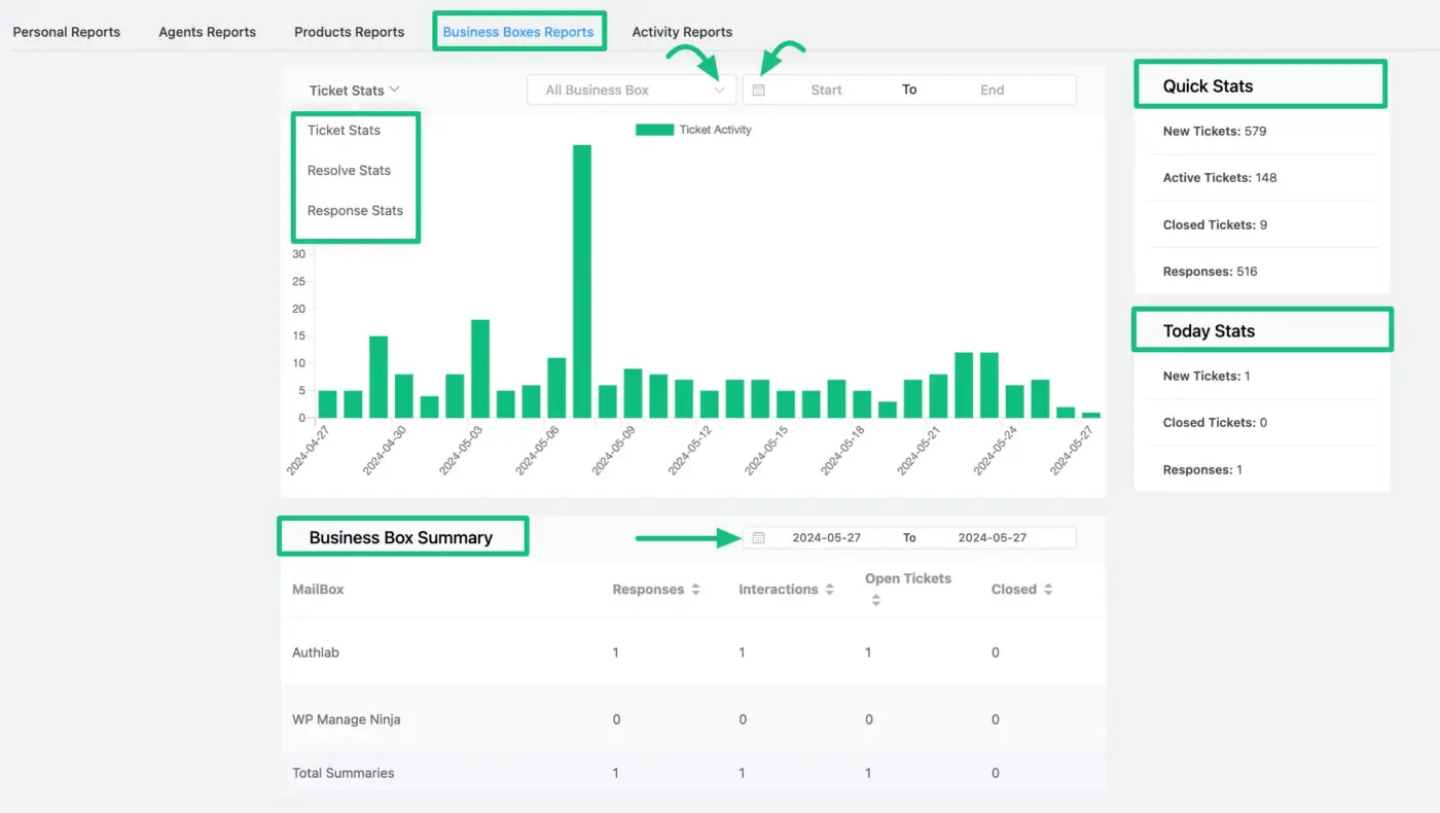



## Business Boxes Reports

The **'Business Boxes Reports'** section shows the overall report of all the ticket statistics and summaries based on Business Boxes' tickets.

- In this section, you can review **Ticket Stats**, **Resolve Stats**, and **Response Stats**
- You can use the **All Business Box** filter to select the desired business box statistics you want to view
- Additionally, you can utilize the **Date** filter to view ticket statistics for a specific period.
- On the right side, you'll see a **Quick Stats** report that displays the total ticket statistics for the Support Agent, and a **Today Stats** report that presents the overall ticket statistics for the current day.

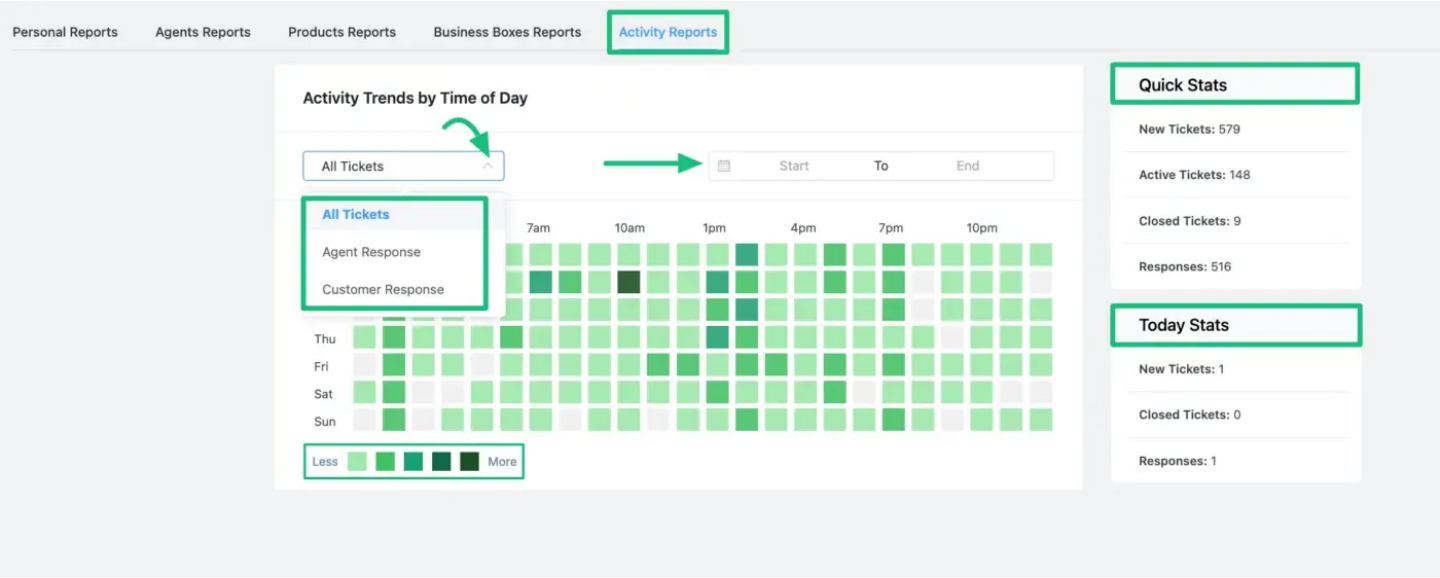
- The **Business Box Summary** section offers detailed reports for each business mailbox




## Activity Reports

The **‘Activity Reports’** section shows the overall report of all the ticket statistics and summaries using a calendar graph based on customers' and agents' activities.

- In this section, you can review **All Tickets**, **Agent Response**, and **Customer Response Stats**
- You can utilize the **Date** filter to view ticket activity trends statistics for a specific period.
- Here, fewer activities are represented by **light** colors, while more activities are represented by **dark** colors.
- On the right side, you’ll see a **Quick Stats** report that displays the total ticket activity statistics for the Support Agents or Customers based on what stats you chose to see, and a **Today Stats** report that presents the overall ticket statistics for the current day.
- Additionally, inside **Agent Response** options, you can use the **All Agent** filter to select the individual agent's statistics you want to view




If you have any further questions, concerns, or suggestions, please do not hesitate to contact our **@support team**. Thank you.