Your Freshdesk reporting guide

Freshdesk · Built with Datapipe

Start with Overview to see how many tickets came in and how quickly your team replied. Then open Resolution for resolution time and SLA by priority and agent, and Open tickets for the current backlog.

Explore the report

01 Overview
Tickets created and resolved, first response time and SLA, and tickets by channel and type.

02 Resolution
Resolution time and SLA, escalated tickets, resolution time by priority, and results by agent.

03 Open tickets
The current backlog by group, priority, status and agent, with the oldest open tickets.

Use your own data

1 Add Freshdesk in Datapipe.
Enter your Freshdesk subdomain and an API key from an agent who can see every ticket.

2 Create this dashboard.
Authorize Google Sheets when prompted.

3 Open your private Data Studio copy.
Datapipe refreshes the same workbook.

Read the numbers correctly

Dates are in UTC. Tickets created counts tickets by the day they were created, and Tickets resolved by the day Freshdesk resolved them. Each card compares your dates with the same number of days before them, so every refresh reads the tickets updated since the start of that earlier period.

Response and resolution times are calendar hours between Freshdesk's timestamps, not business hours, so they can be longer than in Freshdesk's own reports. Averages and SLA shares divide the totals for your dates, so busy days count more. An SLA share counts tickets whose due time was met or has passed. Open tickets shows the backlog as of the latest refresh.

Not included: customer satisfaction, because Freshdesk keeps survey results separately for each survey, and first contact resolution, which needs every ticket's full conversation. Spam, deleted and archived tickets are left out, and a refresh can read up to 30,000 tickets.

Sample data · A kitchenware shop's support team in Freshdesk, read on 14 November 2026.

Overview

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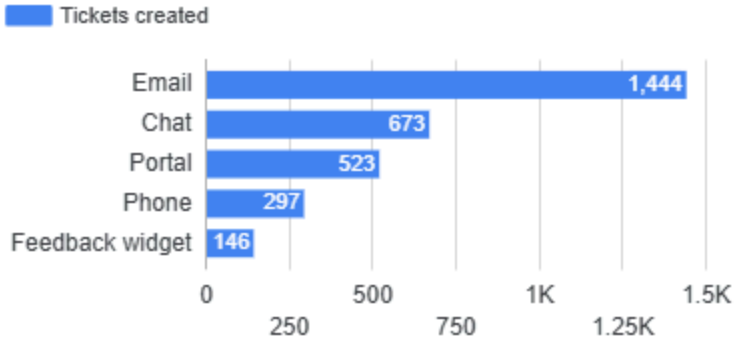
Aug 16, 2026 - Nov 13, 2026

Tickets created	Average first response (hours)	First responses within SLA	Tickets resolved
3,083	4.04	87.61%	3,068
↑ 15.5% vs previous period	↑ 0.12 vs previous period	↓ -2.73% vs previous period	↑ 15.2% vs previous period

Tickets created by day



Tickets by channel



Tickets by type

Ticket type	Tickets created ▾	Avg first response (h)	First response SLA	Escalated	Still open
Shipping	1,014	3.9	89.55%	150	14
Product question	799	4.32	86.23%	154	3
Refund	574	4.42	89.2%	181	6
Damaged item	308	3.06	80.52%	153	2
Wholesale order	204	4.33	90.2%	28	0
Account	184	3.66	86.96%	35	2
Grand total	**3,083**	**4.04**	**87.61%**	**701**	**27**

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Tickets created counts tickets by the day they were created, and Tickets resolved by the day Freshdesk resolved them (UTC). Response times are calendar hours from Freshdesk's timestamps. SLA shares count tickets whose due time was met or has passed.

Resolution

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Aug 16, 2026 - Nov 13, 2026

Tickets resolved
3,068
15.2% vs previous period

Average resolution (hours)
29.9
0.27 vs previous period

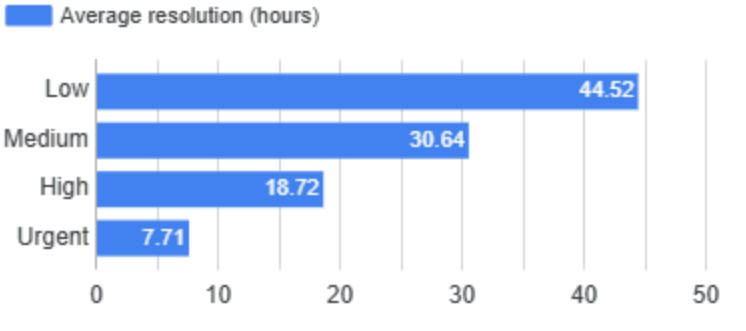
Resolved within SLA
85.10%
-1.16% vs previous period

Escalated tickets
701
31.0% vs previous period

Tickets resolved by day



Average resolution hours by priority



Resolution by agent

Agent	Group	Tickets resolved	Avg resolution (h)	Resolution SLA
Priya Nair	Orders & shipping	512	24.47	95.9%
Jordan Price	Product questions	509	33.93	85.46%
Tom Becker	Orders & shipping	497	28.69	90.95%
Mei Lin	Product questions	469	23.83	96.16%
Ana Souza	Returns & refunds	452	37.8	57.3%
Liam Walsh	Returns & refunds	425	31.95	77.88%
Sam Okafor	Wholesale	204	28.67	94.12%
	Grand total	**3,068**	**29.9**	**85.1%**

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Tickets count by the day Freshdesk resolved them (UTC). Resolution time is calendar hours from creation to resolution. Resolution SLA is the share of resolved tickets with a due time that were resolved by it. Escalated tickets counts tickets created in the dates that Freshdesk marked overdue.

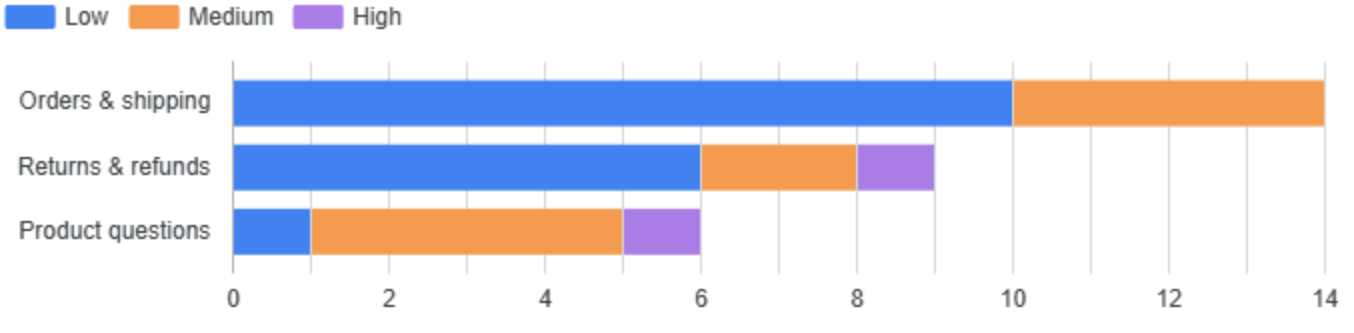
Open tickets

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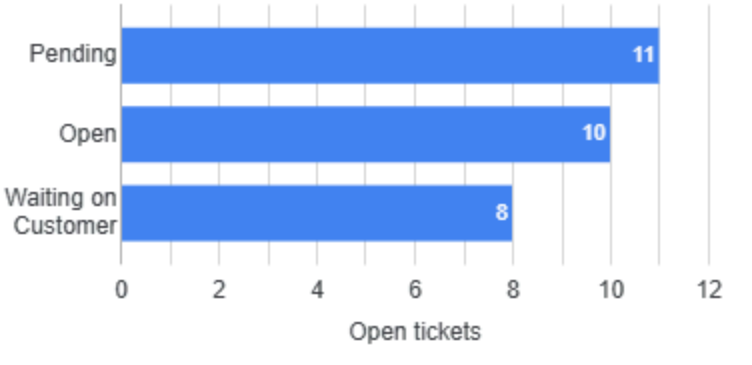
Aug 16, 2026 - Nov 13, 2026

Open tickets	Average age (days)	Overdue	Unassigned
29	6.5	1	2

Open tickets by group and priority



Open tickets by status



Oldest open tickets

Ticket	Status	Priority	Agent	Age (days)	Overdue
53524	Pending	Medium	Jordan Price	39	0
53541	Waiting on Customer	Low	Ana Souza	39	0
53933	Open	High	Mei Lin	28	1
54042	Pending	Medium	Jordan Price	25	0
54128	Waiting on Customer	Medium	Priya Nair	22	0
54269	Pending	Low	Priya Nair	18	0
54908	Open	Low	Tom Becker	2	0
54897	Waiting on Customer	Medium	Ana Souza	2	0
54859	Pending	Low	Priya Nair	2	0
54953	Open	Medium	Liam Walsh	1	0

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Open tickets by agent

Agent	Open tickets	Overdue	Avg age (days)
Priya Nair	8	0	5.63
Tom Becker	6	0	1
Ana Souza	6	0	7
Jordan Price	3	0	21.67
Unassigned	2	0	0
Liam Walsh	2	0	0.5
Mei Lin	2	1	14.5
Grand total	**29**	**1**	**6.48**

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Tickets that are not resolved or closed, as of the latest refresh, whatever date range you pick. Age counts days since a ticket was created. Overdue counts Open tickets past their resolution due time; Pending and similar statuses can pause the SLA timer in Freshdesk. Open tickets with no update since the start of the comparison period are not included.