Your Gorgias reporting guide

Gorgias · 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 contact reason.

02 Resolution
Resolution time and SLA, tickets with a breached SLA, resolution time by priority, and results by agent.

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

Use your own data

1 Add Gorgias in Datapipe.
Enter your Gorgias subdomain, account email and an API key from a user who can see every ticket and view statistics.

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 they were closed. 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.

First response time is Gorgias's own measure for each ticket, averaged over tickets with a reply; Gorgias's reports often show the median. Resolution time is calendar hours from creation to the latest close. Averages and SLA shares divide the totals for your dates, so busy days count more. SLA shares count tickets whose target in your Gorgias SLA policy was met or missed; they stay empty until you set up SLA policies.

Not included: satisfaction scores, which this help desk layout doesn't show yet; Gorgias surveys are available as their own report in Datapipe. Trashed and spam tickets are left out, and a refresh can read up to 40,000 tickets.

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

Overview

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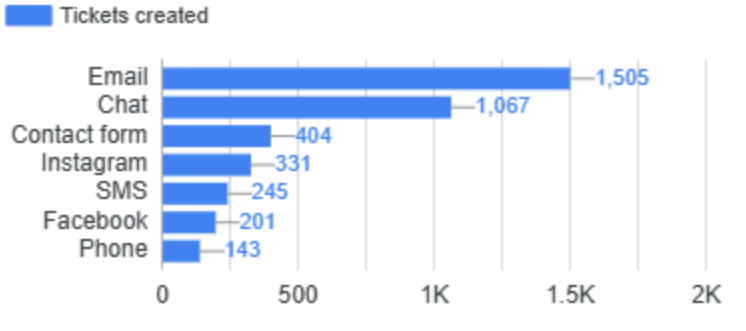
Aug 16, 2026 - Nov 13, 2026

Tickets created	Average first response (hours)	First responses within SLA	Tickets resolved
3,896	2.71	79.98%	3,873
↑ 16.6% vs previous period	↑ 0.04 vs previous period	↓ -1.22% vs previous period	↑ 16.6% vs previous period

Tickets created by day



Tickets by channel



Tickets by contact reason

Contact reason	Tickets created ▾	Avg first response (h)	First response SLA	SLA breached	Still open
Order status	1,160	2.8	82.76%	268	12
Product question	861	2.71	83.28%	197	8
Return	607	2.95	79.24%	298	9
Shipping issue	409	2.25	73.35%	129	4
Subscription	314	2.11	71.02%	107	1
Discount code	305	2.93	79.34%	82	2
Exchange	240	3.02	80.42%	114	4
Grand total	**3,896**	**2.71**	**79.98%**	**1,195**	**40**

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Tickets created counts tickets by the day they were created, and Tickets resolved by the day they were closed (UTC). First response time is Gorgias's own measure for each ticket. SLA shares count tickets whose SLA target was met or missed.

Resolution

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Aug 16, 2026 - Nov 13, 2026

Tickets resolved
3,873
16.6% vs previous period

Average resolution (hours)
27.6
0.61 vs previous period

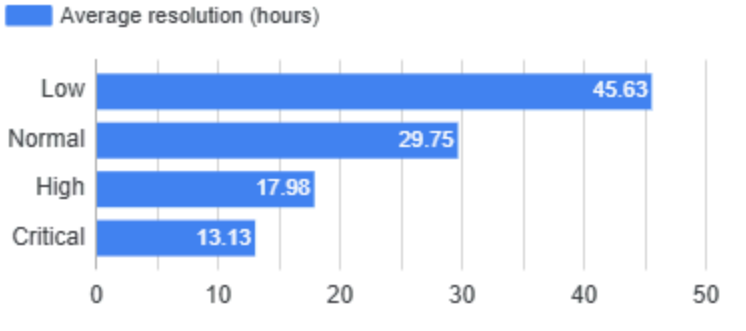
Resolved within SLA
84.84%
-0.38% vs previous period

Tickets with an SLA breach
1,195
23.1% vs previous period

Tickets resolved by day



Average resolution hours by priority



Resolution by agent

Agent	Team	Tickets resolved	Avg resolution (h)	Resolution SLA
Chloe Martin	Orders & delivery	952	21.14	93.59%
Daniel Reyes	Orders & delivery	917	27.08	90.84%
Sofia Rossi	Product advice	439	20.69	94.53%
Aisha Khan	Returns & exchanges	432	44.1	51.85%
Marcus Lee	Product advice	412	28.77	90.53%
Ben Carter	Returns & exchanges	409	39.42	65.53%
Hannah Weber	VIP	312	18.61	90.38%
	Grand total	**3,873**	**27.59**	**84.84%**

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Tickets count by the day they were closed (UTC). Resolution time is calendar hours from creation to the latest close. Resolution SLA is the share of closed tickets that met the resolution target in your Gorgias SLA policy. Tickets with an SLA breach counts tickets created in the dates that missed a first-response or resolution target.

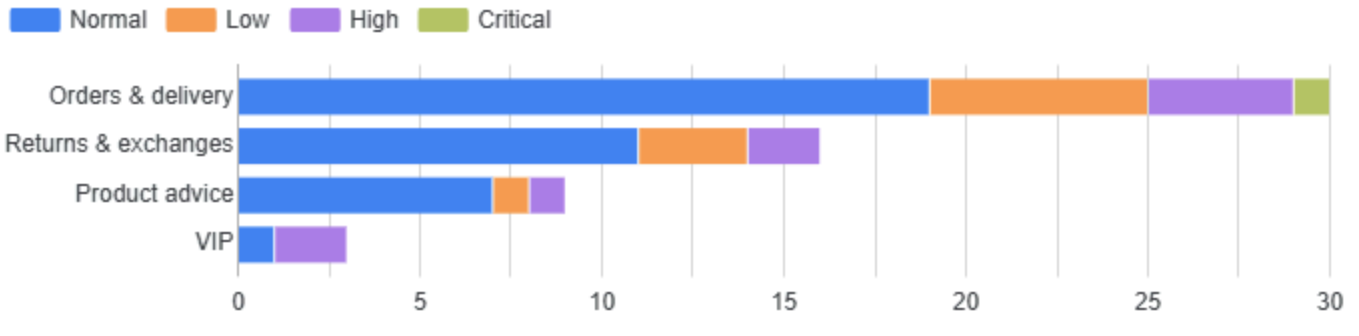
Open tickets

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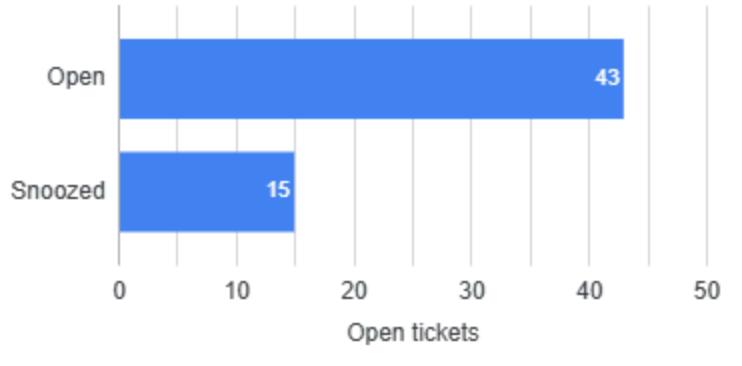
Aug 16, 2026 - Nov 13, 2026

Open tickets	Average age (days)	Overdue	Unassigned
58	4.1	18	8

Open tickets by team and priority



Open tickets by status



Oldest open tickets

Ticket	Status	Priority	Agent	Age (days)	Overdue
216984	Open	Normal	Sofia Rossi	39	1
217154	Snoozed	Normal	Marcus Lee	35	1
217465	Open	Normal	Daniel Reyes	29	1
217497	Open	Normal	Daniel Reyes	27	1
217610	Open	High	Sofia Rossi	24	1
217874	Snoozed	Normal	Aisha Khan	18	1
218156	Open	Normal	Aisha Khan	11	1
218225	Snoozed	Normal	Marcus Lee	10	1
218399	Snoozed	Normal	Sofia Rossi	8	1
218442	Open	Critical	Daniel Reyes	7	1

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Open tickets by agent

Agent	Open tickets	Overdue	Avg age (days)
Daniel Reyes	14	5	4.79
Chloe Martin	10	1	0.5
Aisha Khan	10	4	3.7
Unassigned	8	1	0
Ben Carter	5	1	1
Marcus Lee	4	2	11.75
Sofia Rossi	4	3	18
Hannah Weber	3	1	1.33
Grand total	**58**	**18**	**4.09**

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Open and snoozed tickets as of the latest refresh, whatever date range you pick. Age counts days since a ticket was created. Overdue counts open tickets that missed a first-response or resolution target in your Gorgias SLA policy. Open tickets with no update since the start of the comparison period are not included.