Your Intercom reporting guide

Intercom · Built with Datapipe

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

Explore the report

01 Overview
Conversations created and closed, first response time and SLA, and conversations by channel and tag.

02 Resolution
Time to close and SLA, conversations with a missed SLA, time to close by priority, and results by teammate.

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

Use your own data

1 Add Intercom in Datapipe.
Use an access token from an app that can read conversations and admins, and choose your workspace region.

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. Conversations created counts conversations by the day they started, and Conversations closed by the day they were last closed. Outbound messages count once the customer replies. Each card compares your dates with the same number of days before them, so every refresh reads the conversations updated since the start of that earlier period.

First response time is Intercom’s time to first teammate reply, and time to close runs to the last close; both leave out time outside office hours when you set them. They are averages, while Intercom’s reports often show the median. Averages and SLA shares divide the totals for your dates, so busy days count more. SLA shares count conversations whose SLA was hit or missed; they stay empty until you set up SLAs.

Not included: satisfaction ratings and Fin AI Agent results, which this help desk layout doesn’t show yet. Conversations Fin closed alone count as closed with no first response. A refresh can read up to 40,000 conversations.

Sample data · A planning app’s support team in Intercom, read on 14 November 2026.

Overview

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Aug 16, 2026 - Nov 13, 2026

Conversations created
4,260
11.7% vs previous period

Average first response (hours)
1.32
0.01 vs previous period

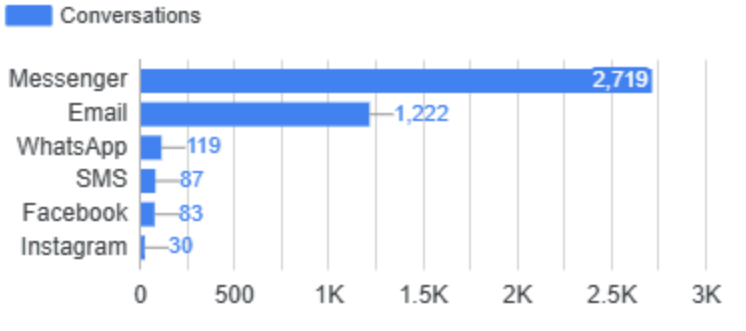
Conversations within SLA
81.15%
0.38% vs previous period

Conversations closed
4,217
11.2% vs previous period

Conversations created by day



Conversations by channel



Conversations by tag

Tag	Conversations	Avg first response (h)	Within SLA	SLA missed	Still open
How-to	1,042	1.43	87.47%	93	24
Bug report	646	1.12	43.63%	301	18
Billing question	644	1.47	88.65%	52	9
API & webhooks	411	1.49	88.13%	33	7
Account access	400	1.16	87.88%	32	7
No tag	316	1.47	90.75%	21	3
Feature request	313	1.2	89.57%	22	6
Onboarding	278	1.16	94.12%	12	2
Cancellation	210	1.01	89.47%	20	3
Grand total	**4,260**	**1.32**	**81.15%**	**586**	**79**

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Conversations created counts conversations by the day they started, and Conversations closed by the day they were last closed (UTC). First response time is Intercom's time to first teammate reply. SLA shares count conversations whose SLA was hit or missed.

Resolution

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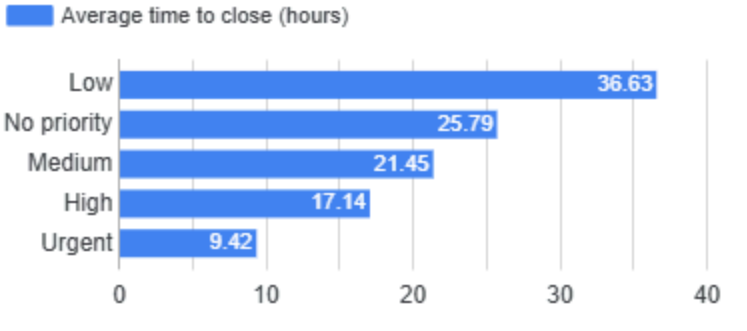
Aug 16, 2026 - Nov 13, 2026

Conversations closed	Average time to close (hours)	Closed within SLA	SLA missed
4,217	23.4	81.65%	586
11.2% vs previous period	-0.21 vs previous period	1.02% vs previous period	7.5% vs previous period

Conversations closed by day



Average hours to close by priority



Results by teammate

Teammate	Team	Closed	Avg time to close (h)	Within SLA
Liam Walsh	Customer support	935	26.13	87.64%
Emma Dubois	Customer support	889	21.18	90.15%
Tom Becker	Technical support	475	33.55	63.46%
Priya Nair	Technical support	453	36.15	55.56%
Noah Fischer	Billing	384	26.7	85.44%
Grace Kim	Billing	371	18.55	92.77%
Olivia Brown	Onboarding	255	22.61	94.17%
Unassigned	Customer support	224	0.24	-
Unassigned	Technical support	116	0.25	-
Unassigned	Billing	91	0.25	-
Unassigned	Onboarding	24	0.19	-
	Grand total	**4,217**	**23.38**	**81.65%**

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Conversations count by the day they were last closed (UTC). Time to close is Intercom's time from the start of the conversation to its last close, which leaves out time outside office hours when your workspace sets them. Closed within SLA is the share of closed conversations whose SLA was hit, out of those hit or missed. Conversations with a missed SLA counts conversations created in the dates whose SLA was missed.

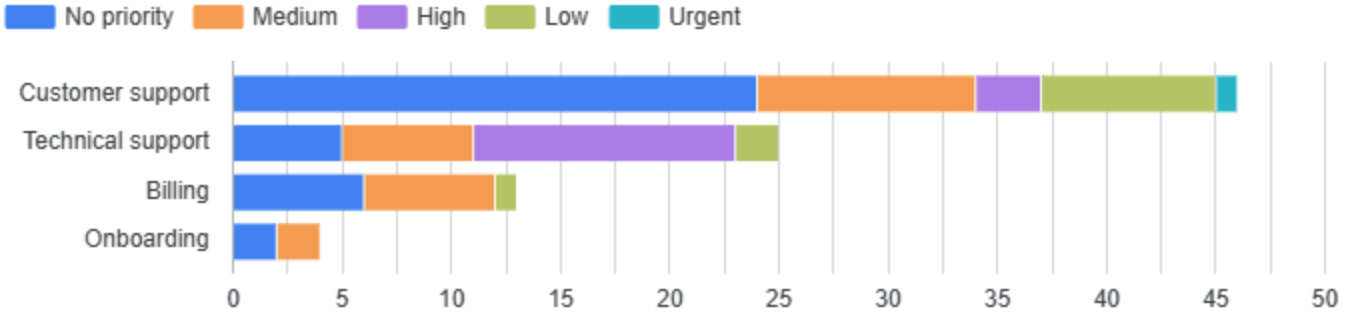
Open conversations

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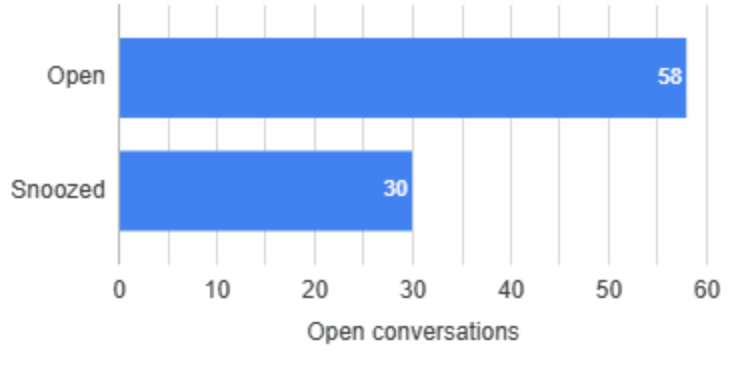
Aug 16, 2026 - Nov 13, 2026

Open conversations	Average age (days)	Overdue	Unassigned
88	5.3	22	10

Open conversations by team and priority



Open conversations by status



Oldest open conversations

ID	Status	Priority	Teammate	Age (days)	Overdue
31008070	Open	No priority	Liam Walsh	43	0
31008278	Snoozed	High	Priya Nair	38	1
31008296	Open	Medium	Emma Dubois	38	1
31008344	Snoozed	High	Priya Nair	37	1
31008431	Open	No priority	Liam Walsh	36	0
31008581	Open	High	Priya Nair	32	1
31008622	Open	High	Emma Dubois	30	0
31008673	Snoozed	Medium	Liam Walsh	30	1
31008733	Open	Medium	Liam Walsh	29	1
31008999	Open	No priority	Liam Walsh	24	1

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Open conversations by teammate

Teammate	Open	Overdue	Avg age (days)
Liam Walsh	20	6	9.95
Emma Dubois	19	1	4.47
Priya Nair	17	8	8.29
Unassigned	10	0	0.5
Noah Fischer	9	2	1.33
Tom Becker	8	5	2.13
Grace Kim	3	0	1.33
Olivia Brown	2	0	1.5
Grand total	**88**	**22**	**5.3**

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Open and snoozed conversations as of the latest refresh, whatever date range you pick. Age counts days since a conversation started. Overdue counts open conversations whose SLA was missed. Open conversations with no update since the start of the comparison period are not included.