QUICK GUIDE

Support *Metrics*

Queue pressure and agent activity for US and Canadian Tech Support, Financial Products, and Tax Support, refreshed from Support Central every 30 minutes.

For supervisors and leads
See how many tickets are waiting in each queue and what every agent has done today, from any desk or phone.

You get
Queue counts every half hour, tickets created today, and per-agent tickets solved, calls, and talk time, grouped by team.

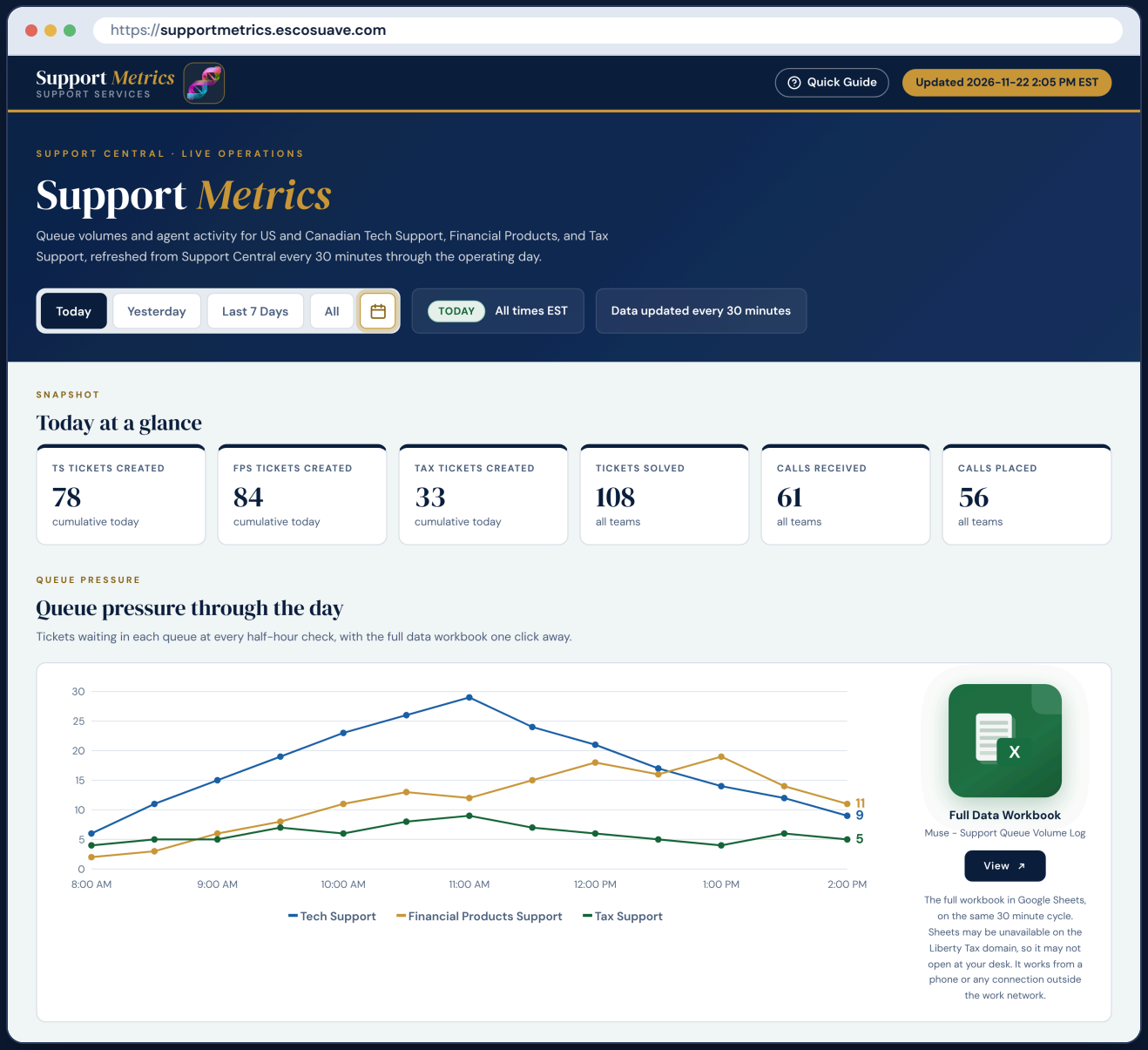
You need
Any web browser. No sign-in and nothing to install. The page is public and read-only.

OPEN SUPPORT METRICS

supportmetrics.escosuave.com

The page refreshes itself every 15 minutes. Data updates every 30 minutes, 8:00 AM to 12:30 AM ET. Nothing updates overnight. All times are Eastern. The logo at the top left opens the App Catalog of every Support Services app.

November 2026 · All screens use fictional sample data



FOR SUPERVISORS AND LEADS

Read the Queues

1. **Start with the cards.** The three Created cards count tickets that arrived today and only go up. Solved and Calls are all-teams totals.

2. **Watch the Queue Pressure chart.** It plots tickets waiting in Tech Support, Financial Products, and Tax at each half hour.

3. **Find the light blue columns** in the queue log. They are created totals: how much work has arrived today.

4. **Read the mid blue columns as waiting now.** Each row shows how many tickets sit in each queue at that half hour.

5. **Treat red as hot.** Any queue count over 25 turns deep red and needs attention.

Do not mix the two. Created is how much work arrived today. Snapshot is how much is waiting right now.

More queues sit to the right of the blue columns: CDN TS, Torch, Missed, and Escalations.

Switch apps from the top bar. Point at or select the logo at the top left (the helix mark). The App Catalog opens with every Support Services app. Select one to go there, or press Esc to close it. The last page shows how.



Screens recreated with fictional sample data

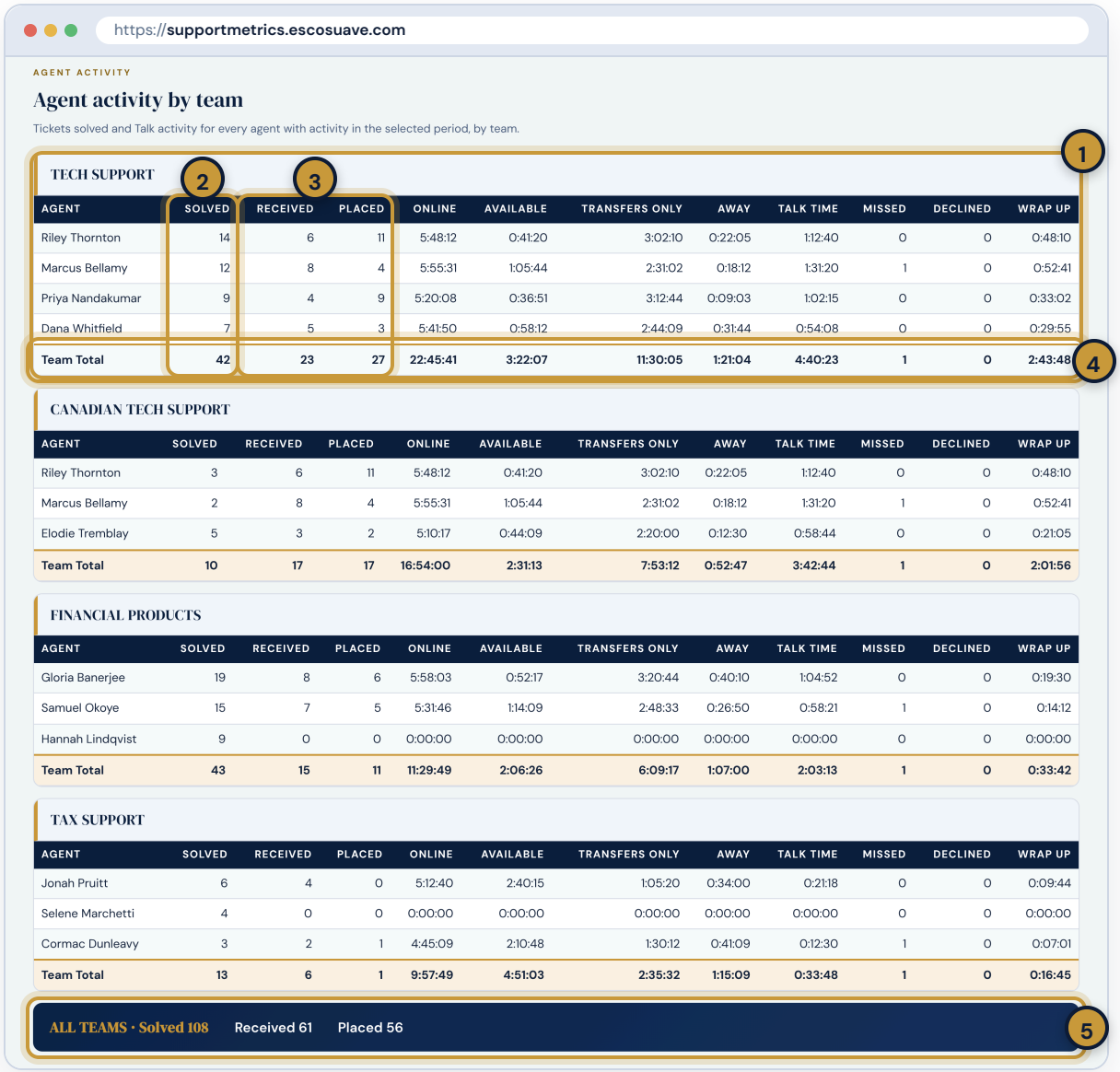
FOR SUPERVISORS AND LEADS

Read Agent Activity

1. **Find your team's table.** There is one each for Tech Support, Canadian Tech Support, Financial Products, and Tax Support.
2. **Read the Solved column.** Agents are sorted by tickets solved, highest first.
3. **Check Received and Placed** for calls taken and calls made.
4. **Check the Team Total row** under each table.
5. **Finish at the ALL TEAMS TOTAL bar** for solved, received, and placed across every team.

Only active agents appear. An agent is listed after solving a ticket or taking or placing a call. Being online alone lists no one.

On two teams? Tech Support agents who also cover Canadian appear in both tables. Calls and times repeat; Solved counts tickets for that team.



TECH SUPPORT

AGENT	SOLVED	RECEIVED	PLACED	ONLINE	AVAILABLE	TRANSFERS ONLY	AWAY	TALK TIME	MISSED	DECLINED	WRAP UP
Riley Thornton	14	6	11	5:48:12	0:41:20	3:02:10	0:22:05	1:12:40	0	0	0:48:10
Marcus Bellamy	12	8	4	5:55:31	1:05:44	2:31:02	0:18:12	1:31:20	1	0	0:52:41
Priya Nandakumar	9	4	9	5:20:08	0:36:51	3:12:44	0:09:03	1:02:15	0	0	0:33:02
Dana Whitfield	7	5	3	5:41:50	0:58:12	2:44:09	0:31:44	0:54:08	0	0	0:29:55
Team Total	**42**	**23**	**27**	**22:45:41**	**3:22:07**	**11:30:05**	**1:21:04**	**4:40:23**	**1**	**0**	**2:43:48**

CANADIAN TECH SUPPORT

AGENT	SOLVED	RECEIVED	PLACED	ONLINE	AVAILABLE	TRANSFERS ONLY	AWAY	TALK TIME	MISSED	DECLINED	WRAP UP
Riley Thornton	3	6	11	5:48:12	0:41:20	3:02:10	0:22:05	1:12:40	0	0	0:48:10
Marcus Bellamy	2	8	4	5:55:31	1:05:44	2:31:02	0:18:12	1:31:20	1	0	0:52:41
Elodie Tremblay	5	3	2	5:10:17	0:44:09	2:20:00	0:12:30	0:58:44	0	0	0:21:05
Team Total	**10**	**17**	**17**	**16:54:00**	**2:31:13**	**7:53:12**	**0:52:47**	**3:42:44**	**1**	**0**	**2:01:56**

FINANCIAL PRODUCTS

AGENT	SOLVED	RECEIVED	PLACED	ONLINE	AVAILABLE	TRANSFERS ONLY	AWAY	TALK TIME	MISSED	DECLINED	WRAP UP
Gloria Banerjee	19	8	6	5:58:03	0:52:17	3:20:44	0:40:10	1:04:52	0	0	0:19:30
Samuel Okoye	15	7	5	5:31:46	1:14:09	2:48:33	0:26:50	0:58:21	1	0	0:14:12
Hannah Lindqvist	9	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0	0:00:00
Team Total	**43**	**15**	**11**	**11:29:49**	**2:06:26**	**6:09:17**	**1:07:00**	**2:03:13**	**1**	**0**	**0:33:42**

TAX SUPPORT

AGENT	SOLVED	RECEIVED	PLACED	ONLINE	AVAILABLE	TRANSFERS ONLY	AWAY	TALK TIME	MISSED	DECLINED	WRAP UP
Jonah Pruitt	6	4	0	5:12:40	2:40:15	1:05:20	0:34:00	0:21:18	0	0	0:09:44
Selene Marchetti	4	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0	0:00:00
Cormac Dunleavy	3	2	1	4:45:09	2:10:48	1:30:12	0:41:09	0:12:30	1	0	0:07:01
Team Total	**13**	**6**	**1**	**9:57:49**	**4:51:03**	**2:35:32**	**1:15:09**	**0:33:48**	**1**	**0**	**0:16:45**

ALL TEAMS · Solved 108 Received 61 Placed 56

COLUMNS AT A GLANCE

Solved tickets solved
Online total online time
Away total Away time
Declined calls declined
Received calls received
Available time Available
Talk Time total phone time
Wrap Up total wrap up time
Placed calls placed
Transfers Only time in Transfers Only
Missed calls missed

Time columns show as hours:minutes:seconds.

Screens recreated with fictional sample data

FOR SUPERVISORS AND LEADS

Go Deeper

DATE VIEWS Look at other days



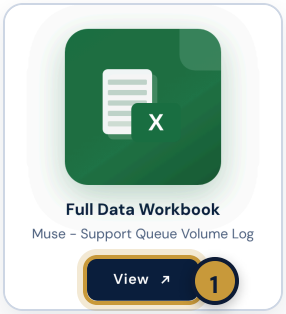
1. **Pick a range:** Today, Yesterday, Last 7 Days, or All.
2. **Or pick one day** with the gold calendar icon. It opens a calendar, and it shows on desktop only.
3. **Know what ranges do.** Queue rows stack by day, created totals add each day's last row, and agent numbers merge by agent.

The **LIVE** badge shows only on Today.

Where each queue comes from. The site shows each Support Central view's count as of the last half-hour update.

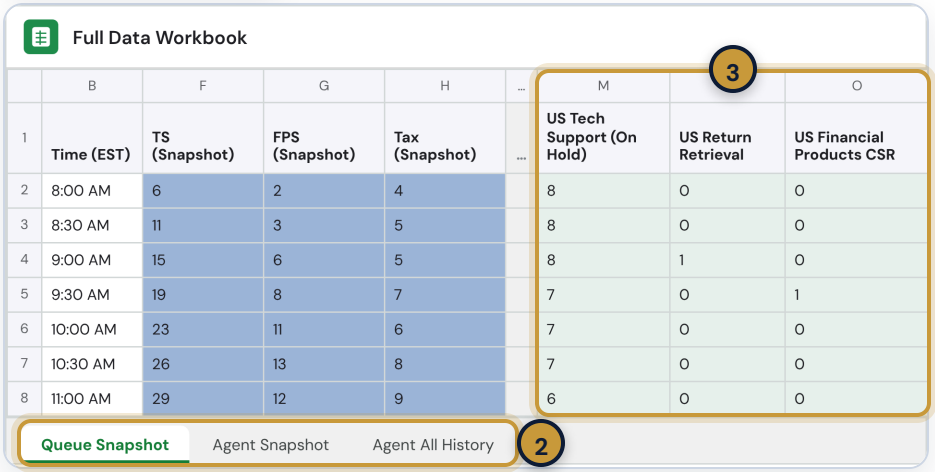
SUPPORT CENTRAL VIEW	ON THE SITE
US Tech Support	**TS (Snapshot)**
FPS FSR	**FPS (Snapshot)**
Tax Support::General Questions	**Tax (Snapshot)**
CDN Tech Support	**CDN TS**
Torch Status	**Torch**
Missed Calls	**Missed**
Escalations	**Escalations**
On Hold, Return Retrieval, FPS CSR	Workbook only

FULL DATA WORKBOOK Open the full record



1. **Click View** on the Full Data Workbook panel beside the chart. It opens the full record in Google Sheets.

Sheets may not open at your desk. Google Sheets is blocked on the Liberty Tax work domain. At work, use the website. The workbook opens from a phone or any connection outside the work network.



2. **Pick a tab.** Queue Snapshot keeps every half hour of every day. Agent Snapshot is today only, redrawn every 30 minutes. Agent All History is the permanent agent log.
3. **Look right for workbook-only views.** On Hold, Return Retrieval, and FPS CSR appear only in the workbook's Queue Snapshot tab.

Questions? Gerald Crawford, AVP Support Services

REFERENCE

Moving Between Apps

All five Support Services apps share one menu, the App Catalog. It looks and works the same in every app, so once you know it here you know it everywhere. This page shows it on Support Metrics.



1. **Find the logo.** Every Support Services app shows its name at the top left with the small DNA helix mark beside it. That is the App Catalog button.
2. **Open the catalog.** Point at the logo, or select it. On a phone or tablet, tap it. A panel opens over the page and lists every app.
3. **Pick an app.** Select any row to go straight there. The row marked You Are Here is the app you are in now.
4. **Close it** with Esc, or select anywhere outside the panel. The page you were reading stays as it was.
5. **Or use the footer.** The same helix sits beside the developer credit at the bottom of every page. Point at it or select it and the catalog opens upward.

GOOD TO KNOW

Keyboard: Tab to the logo, press Enter or Down Arrow, move with the arrow keys, press Enter to go.

Header: the right side holds only the Quick Guide button and the Updated badge.

Returning: an app opens in the same tab, so the browser Back button brings you back.

THE FIVE APPS

THIS GUIDE SM **Support Metrics** Support volume, CSAT and team performance supportmetrics.escosuave.com	HA **Holiday Advance Daily Report** Daily support reports for Holiday Advance ha.escosuave.com	DS **Daily Snapshot** The legacy Support Services daily snapshot dailysnapshot.escosuave.com	TT **Torchie Trace** Cyber security forensics tool for office PCs torchietrace.escosuave.com	DL **Drake Credential Lookup** Drake desktop credentials by Office or EFIN drake.escosuave.com

DEVELOPED BY

Gerald Crawford

AVP, SUPPORT SERVICES

Liberty Tax

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Questions or ideas?

Scan the code with your phone camera to start an email to Gerald about Support Metrics. The subject line is already filled in.

gerald.crawford@libtax.com

Subject: **Support Metrics question**