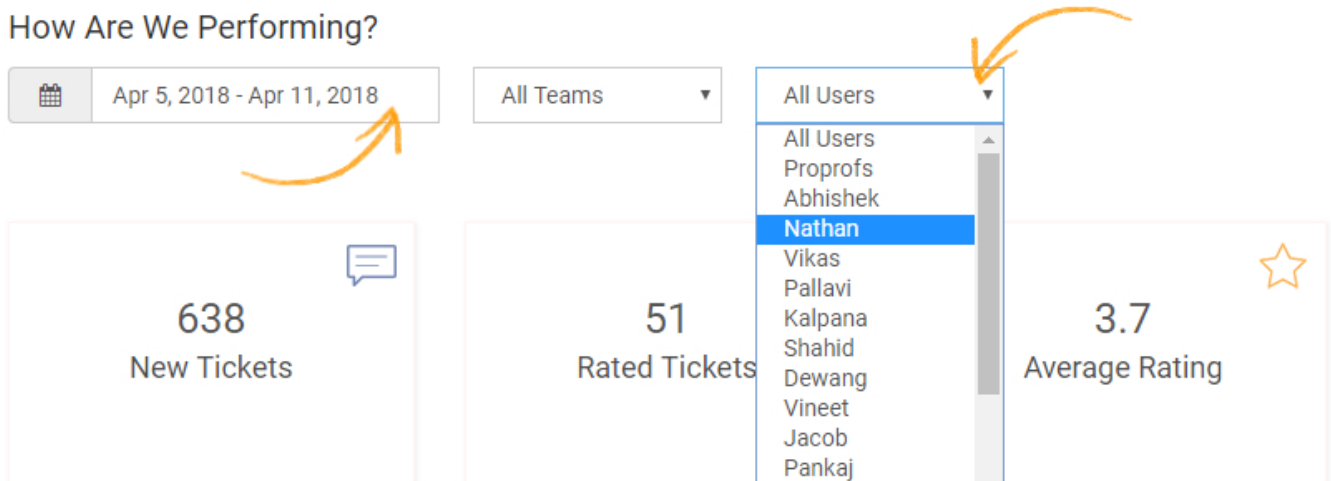


# How to Analyze Agent Performance

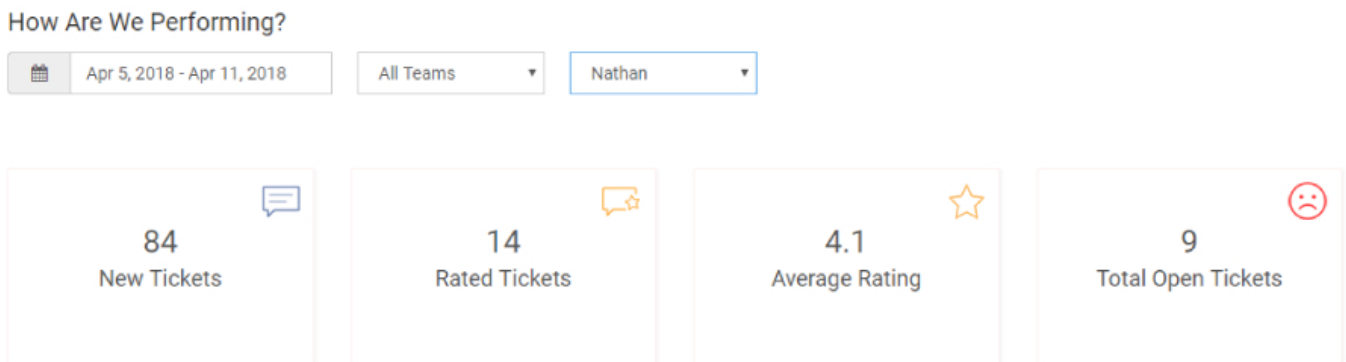
Access specific agent reports for analyzing the performance of your agents in ProProfs Help Desk. The reports in the summary section can be customized to view data concerning a particular agent.

Follow the below steps to access specific agent reports:

Step 1: Navigate to **Reports** in the summary section, select the **time-period** and click the drop-down menu button for users to choose an **'agent.'**



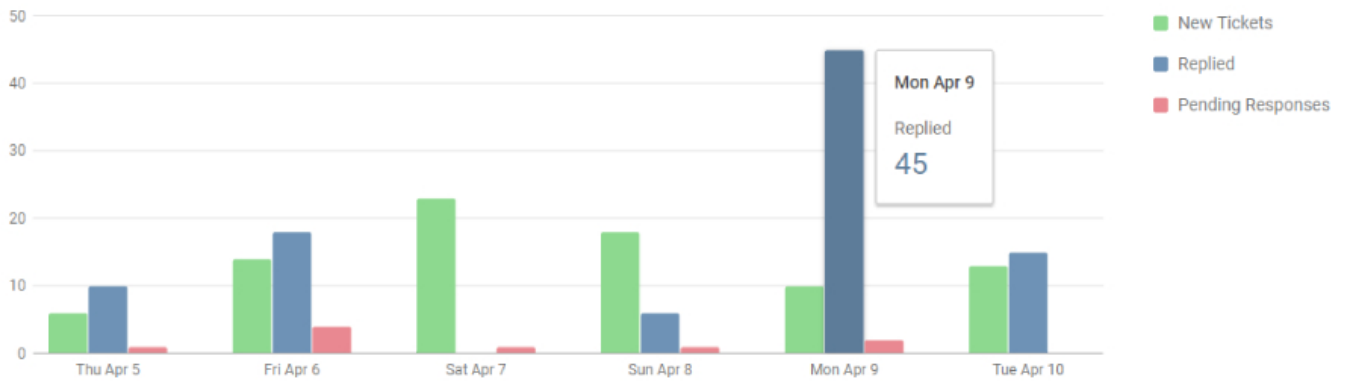
Step 2: Reports concerning the particular agent will load up.



The graphical data representations in the summary section will also be for the selected agent, here's a preview of the **"Summary Report"** for the particular agent.

Summary Report

Daily  Weekly  Monthly



## How to Improve Your Customer Support

Video About: [How to Improve Your Customer Support](#)

### Related Articles:

- [How to Access Help Desk Reports?](#)
- [How to Access Help Desk Summary Report?](#)
- [How to Access Help Desk Ticket Rating Report?](#)