

deflection

September 4, 2026

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Kind: API Endpoint

Source: `atloria-monorepo/apps/api/src/manuals-insights/manuals-insights.controller.ts`

Deflection & CSAT cockpit: resolution vs deflection rate, AI CSAT, escalation, trend

Endpoint

GET /manuals-insights/:projectId/deflection

Parameter	In	Type	Required	Description
<code>projectId</code>	path	<code>string</code>	✓	
<code>days</code>	query	<code>string</code>	-	

Referenced By

- `ManualsInsightsController` (MODULE_DECLARES)