



Data Sheet: Comm100 Live Chat Reporting

Comm100 Live Chat offers a wide variety of reports that help different levels of management gain industry leading insights on the live chat operation in real time and for long-term planning.

Make instant adjustments as needed

- Real time data regarding chat volume, wait time, queue length, and agent status, etc. are available for you to make adjustments in time sensitive situations.

Optimize staffing and shift schedule

- Chat volume, queue, and wait time statistics help you plan staffing and shift schedules in a more reasonable manner.

Evaluate agent performance

- Agent availability, workload, and efficiency reports give you a comprehensive understanding of each agent's performance.

Gauge customer satisfaction

- Rating and post-chat survey reports enable you to have a clear picture of how customers feel about your chat service.

Keep improving your live chat strategy

- Proactive chat and canned message reports help you see if agents are taking full advantage of the features while pre-chat survey and chat wrap-up reports give you better insights on your visitors and live chat adoption.

Great Granularity and Modern Design

- Multiple perspectives and filters to present data interactively per individual business needs.
 - At website, department, campaign, or agent level
 - By hour, day, week, month, 24/7 distribution, or half hour distribution
- Modern, user-friendly charts and user interaction technologies to enhance data presentation.
- All reports can be exported to your local drive for purposes of analysis, sharing or backup.

Metrics, Filters, and Perspectives

Categories	Reports	Metrics	Filters	Perspectives
Real Time Insights	Website	<ul style="list-style-type: none"> • Agents in chat • Ongoing chats • Current queue length • Visitors on site • Logged-in agents • Chat utilization 	N/A	N/A
	Agent	<ul style="list-style-type: none"> • Ongoing chats • Max concurrent chats • Today's chats • Today's linear chat time 	Site Department	By time By department
	Queue	<ul style="list-style-type: none"> • Ongoing chats • Max concurrent chats • Avg. wait time in last 30 minutes • Avg. wait time in last hour • Abandoned chats in last 30 minutes • Switched to messages in last 30 minutes • Current queue length 	N/A	By department
Workload and Staffing	Chat Volume	<ul style="list-style-type: none"> • Total chat requests • Total chats • Missed chats • Refused chats • Chat acceptance rate • Visits 	Site Campaign Department Visitor segment	By time By campaign By department By visitor segment By 24/7 or half hour distribution
	Queue	<ul style="list-style-type: none"> • Queued chat requests • Chats from queue • The number of visitors who switched to offline messages 	Site Department	By time By department By 24/7 or half hour distribution

		<ul style="list-style-type: none"> Abandoned chats Refused chats Max queue size 		
	Wait Time	<ul style="list-style-type: none"> Avg. wait time Avg. wait time of missed chats Max wait time Max wait time of missed chats 	Site Department	By time By department By 24/7 or half hour distribution
	Offline Message	<ul style="list-style-type: none"> Total Messages The number of messages left from offline button The number of messages left from queue 	Site Campaign Department Visitor segment	By time By campaign By department By visitor segment By 24/7 or half hour distribution
Agent Performance	Availability	<ul style="list-style-type: none"> For website or department: <ul style="list-style-type: none"> Online time For agent: <ul style="list-style-type: none"> Logged-in time Online time Total away time Away time Custom away time Agent status change log 	Site Department Agent	By time By department By agent
	Workload	<ul style="list-style-type: none"> Total chats Total chat time Linear chat time Idle time Agent utilization Avg. concurrent chats 	Site Department Agent	By time By department By agent By 24/7 or half hour distribution
	Efficiency	<ul style="list-style-type: none"> Avg. wait time Avg. agent response time Avg. chat time Avg. number of messages sent by agents during a chat Avg. number of messages sent by visitors during a chat Avg. number of canned messages sent by agents during a chat 	Site Department Agent	By time By department By agent By 24/7 or half hour distribution
Customer Satisfaction	Rating	<ul style="list-style-type: none"> Avg. rating score Total rating times Number of score 5 Number of score 4 Number of score 3 Number of score 2 	Site Department Agent	By time By department By agent By 24/7 or half hour distribution

		<ul style="list-style-type: none"> • Number of score 1 		
	Post-Chat Survey	<ul style="list-style-type: none"> • The distribution of options for each survey question with options 	Site Campaign	By time By campaign
Proactive Chat Strategy	Chat Source	<ul style="list-style-type: none"> • Total chats • Chats initiated by visitors • Chats from auto invitations • Chats from manual invitations 	Site Department	By time By department By request URL By 24/7 or half hour distribution
	Manual Invitation	<ul style="list-style-type: none"> • Sent • Accepted • Acceptance rate 	Site Agent	By time By agent
	Auto Invitation	<ul style="list-style-type: none"> • Sent • Accepted • Acceptance rate 	Site Campaign	By time By campaign By invitation
Visitor & Chat Categorization	Pre-Chat Survey	<ul style="list-style-type: none"> • The distribution of options for each survey question with options 	Site Campaign	By time By campaign
	Chat Wrap-Up	<ul style="list-style-type: none"> • The distribution of options for each survey question with options • Total chats • Wrap-ups • Completion rate 	Site Department Agent	By time By department By agent
Feature Utilization	Canned Message	<ul style="list-style-type: none"> • Used times • Used by how many agents 	N/A	N/A
	Chat Transfer	<ul style="list-style-type: none"> • Total transferred chats • Department transferred chats • Total chats 	Site Department	By time By department

About Comm100

Comm100 Network Corporation is an award-winning global provider of enterprise live chat solution. Comm100 Live Chat is used by thousands of businesses worldwide to support their website visitors in real time so as to increase conversions, boost customer satisfaction and lower operating costs. With "100% communication, 100% success" as the company motto, Comm100 is committed to ensuring that transitioning human-to-human interactions to real-life success stories is always possible in a digital world.

Customers



Accreditations



Contact Us

TEL | (778) 785-0464

E-Mail | sales@comm100.com

FAX | (888) 837-2011

Web | www.comm100.com

Follow us on |    

Suite 238 – 1027 David Street Vancouver, British Columbia V6E 4L2 Canada

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