

Oct 1, 2024 - Oct 8, 2024

Currency: Local Currency

Venture

Brand Name

Shop

Use CX Service: YES (I)

Platform

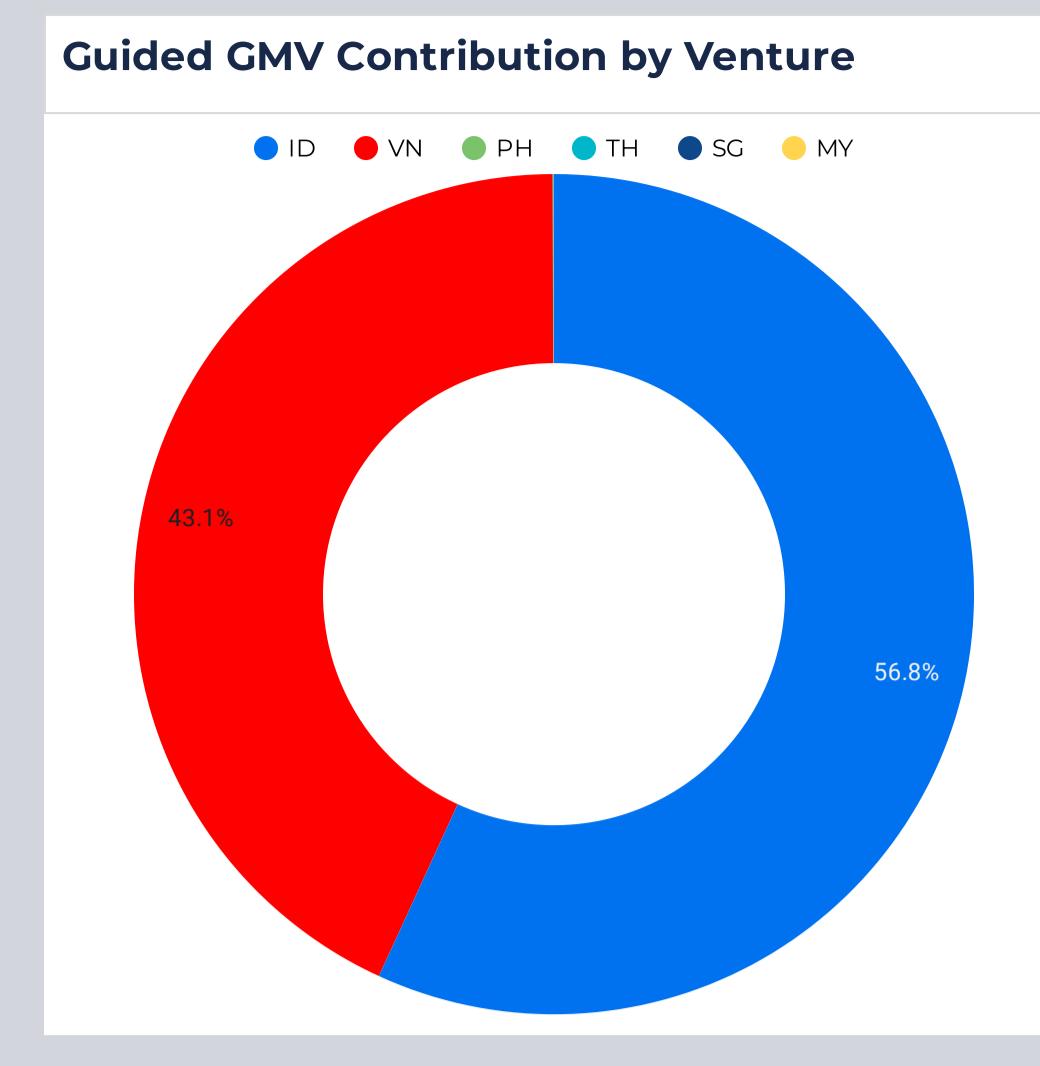
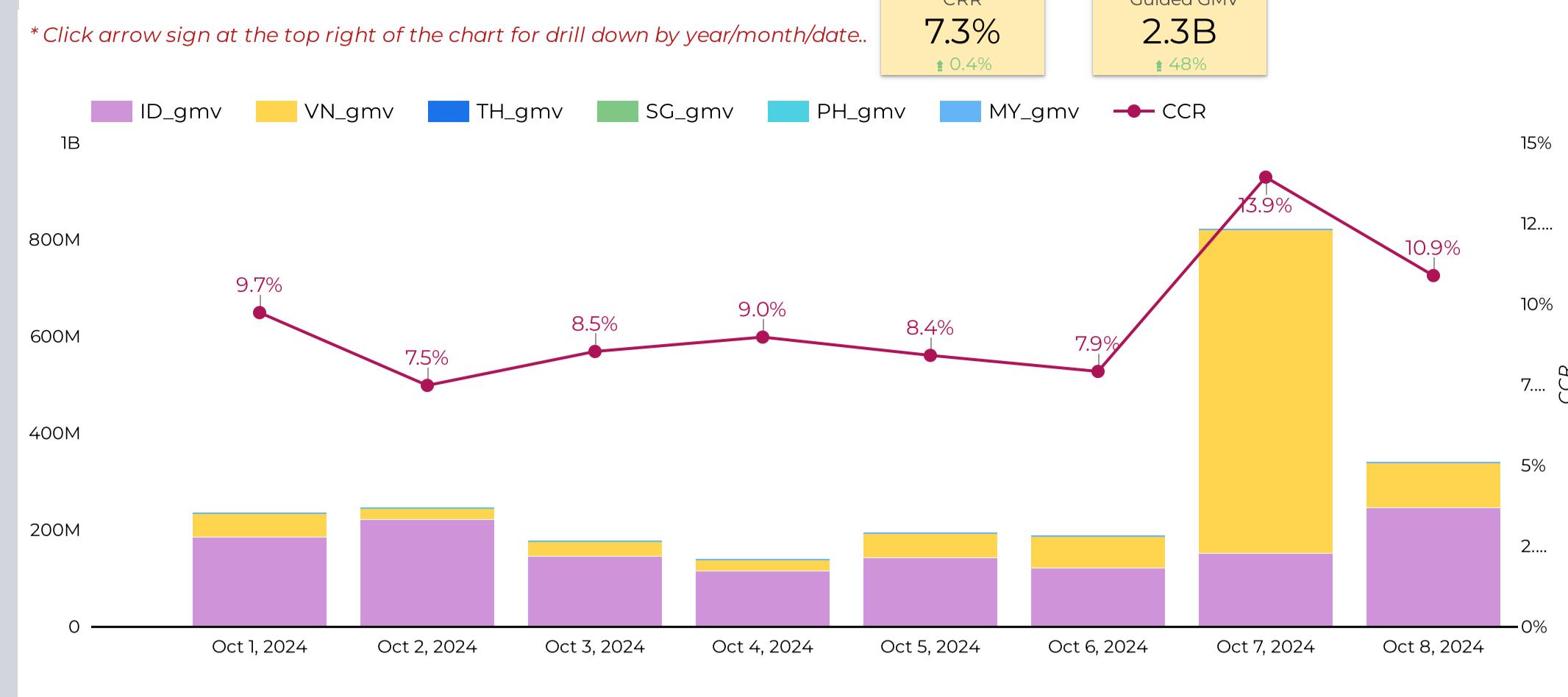
Type to search

SHOPEE

LAZADA

TIKTOK

TOKOPEDIA

I. Overall Performance**Performance Trend****Performance Details**

Venture	CRR	CRT (mins)	CCR	CCMV
ID	100.0%	2.2	9.7%	1,329,744,831.0
TH	100.0%	2.0	8.4%	584,487.0
VN	100.0%	2.0	13.2%	1,008,337,610.0
SG	100.0%	2.9	10.0%	55,335.4
PH	99.8%	6.1	6.4%	596,781.0
MY	98.7%	4.6	9.9%	33,777.9
Grand total	99.8%	2.9	9.8%	2,339,352,373.3

II. Productivity Performance based on iUC and eUC (for eUC is UC from Laz and Shopee only)

** Please note Data only available from 18th May 2022 for Metrics including Daily avg of Active Agents, UCs, FCs, UCs Productivity, FCs Productivity.

Venture	Daily Avg Active Agents	Total Agents	Daily Avg iUC	iUC	Extra Mile	iUC Productivity	% iUC Productivity based on Daily Avg Active Agents	% iUC Productivity based on Total Agents
1. ID	n..	n..	2.1K	16.9K	7.8K	n..	null	null
2. MY*	n..	n..	459.8	2.8K	0.0	n..	null	null
3. SG	n..	n..	627.9	4.4K	0.0	n..	null	null
4. TH	n..	n..	2.4K	17.0K	16.0K	n..	null	null
5. VN	n..	n..	1.1K	7.4K	512.0	n..	null	null
6. PH	n..	n..	792.3	2.4K	554.0	n..	null	null

1 - 6 / 6 < >

Venture	Daily Avg Active Agents	Total Agents	Daily Avg eUC	eUC	Guided Orders	eUC Productivity	% eUC Productivity based on Daily Avg Active Agents	% iUC Productivity based on Total Agents
1. PH	n..	n..	304.8	2.4K	215.0	n..	null	null
2. MY*	n..	n..	204.4	1.6K	174.0	n..	null	null
3. TH	n..	n..	451.4	3.6K	432.0	n..	null	null
4. VN	n..	n..	517.6	4.1K	973.0	n..	null	null
5. SG	n..	n..	260.9	2.1K	223.0	n..	null	null
6. ID	n..	n..	1.2K	9.9K	1.2K	n..	null	null

1 - 6 / 6 < >

Review Performance

Venture	# Orders	# Reviews	% Contribution by Order	% Contribution by Review	# Replied Review	# Unreplied Review	% Replied review	% Unreplied review
1. TH	21.9K	27.1K	36.3%	35.5%	22.8K	178	99.2%	0.8%
2. PH	14K	18.3K	23.3%	24.0%	3.2K	13.8K	19.0%	81.0%
3. ID	10.6K	11.9K	17.6%	15.6%	8.7K	2K	81.3%	18.7%
4. VN	5.9K	8.7K	9.8%	11.3%	7.3K	798	90.1%	9.9%
5. MY	4.4K	5.8K	7.2%	7.6%	4.5K	198	95.7%	4.3%
6. SG	3.5K	4.5K	5.8%	6.0%	3.4K	345	90.7%	9.3%
Grand total	60.2K	76.4K	100.0%	100.0%	49.8K	17.3K	74.2%	25.8%

1 - 6 / 6 < >

Venture	Orders	Total iUC	Order Volume / iUC	Pre-Sale (%) iUC	Post Sale (%) iUC
1. VN	41.5K	7.4K	1,503.0	17.0%	10.19%
2. TH	77.2K	16.6K	5,440.9	32.3%	37.01%
3. SG	11.7K	4.4K	2,005.9	6.9%	13.63%
4. PH	13K	2.4K	1,157.6	3.5%	7.81%
5. MY	9.4K	2.7K	581.3	6.2%	3.93%
6. ID	53.9K	15.9K	4,031.6	34.1%	27.43%
Grand total	206.7K	49.4K	14,688.0	100.0%	100%

1 - 6 / 6 < >

Chat Type Contributor Performance

Internal Unique Chat (iUC)
Number of incoming chat that we received on selected time period, recorded based on Chat Type Contributor of every unique customer, which provide more insight to internal/external shareholders. The platform only measures the conversation chat only without going into details on every chat type contributor.

A single iUC may consist of many chat-type contributors

(Customers can ask about product info, delivery, packaging, etc in one single iUC). Data source is from PowerSell Pro's Powerlog and (manual) Daily log.

Data source is from the platform's seller center

(Currently Lazada and Shopee only). The platform determine one unique chat based on a single chat session made by one customer in one day. No details recorded for chat type contributor.

Data source is from the platform's seller center

(Currently Lazada and Shopee only). The platform determine one unique chat based on a single chat session made by one customer in one day. No details recorded for chat type contributor.

*As we can only crawl DAILY data, not WEEKLY/MONTHLY & we don't have data drilled down to CustomerID like platforms'

>> Compared with Daily Average of Last Month (M-1)

e.g: May 3 is the weekly total of May 3 - May 9

X-axis displays Monday of the respective week

e.g: May 3 is the weekly total of May 3 - May 9

Unique Customers

Number of unique customers during selected time period. As we currently can only crawl DAILY NUMBERS, therefore numbers shown here are referred to the data crawled and might have differences compared to local chat traffic dashboard in each country- Daily Average

*As we can only crawl DAILY data, not WEEKLY/MONTHLY & we don't have data drilled down to CustomerID like platforms'

>> The weekly/monthly/yearly total unique customers of dashboard will be different from Seller Center's

CRR (Chat Response Rate)

= Conversations Responded/Unique Conversations

+ Lazada CRR = based on L7D. Weekends included. Public Holiday & Holiday Mode excluded.

+ Shopee: the percentage of new chats & offers (out of total chats) that a seller responds to within 12 hours of receiving them.

Inquiry Rate

= Unique Customers/Shop Visitors

CCR (Chat Conversion Rate)

+ Lazada CCR = Guided Buyers/Responded Customers

+ Shopee CCR = Guided Buyers/Responded Chats

Guided Buyers

Number of buyers who made a purchase from you within the same day after your response

Guided Orders

+ Lazada: based on L7D. Weekends included. Public Holiday & Holiday Mode excluded. Messages responded beyond one full same-day cycle excluded. One full same-day cycle = Message received from 6PM YTD - 6PM Today, to be answered latest by 7PM

+ Shopee: the average time it takes a seller to respond to a buyer's chat message

Guided GMV

Number of revenue placed by customer after chatting with you, within the same day of your response

Fragment Chat (FC)

In 1 Unique Conversation Chat (UC), there is an average of about 4 FCs that agents must respond to.

Unique Conversation Productivity (UC Productivity)

= Number of Unique Conversations (UC) divided by Number of Daily Avg of Active Agents.

Fragment Chat Productivity (FCs Productivity)

= Number of Fragment Chats (FC) divided by Number of

100%

1 - 6 / 6 < >

Last Updated At Oct 9, 2024, 6:17:35 AM

REGIONAL CX DASHBOARD

*D-1 data is updated at D0 3:40 PM GMT+8

Oct 2, 2024 - Oct 8, 2024

Currency: Local Currency

Venture

Brand Name

Shop

Use CX Service: YES

int_contract_period: Yes

Platform

Type to search

TOKOPEDIA

TIKTOK

TIKI

Overview

Management Overview

eUC Performance

Review Performance

iUC Performance

CX Human CRT

CSAT

Average Chat Handling Time

PowerReply Time Tracker

History Data

Upload Tracking*****TERMINOLOGY*******External Unique Chat (eUC)**

Number of incoming chat that we received on selected time period, from platform seller center. As we currently can only crawl daily numbers from marketplaces, therefore the numbers shown here are referred to the data crawled.

Data source is from the platform's seller center (Currently Lazada and Shopee only). The platform determine one unique chat based on a single chat session made by one customer in one day. No details recorded for chat type contributor.

Unique Customers

Number of unique customers during selected time period. As we currently can only crawl DAILY NUMBERS, therefore numbers shown here are referred to the data crawled.

CRT (Chat Response Time)

To measure how fast the responses to customers on average. Both Lazada and Shopee measure this metric in 24 hrs.

*As we can only crawl DAILY data, not WEEKLY/MONTHLY & we don't have data drilled down to CustomerID like platforms'

--> The weekly/monthly/yearly total unique customers of dashboard will be different from as of Seller Center's

CCR (Chat Response Rate)

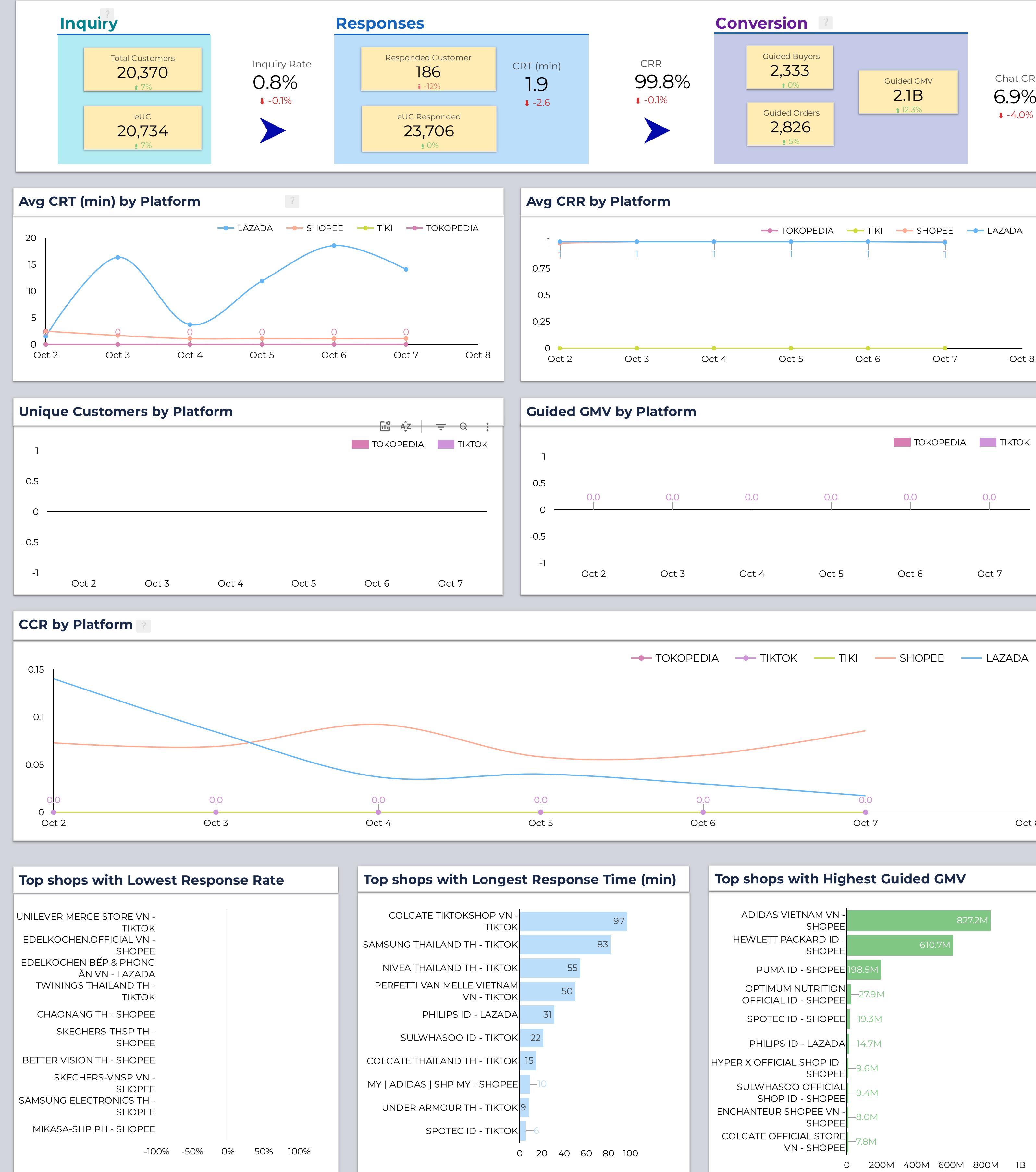
= Conversations Responded/Unique Conversations

+ Lazada: based on L7D. Weekends included. Public Holiday & Holiday Mode excluded.

+ Shopee: the percentage of new chats & offers (out of total chats) that a seller responds to within 12 hours of receiving them.

Inquiry Rate

= Unique Customers/Shop Visitors

II. External Chat Metrics - Data from Platform's Seller Center

Oct 2, 2024 - Oct 8, 2024

Currency: Local Currency

Venture

Brand Name

Shop

Use CX Service: YES (1)

Platform

Type to search

SHOPEE

LAZADA

TIKTOK

Overview

Management Overview

Chat Performance

- Review Performance
- iUC Performance
- CX Human CRT
- CSAT
- Average Chat Handling Time
- PowerReply Time Tracker
- History Data

Upload Tracking

TERMINOLOGY

Unique Conversations

Number of incoming chat conversations that we received during selected time period. As we currently can only crawl daily numbers from marketplaces, therefore the numbers shown here are referred to the data crawled and might have differences compared to local chat traffic dashboard in each country.

Unique Customers

Number of unique customers during selected time period. As we currently can only crawl DAILY NUMBERS, therefore numbers shown here are referred to the data crawled and might have differences compared to local chat traffic dashboard in each country- Daily Average

*As we can only crawl DAILY data, not WEEKLY/MONTHLY & we don't have data drilled down to CustomerID like platforms'

--> The weekly/monthly/yearly total unique customers of dashboard will be different from as of Seller Center's

CRR (Chat Response Rate)

= Conversations Responded/Unique Conversations

+ Lazada: based on L7D. Weekends included. Public Holiday & Holiday Mode excluded.

+ Shopee: the percentage of new chats & offers (out of total chats) that a seller responds to within 12 hours of receiving them.

Inquiry Rate

= Unique Customers/Shop Visitors

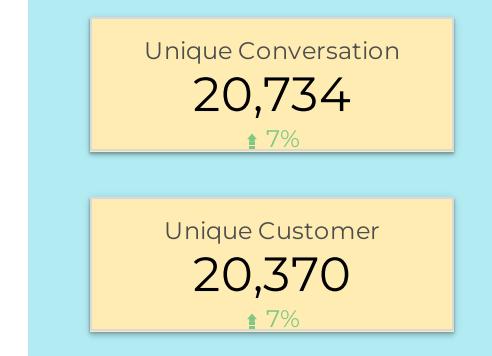
CCR (Chat Conversion Rate)

+ Lazada CCR = Guided Buyers/Responded

II. Chat Performance

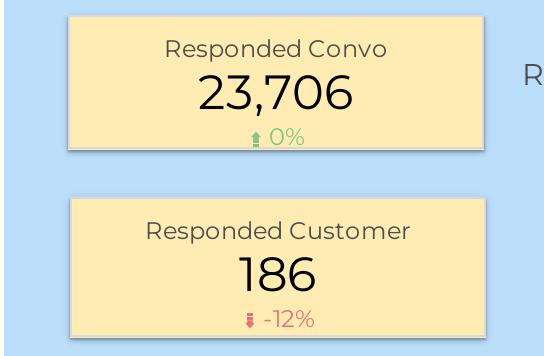
The data presented on this page is precise only when a single day is selected. Selecting a date range will result in data being aggregated at the daily level, compromising its accuracy

Inquiry



Inquiry Rate
0.47% ↓ -0.1%

Responses



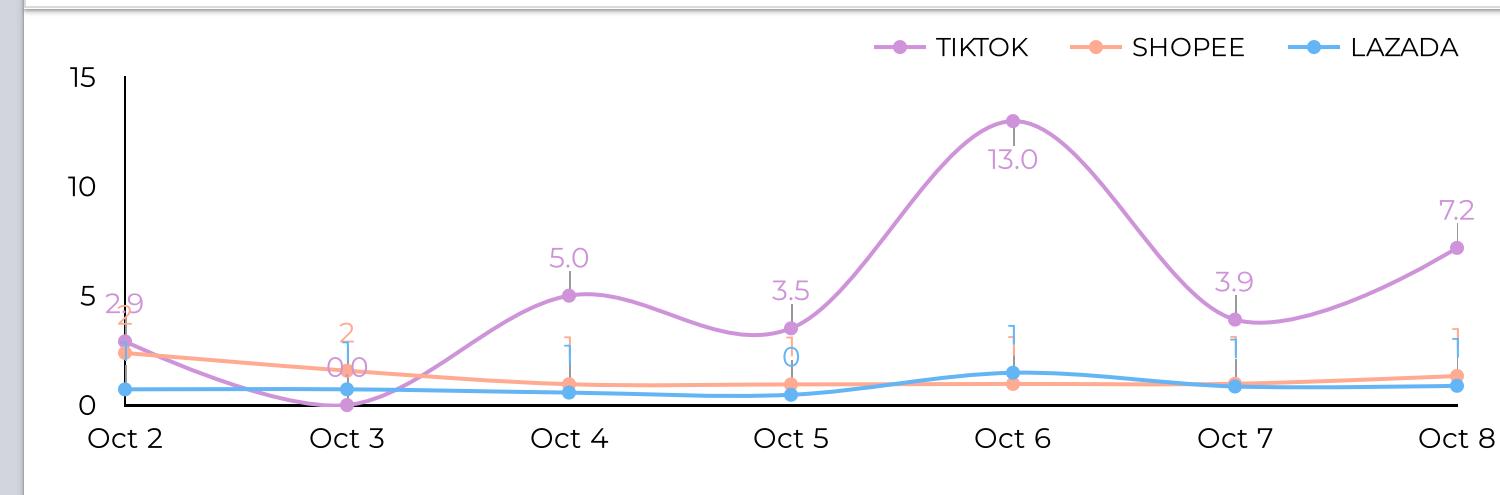
Response Time
1.86 ↓ -2.6

Conversion

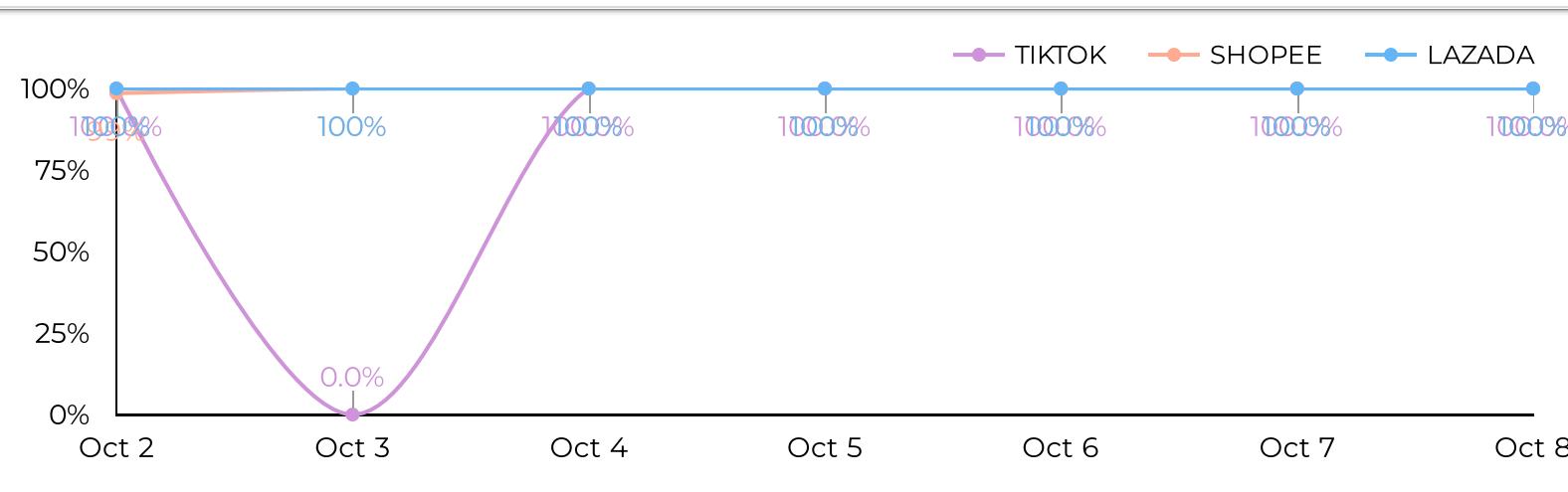


CCR
9.8% ↑ +0.0%

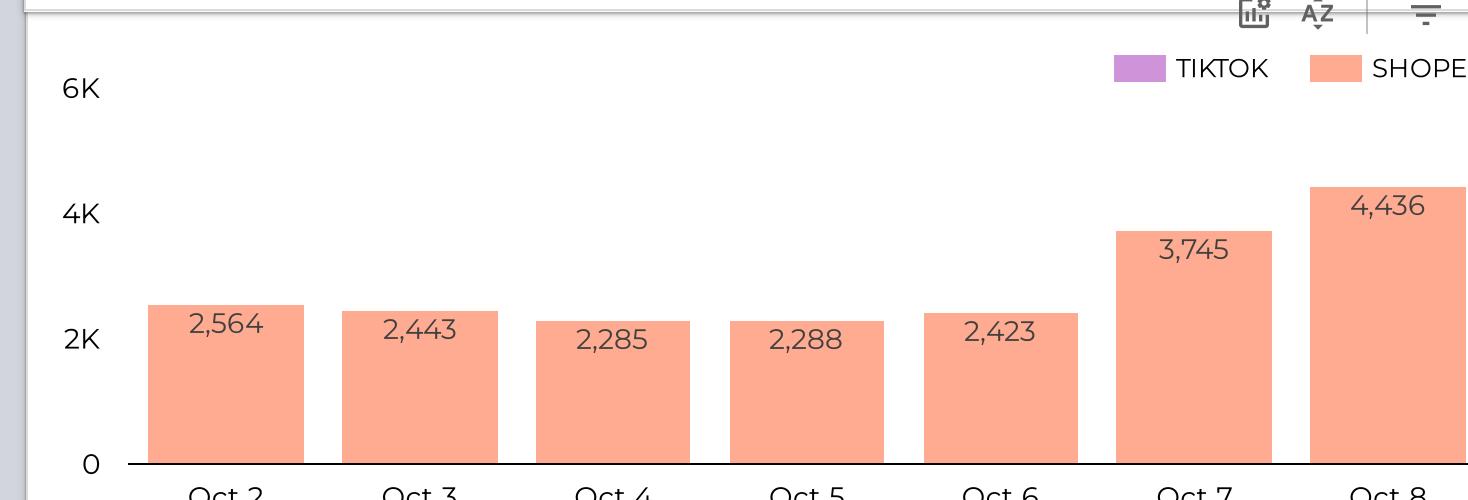
Avg Response Time (min) by Platform



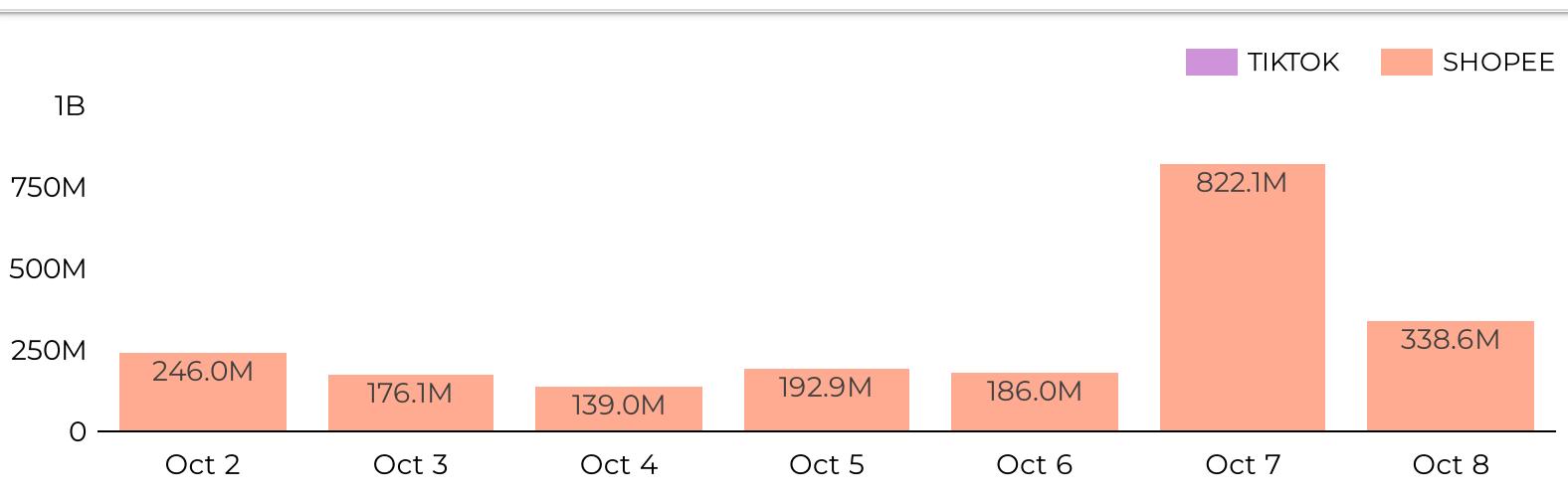
Avg Response Rate by Platform



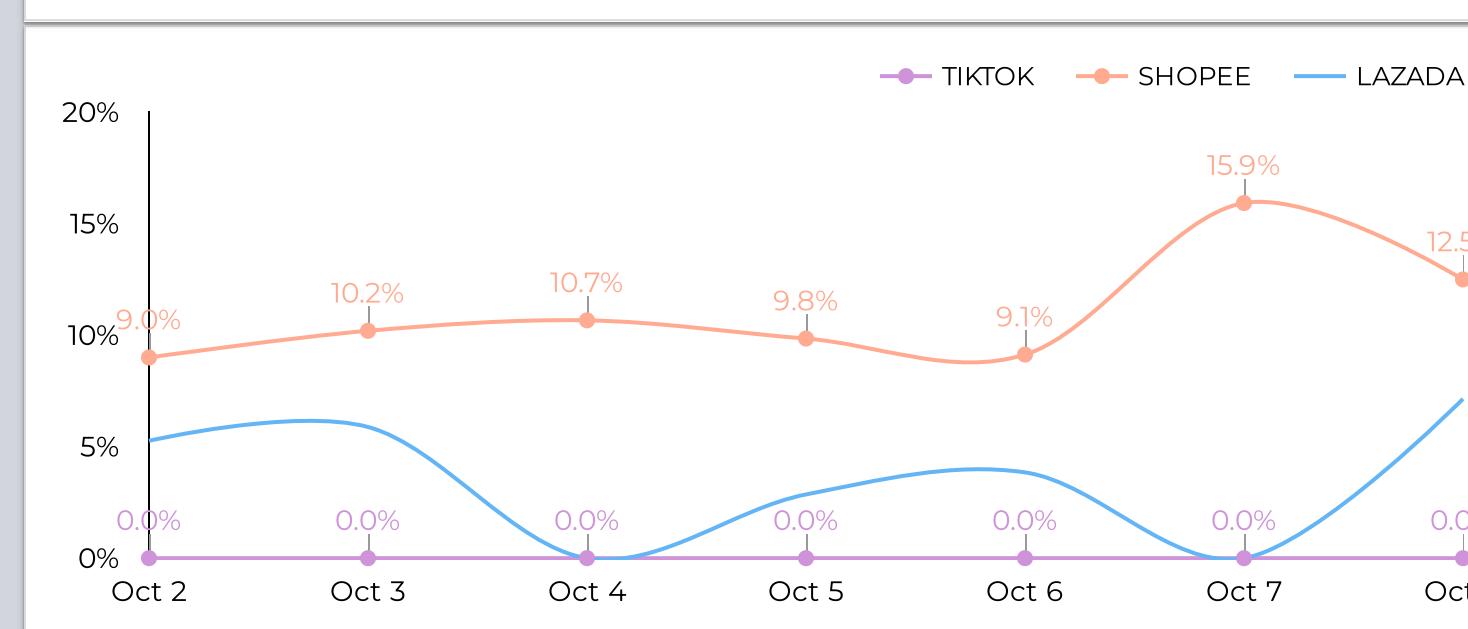
Unique Customers by Platform



Guided GMV by Platform



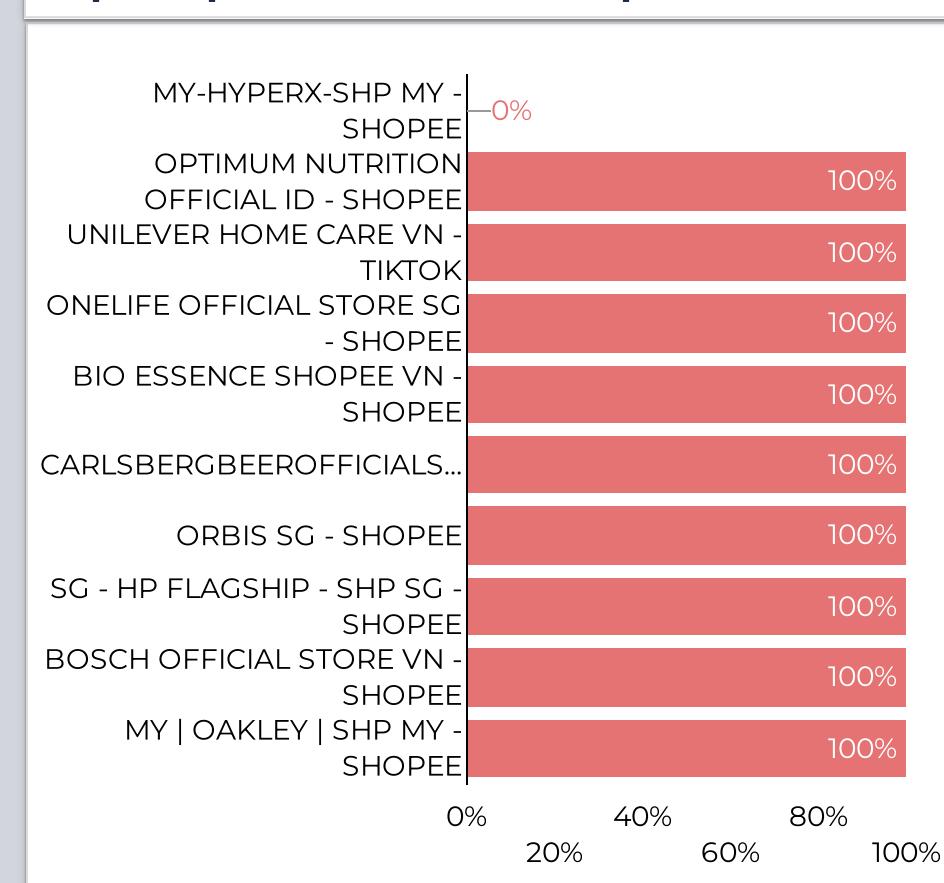
CCR by Platform



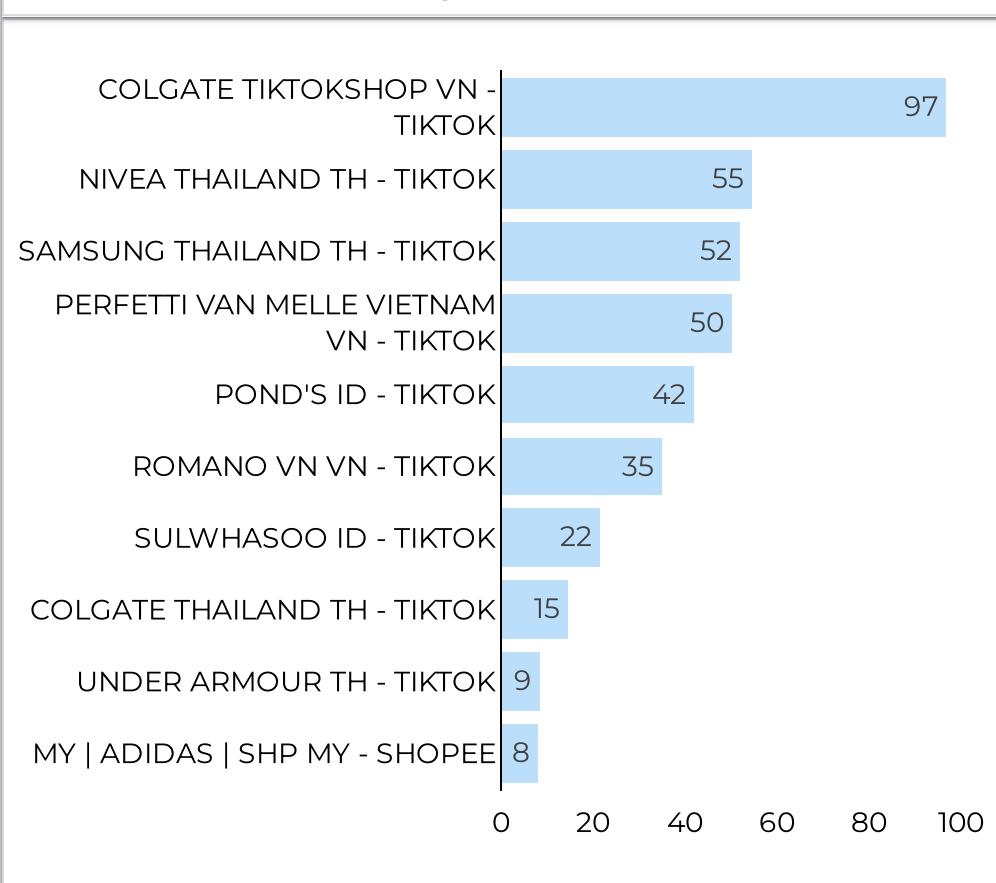
MTD Shop Followers & New Followers vs. Previous Period

Shop	Shop Followers 1	% Δ	New Followers 2	% Δ
ADIDAS VIETNAM VN - LAZADA	679.9K	0.0% ↑	468	5.6% ↑
COLGATE FLAGSHIP STORE (NEW) VN - LAZADA	287.4K	0.0% ↑	129	-96.9% ↓
ABBOTT FREESTYLE LIBRE SG - SHOPEE	0	-	0	-
OBAGI TH - SHOPEE	0	-	0	-
TWININGS TH - SHOPEE	0	-	0	-
SG OBAGI SHP SG - SHOPEE	0	-	0	-
MY 3M SHP MY - SHOPEE	0	-	0	-
MY LINDNER ADMOULD SHP MV -	0	-	0	-

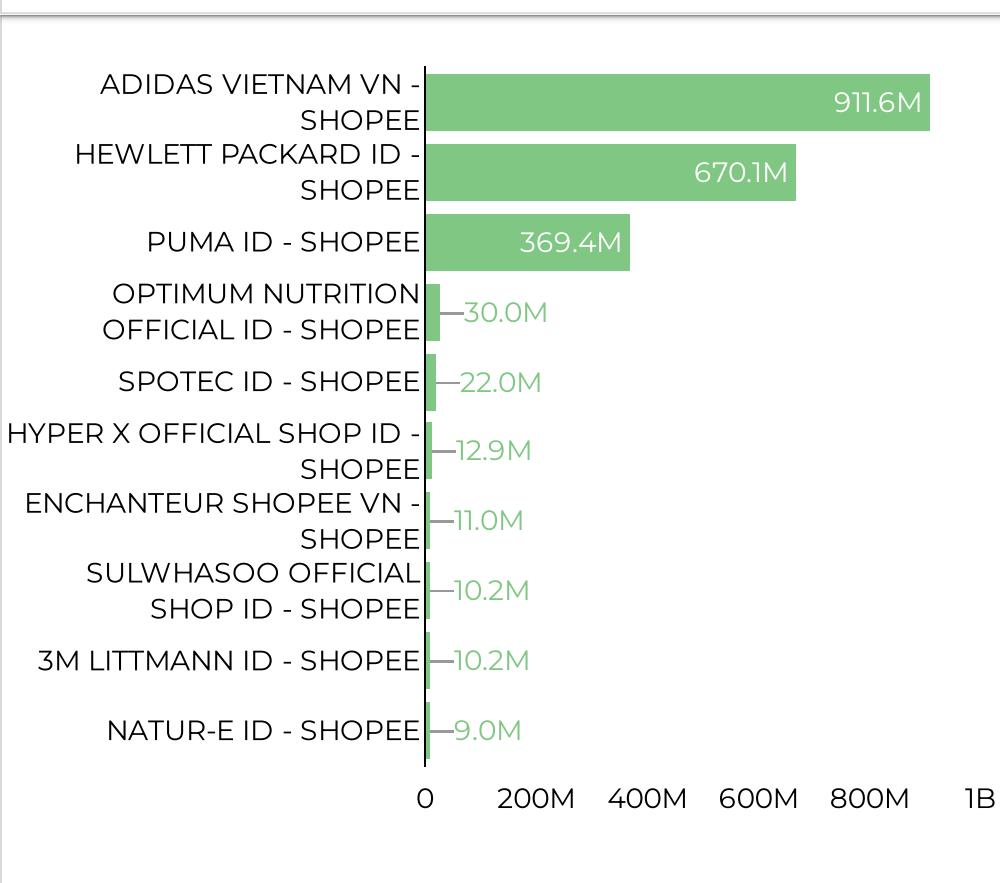
Top shops with Lowest Response Rate



Top shops with Longest Response Time (min)



Top shops with Highest Guided GMV



Top shops with highest Visitors & Inquiry Rate

Shop	Visitor 1	Unique Customer	Inquiry Rate 2
PUMA ID - SHOPEE	468,081	3.7K	0.4%
SG ADIDAS SHP SG - SHOPEE	139,369	555	0.3%
NIVEA TH - SHOPEE	92,636	282	0.1%
ADIDAS VIETNAM VN - SHOPEE	86,763	2.1K	1.2%
PHILIPS LIGHTING THAI LAND TH - SHOPEE	77,487	276	0.1%
ADIDAS TH - SHOPEE	63,761	1.4K	0.4%
ADIDASPH-SHP PH - SHOPEE	54,492	1.7K	0.6%
MY ADIDAS SHP MY - SHOPEE	52,838	607	0.3%
HEWLETT PACKARD ID - SHOPEE	40,428	1.5K	0.5%
MY EUCERIN SHP MY - SHOPEE	16,204	210	0.2%
DYSON SG - SHOPEE	15,826	151	0.2%
PH-HP FLAGSHIP-SHP	14,957	297	0.4%

Chat Performance details

Shop	Unique Convos 1	Responded Convos	Unique Customer	Response Time	Response Rate	CCR 2	Guided GMV	Guided Orders	Guided Buyers
PUMA ID - SHOPEE	3,753	3,753	3,741	3	100%	13%	369,370,2...	586	502
ADIDAS VIETNAM VN - SHOPEE									

Last Updated At Oct 9, 2024, 5:50:17 AM

Oct 2, 2024 - Oct 8, 2024

Currency: Local Currency

Venture

Brand name

Shop

Use CX Service: YES (i)

Platform Type to search

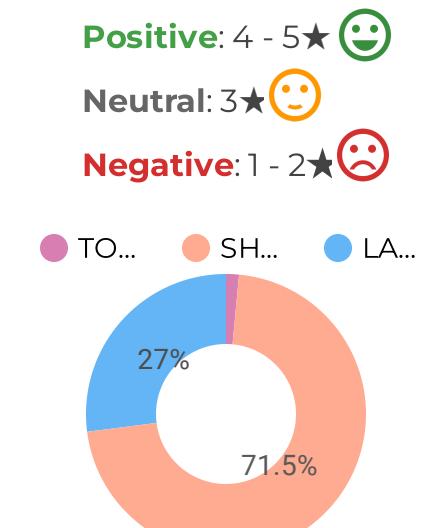
LAZADA TOKOPEDIA SHOPEE

III. Review Performance

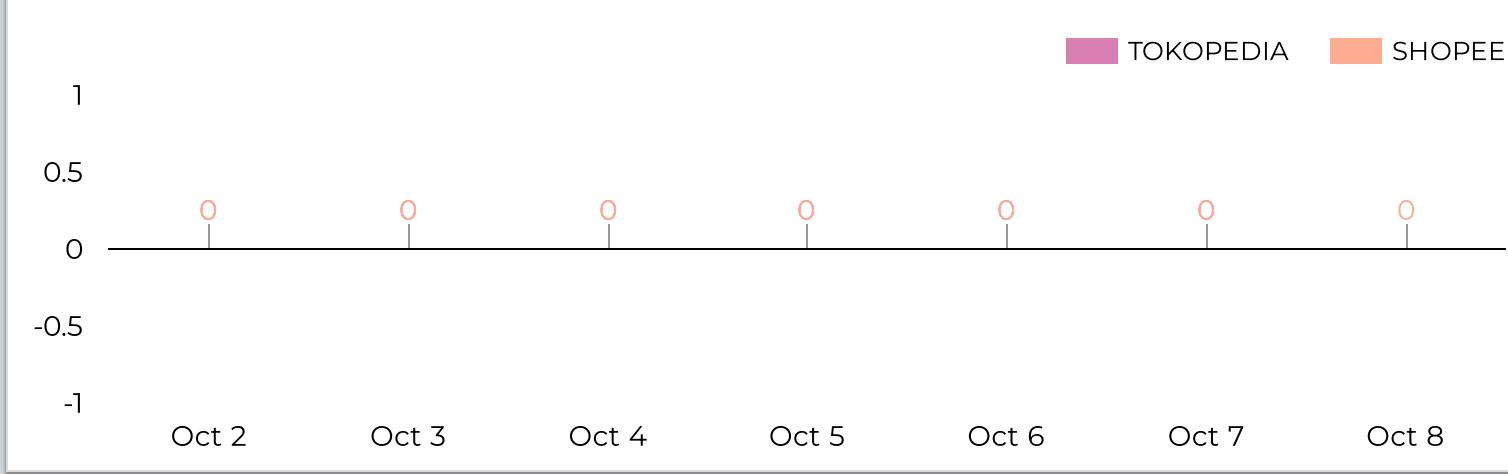


Product Review

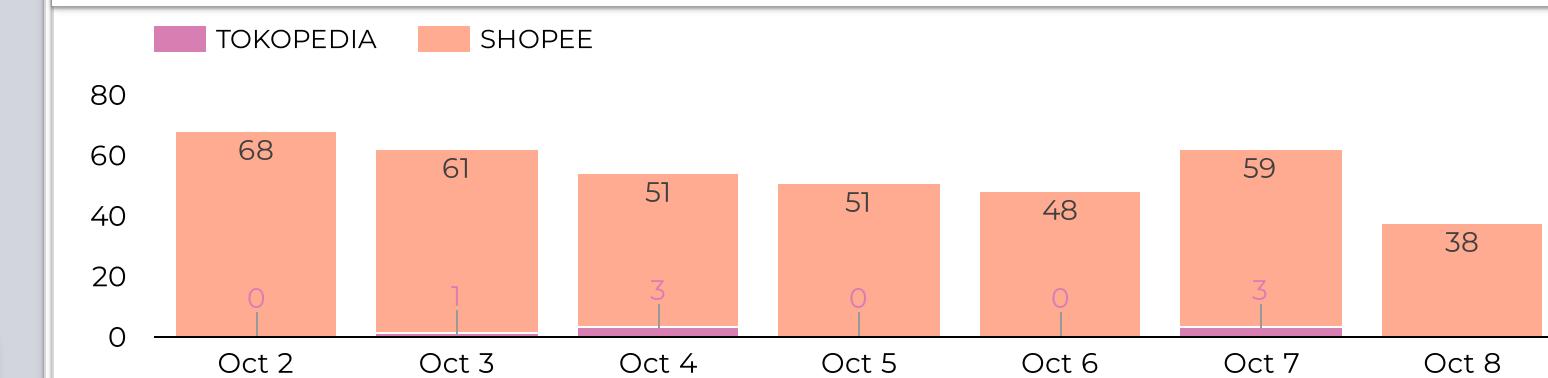
Rating	Shopee	Lazada
★★★★★	48,151	19,059
★★★★☆	2,566	293
★★★★☆☆	484	65
★★★★☆☆☆	143	29
★★★★☆☆☆☆	233	57



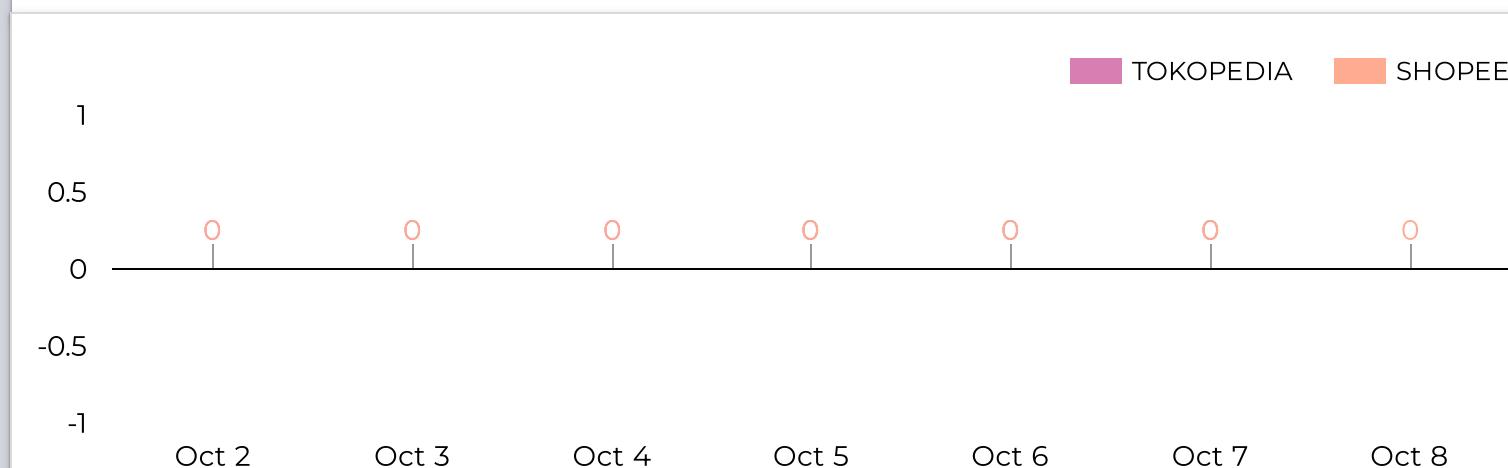
Shop negative reviews by Platform



Product negative reviews by Platform



Logistic negative reviews by Platform



Review Performance

Product Rating	#Review	Review Cont	#Reviews can reply	#Unreplied Reviews	% Unreplied Reviews
★★★★★	68,221	94.55%	58,657	12,791	21.81%
★★★★☆	2,910	4.03%	2,734	707	25.86%
★★★★☆☆	553	0.77%	527	232	44.02%
★★★★☆☆☆	175	0.24%	165	83	50.3%
★★★★☆☆☆☆	294	0.41%	267	125	46.82%
Grand total	72,153	100%	62,350	13,938	22.35%

Venture	Shop Name	Overall Rati...	Total Review	Review with Content		Review without Conte...
				Review with Content	Review without Conte...	
TH	NIVEA TH - SHO...	5	3,629	857	2,772	
		4	163	34	129	
		3	30	6	24	
		1	8	4	4	
		2	3	0	3	
COLGATE TH - ...	COLGATE TH - ...	5	2,735	720	2,015	
		4	127	48	79	
		3	23	7	16	
		2	6	3	3	
		1	2	2	0	

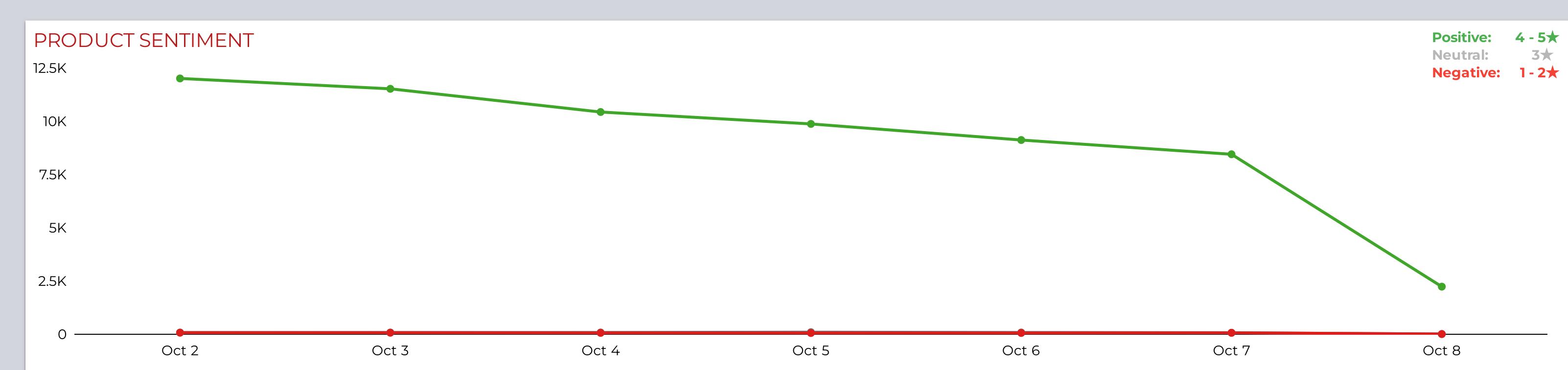
Top Shops with highest Product reviews

Shop	Avg Rating	Ratings	#Negative	% Negative
MAYBELLINE-SHP PH - SHOEE	4.9	4,602	50	1.1%
ADIDASPH-SHP PH - SHOEE	4.9	4,373	40	0.9%
NIVEA TH - SHOEE	4.9	3,833	11	0.3%
GARNIER-SHP PH - SHOEE	4.9	3,274	28	0.5%
NATUR-E ID - SHOEE	4.9	3,238	18	0.6%
COLGATE TH - SHOEE	4.9	2,893	8	0.3%
ADIDASTH - SHOEE	4.9	2,625	15	0.6%
SKECHERS-THSP TH - SHOEE	4.9	2,099	11	0.5%
COLGATE OFFICIAL STORE VN - SH...	4.9	2,046	29	1.4%
MAYBELLINE-LZD PH - LAZADA	5.0	1,652	2	0.1%
COLGATE TH TH - LAZADA	5.0	1,639	3	0.2%
ENCHANTEUR SHOEE VN - SHOP...	4.9	1,637	19	1.2%
NIVEA TH - LAZADA	5.0	1,592	1	0.1%
JOHNSON & JOHNSON OFFICIAL ST...	5.0	1,542	3	0.2%
PUMA ID - SHOEE	4.9	1,512	10	0.7%
GARNIER-LZD PH - LAZADA	5.0	1,435	7	0.5%
MY NIVEA LZD MY - LAZADA	5.0	1,379	5	0.4%
SG ADIDAS SHP SG - SHOEE	4.9	1,372	2	0.1%
MY NIVEA SHP MY - SHOEE	4.9	1,271	10	0.8%
ROMANO SHOEE VN - SHOEE	4.9	1,236	6	0.5%

Review Details

Order Number Contains Enter a val... Product Name Contains Enter a val... Product Name Contains Enter a val...

Review Date	Shop	Product ID	Product Name	Review content	Reply Content	Order ID	Product Rating	Seller Rating	Logistic Rating
Oct 8	UNILEVER BEAUTY MALL ID - LAZADA	7876034613	Ponds Bright Miracle Ultimate Clarity Niacorcinol Facial Foam 50gr - Pembersih Wajah dengan Hyaluronic Acid & Niacinamide - Sabun Cuci Muka Mencerahkan			1553459355932911	1	1	1
Oct 8	PHILIPS HOME APPLIANCES SG - LAZADA	968354015	PHILIPS Viva Collection Kettle 1.7L - HD9316/03	One of the worst product from Philip, just the product itself is not good, not sure if it's cost of the sale cheap price I got a low quality product or the design but I have used several Philips products and all have been great, this is by far the worst! The one delivered was faulty and after trying to explain the same thing again and again in chat, finally I got it exchanged and just after 3 weeks the replaced product is also leaking, the base is not good, however I tilt the kettle and even if the kettle is not full, it still leaks! Moreover, they do not balance the product is faulty / cheap / low quality, unable to point a reason but a collective failure		130511132466732	1	1	1
Oct 8	NESTLE INFANT NUTRITION SG - LAZADA	2330298826	[Bundle of 6] Nestle NAN SupremePro H.A. Stage 3 Growing Up Milk 800g - From 12 Months	I bought 2 x bundle of 6 but only received 1 x bundle of 6. Submit for investigation but no reply. It's been a week. Consumer better look out and account for what you received. I had learn my lesson not to trust official store.		129971827836031	1	1	1
Oct 8	SHELL ID - SHOEE	4537543635	Shell Advance AX7 Scooter 10W-30 (0.8L)	Kearasian:Tidak Original		240909G872G21B	1	1	1



Oct 2, 2024 - Oct 8, 2024

Currency: Local Currency

Venture

Brand Name

Shop Name

Use CX Service: YES (1)

Platform

Type to search

SHOPEE

LAZADA

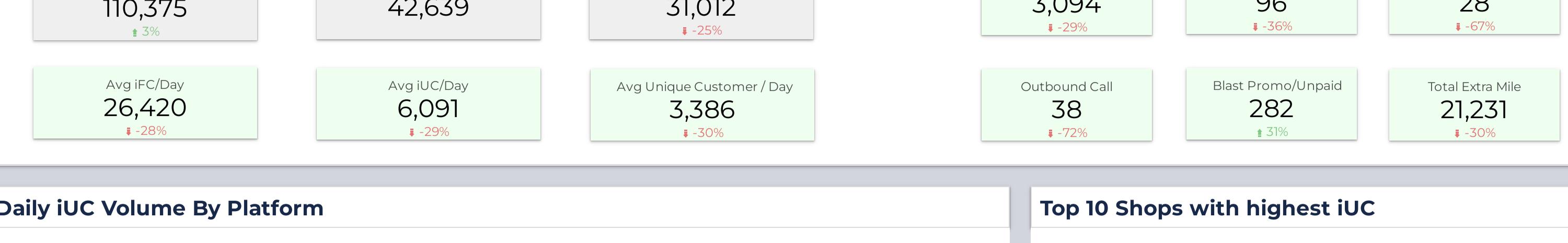
TIKTOK

TOKOPEDIA

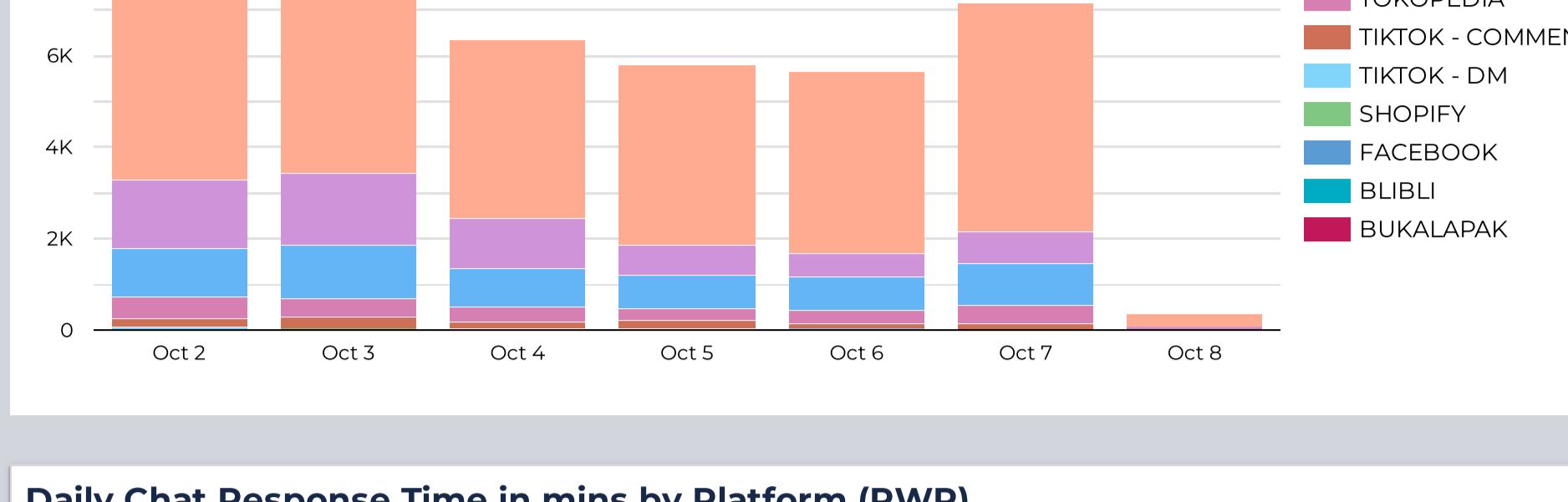
IV. Internal Chat Metrics - Data from PowerSell Pro (PowerLog) and Daily Logs

Daily Log Performance (*manual data downloaded from PowersellPro)

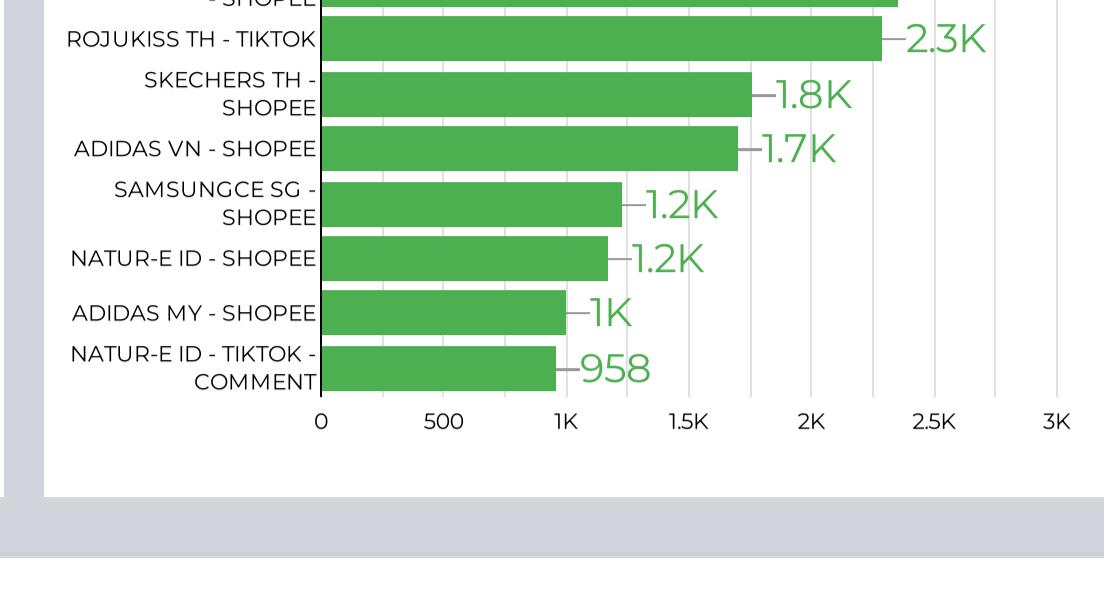
*Comparison with PREVIOUS PERIOD - depends on the chosen Date Filter



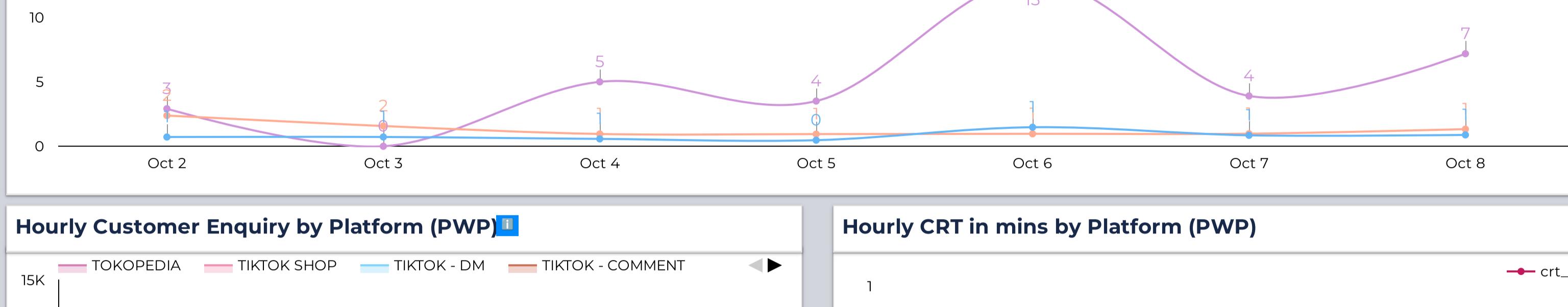
Daily iUC Volume By Platform



Top 10 Shops with highest iUC



Daily Chat Response Time in mins by Platform (PWP)



Hourly Customer Enquiry by Platform (PWP)



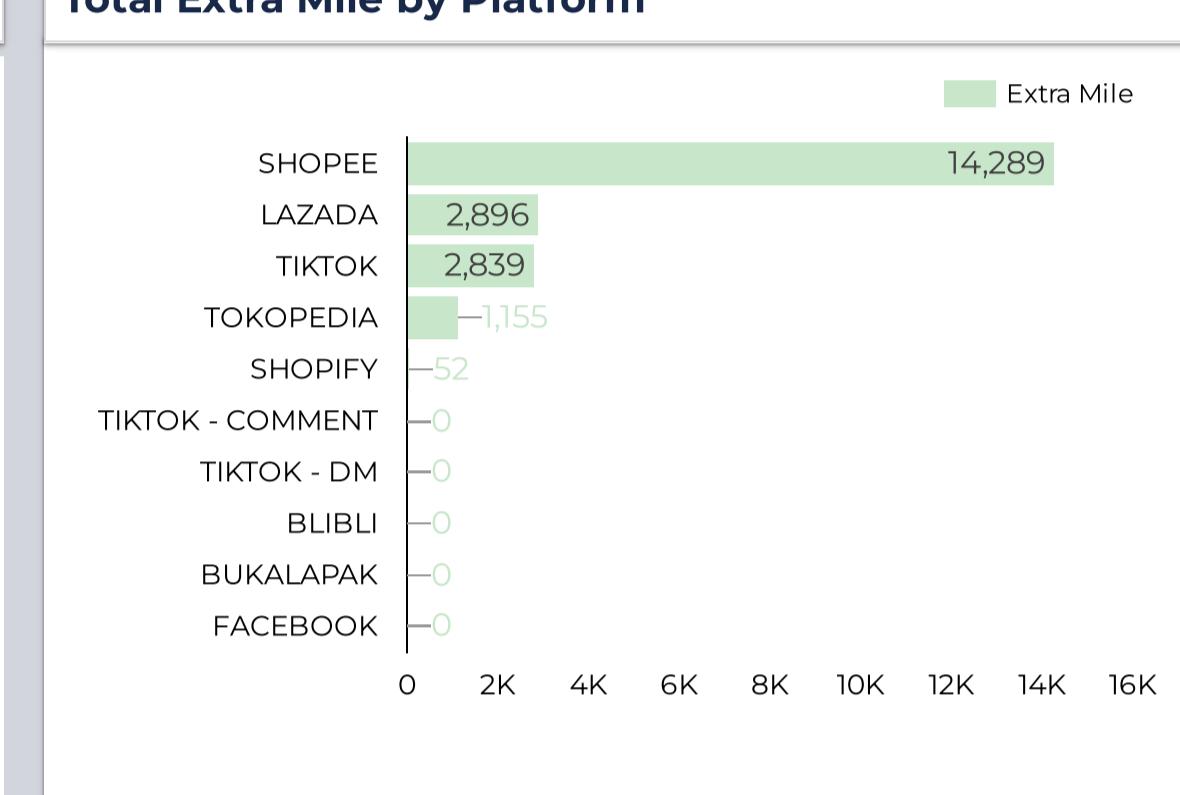
Hourly CRT in mins by Platform (PWP)



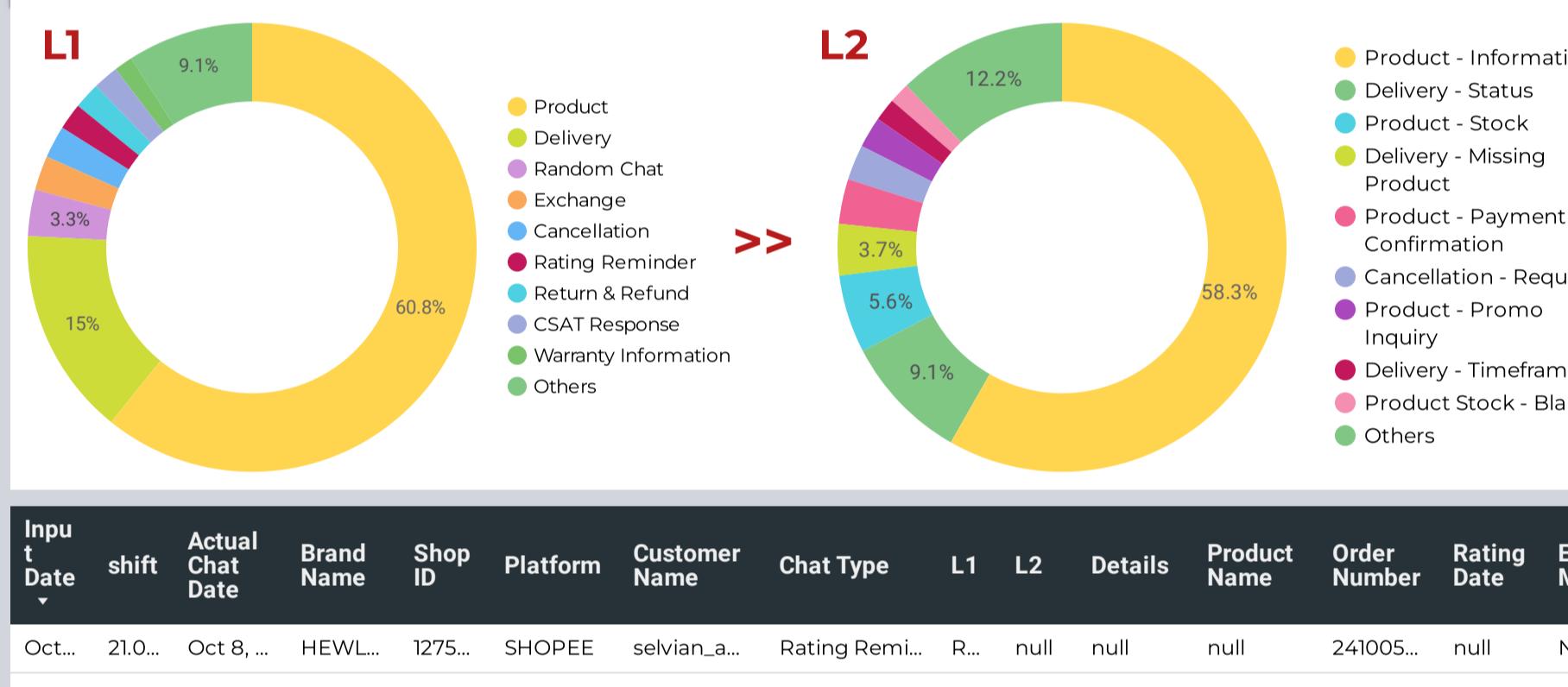
Most-asked Product Name

Brand Name	Platform	Product Name	unique_conversation
ADIDAS	SHOPEE	No Product ...	1,551
		Adidas Pho...	43
		Adidas Skat...	34
		Adidas annu...	29
		Adidas Swi...	26
		Adidas Skat...	26
		Adidas Skat...	22
		Adidas Tric...	19
		Adidas Life...	19
		Adidas Pho...	17
		Adidas Run...	16
		Adidas Skat...	16

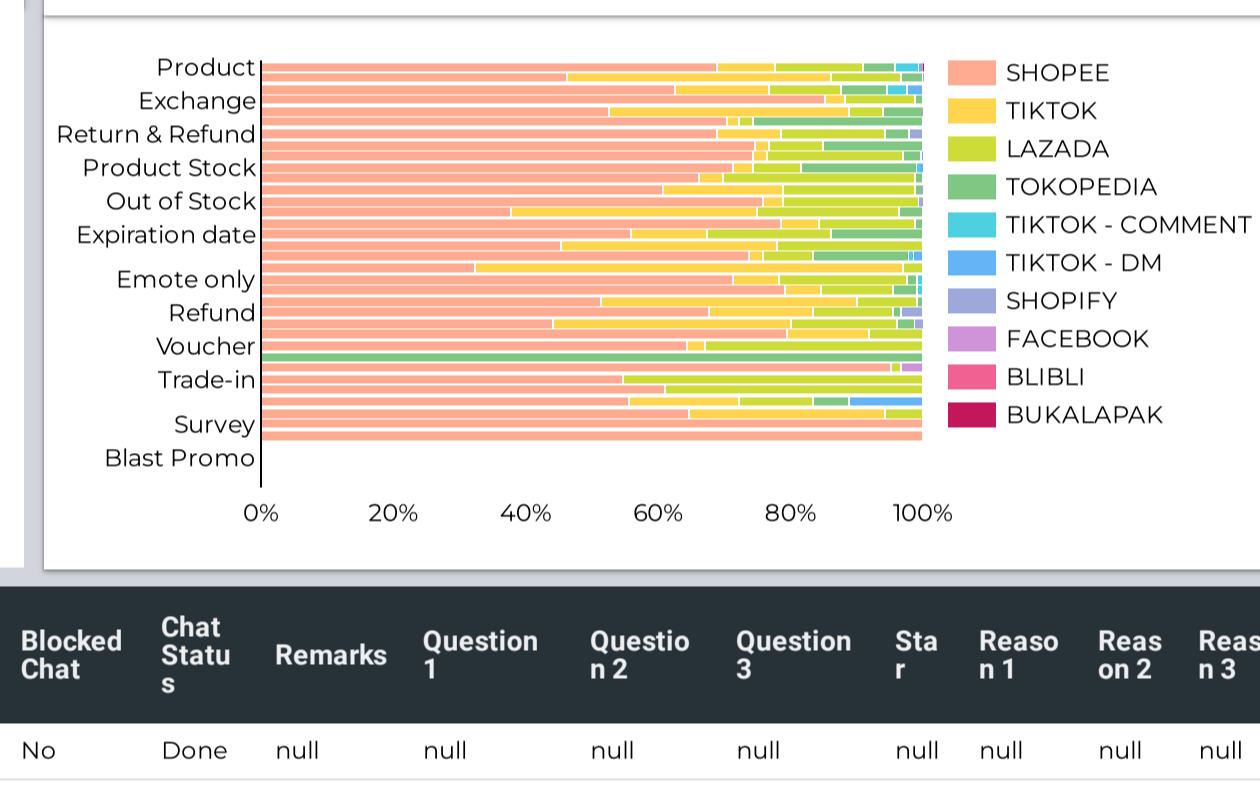
Total Extra Mile by Platform



Unique Conversation by Chat Type



Unique Conversation by Platform & Chat Type



Input Date	shift	Actual Chat Date	Brand Name	Shop ID	Platform	Customer Name	Chat Type	L1	L2	Details	Product Name	Order Number	Rating Date	Extra Mile	Blocked Chat	Chat Status	Remarks	Question 1	Question 2	Question 3	Star	Reason 1	Reason 2	Reason 3	
Oct...	21.0...	Oct 8, ...	HEWL...	1275...	SHOPEE	selvian_a...	Rating Remi...	R...	null	null	241005...	null	No	No	Done	null	null	null	null	null	null	null	null	null	
Oct...	23...	Oct 7, ...	SPOTE...	Irva...	TOKOP...	Ambar	Rating - Pro...	R...	Pr...	null	Spotec ...	null	Oct 7...	No	No	Done	null	null	null	null	null	null	null	null	null
Oct...	11.0...	Oct 8, ...	PUMA	285...	SHOPEE	merlin2812	Delivery - St...	D...	Sta...	null	PUMA ...	241008...	null	Yes	No	Done	null	bisa diki...	null	null	null	null	null	null	null
Oct...	10...	Oct 8, ...	PUMA	285...	SHOPEE	davidsah...	Product - St...	P...	Sto...	OOS	PUMA ...	null	null	Yes	No	Done	null	Apakah si...	null	null	null	null	null	null	null
Oct...	11...	Oct 8, ...	HEWL...	1275...	SHOPEE	vivi_johns...	Tax invoice	T...	null	null	null	null	null	Yes	No	Done	null	kapan bis...	null	null	null	null	null	null	null
Oct...	23...	Oct 7, ...	HEWL...	Inva...	TOKOP...	Untung	Rating - Pro...	R...	Pr...	null	Printer ...	null	Oct 7...	No	No	Done	null	null	null	null	null	null	null	null	null
Oct...	10...	Oct 8, ...	PUMA	285...	SHOPEE	adjesatru...	Product - In...	P...	Inf...	null	PUMA ...	null	null	Yes	No	Done	null	minta siz...	null	null	null	null	null	null	null

Chat Type contribution by Platform

Platform	Unique Conversation	% Contribution
SHOPEE	27,683	64.92%
TIKTOK	6,063	14.22%
LAZADA	5,408	12.68%
TOKOPEDIA	2,290	5.37%
TIKTOK - COM...	958	2.25%
TIKTOK - DM	134	0.31%
SHOPIFY	59	0.14%
FACEBOOK	37	0.09%
Grand total	42,639	100%

Chat Type contribution by Shop

Shop	Chat Level 1	Unique Conversation	% Contribution
ADIDAS TH - SHOPEE	Product	2,065	4.84%
	Delivery	190	0.45%
	Exchange	119	0.28%
	Return & Refund	79	0.19%
	Product Stock	57	0.13%
	Refund	39	0.09%
	Cancellation	38	0.09%
Grand total		42,639	100%

iUC's by Agent's initials

Agent Name	iUC		Blast Promo / Unpaid		Rating / Review	
	iUC	% Contr.	iUC	% Contr.	iUC	% Contr.
SN	30	15%	1	50%	0	-
NH	42	21%	0	0%	0	-
NC	32	16%	0	0%	0	-
LN	46	23%	1	50%	0	-
BN	50	25%	0	0%	0	-
Total	200	100%	2	100%	0	-
SN	1	10%	0	-	0	-
NH	7	70%	0	-	0	-
NC	1	10%	0	-	0	-
LN	1	10%	0	-	0	-
Total	10	100%	0	-	0	-
SN	64	16.75%	0	0%	0	-
NH	88	23.04%	0	0%	0	-
NC	102	26.7%	0	0%	0	-
Grand total	42,639	1,537.09%	282	177.36%	3,218	711.95%

iUC's by Shift

Shift	iUC		Blast Promo / Unpaid		Rating / Review	
	iUC	% Contr.	iUC	% Contr.	iUC	% Contr.
08:00-09:00	300	0.7%	0	0%	9	0.28%
09:00-10:00	109	0.26%	0	0%	0	0%
10:00-11:00	103	0.24%	1	35%	1	0.03%
11:00-12:00	57	0.13%	0	0%	1	0.03%
12:00-13:00	48	0.11%	0	0%	0	0%
13:00-14:00	38					

Last Updated At Oct 9, 2024, 6:17:35 AM

Oct 2, 2024 - Oct 8, 2024

Currency: Local Currency

Venture

Brand Name

Shop

Use CX Service: YES (1)

Agent's Venture

Platform

Type to search

SHOPEE

Overview

Management Overview

eUC Performance

Review Performance

iUC Performance

CX Human CRT

CSAT

Average Chat Handling Time

PowerReply Time Tracker

History Data

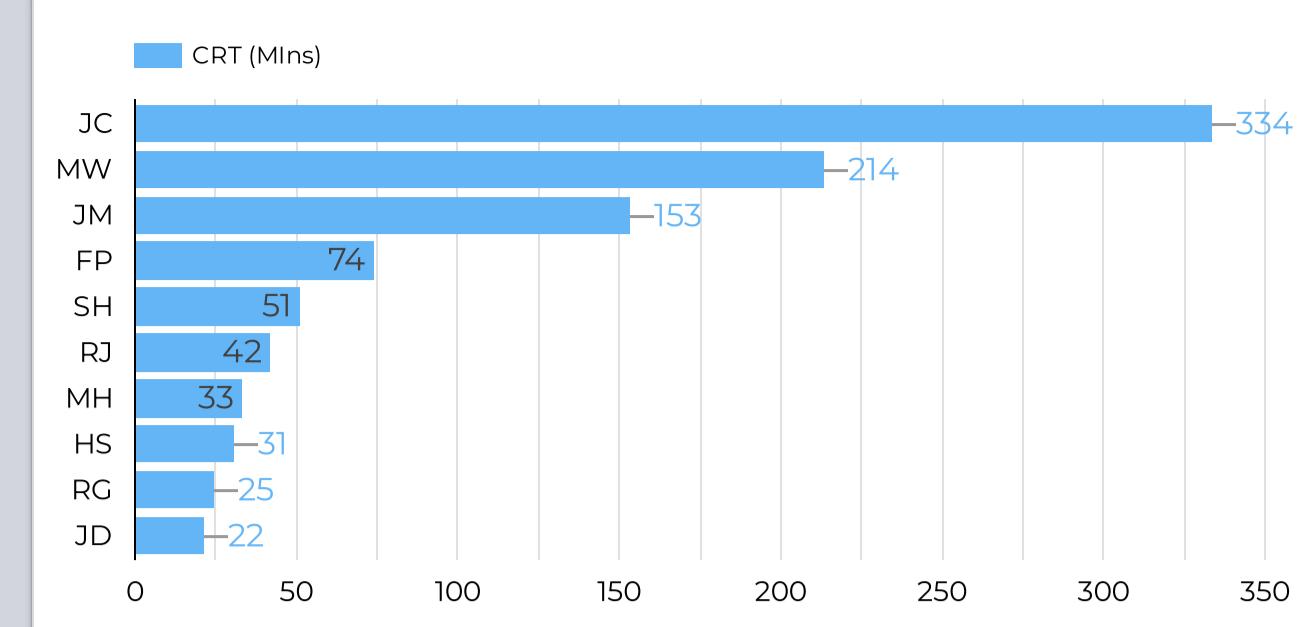
Upload Tracking

V. Human Contact CRT

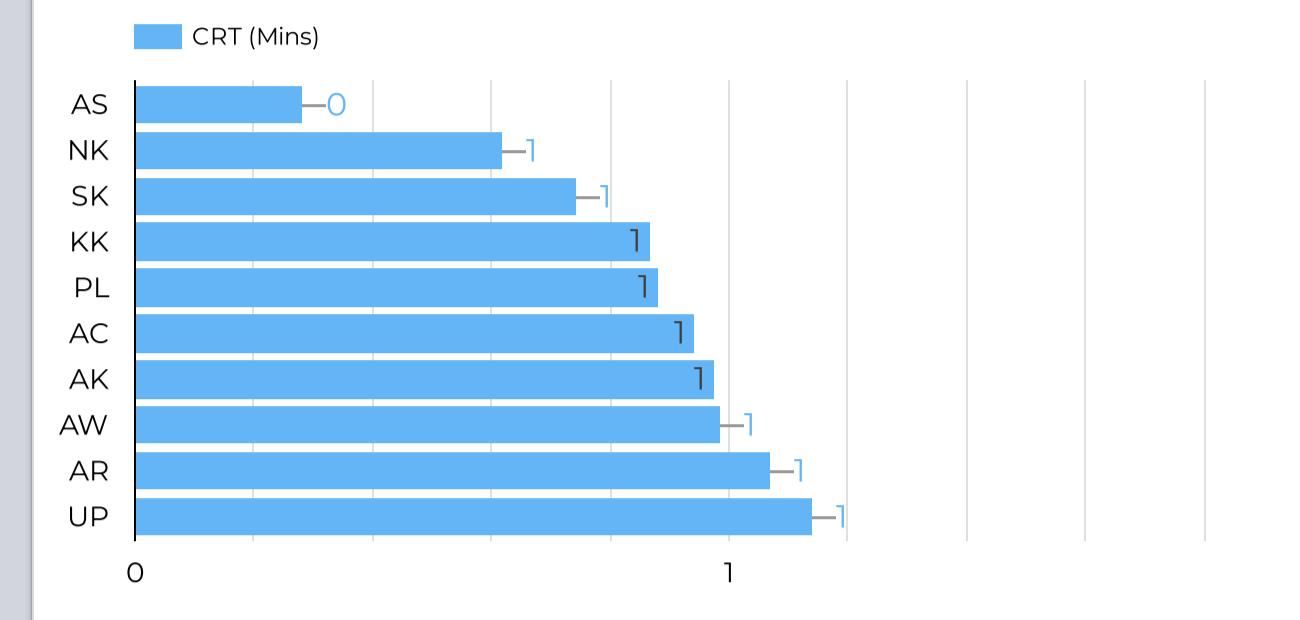
Human CRT (Mins)

Shop Ven...	Agent Ini...	Shop Name	Agent's Vent...	role	Response (Mi...	FC's	CRT (Mins)
PH	JC	ADIDASP...	PH	Agent	42,517	236	
			SG	Agent	42,517	236	
		PH-HP FL...	SG	Agent	17,854	55	
			PH	Agent	17,854	55	
		ADIDASP...	SG	Agent	17,166	119	
			PH	Agent	17,166	119	
		PH-HP FL...	PH	Agent	9,087	98	
			SG	Agent	9,087	98	
		ASICS-LZD	PH	Agent	837	6	
			SG	Agent	837	6	
		FOREVER...	SG	Agent	551	5	
			PH	Agent	551	5	
		FRONTLIN...	PH	Agent	499	5	
			SG	Agent	499	5	
		HP GAMIN...	SG	Agent	392	3	
			PH	Agent	392	3	
		FRONTLIN...	PH	Agent	301	1	
			SG	Agent	301	1	
		BUTTERFL...	SG	Agent	265	5	
			PH	Agent	265	5	
		MIKASA-S...	SG	Agent	164	1	
			PH	Agent	164	1	

Highest Human CRT - Top 10 Agents



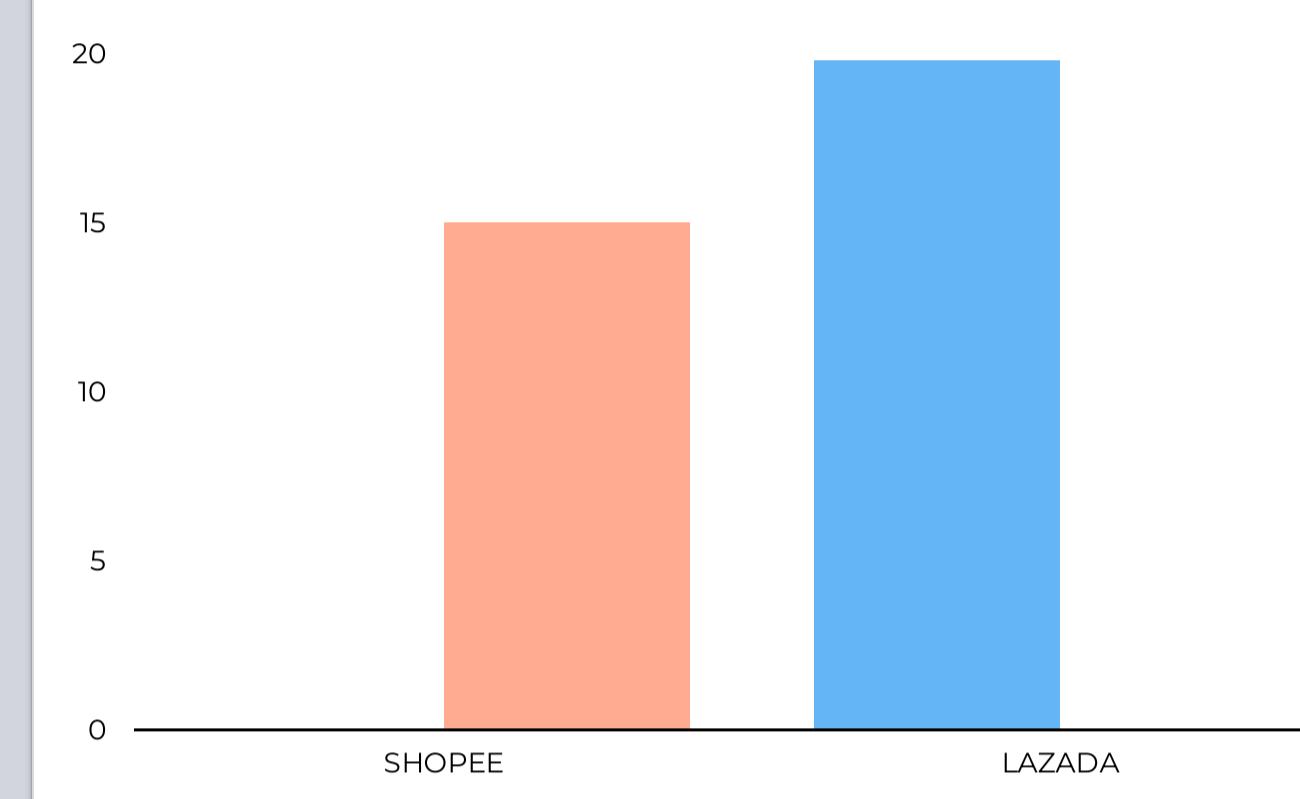
Lowest Human CRT - Top 10 Agents



Human CRT (Mins) - By Shop Name

Venture	Shop Name	CRT (Mins)
PH	PH-HYPE...	937
	FRONTLIN...	547
	PH-HP FL...	290
	ADIDASP...	246
	ASICS-LZD	244
	PH-HYPE...	243
	MOLTEN-L...	235
	ADIDASP...	229
	HP GAMIN...	217
	MOLTEN-S...	209
	BUTTERFL...	193
	MIKASA-S...	170
	FOREVER...	163

Human CRT (Mins) - By Platform



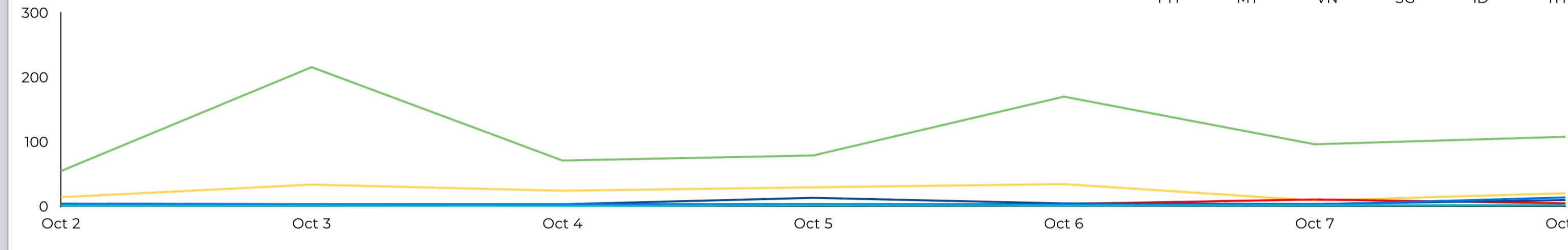
Average Human CRT (Mins)

Venture	Agent Initial	Agent's Venture	FC's	CRT (Mins)
TH	PL	TH	1,618	
	NK	TH	1,466	
	UP	TH	1,364	
	PV	TH	1,270	
	PG	TH	1,176	
	AW	TH	931	
	IS	TH	694	
	YH	TH	414	
	SW	TH	413	
	NG	TH	398	
	PJ	TH	390	

Average Human CRT (Mins) - By Countries

Venture	CRT (Mins)
PH	119
MY	34
VN	6
SG	6
ID	6
TH	2

Daily Average Human CRT (Mins) - By Venture



Venture	Agent Name	Daily Avg UC	Daily Avg FC	UCs	FC's	Extra Mile	UC Productivity (standard daily UC is 120 UCs)	FC Productivity	% UC Productivity based on Daily Avg UC
1. ID	AD	172	2K	686.0	8.4K	252.0	171.5	2.1K	142.9%
2. ID	AU	158	2K	792.0	8.5K	781.0	158.4	1.7K	132.0%
3. ID	DA	132	1K	396.0	3.4K	374.0	132	1.1K	110.0%
4. ID	DN	211	3K	1.1K	14.0K	351.0	210.6	2.8K	175.5%
5. ID	ER	78	548	156.0	1.1K	110.0	78	548	65.0%
6. ID	E5	134	2K	535.0	6.2K	459.0	133.8	1.6K	111.5%
7. ID	GM	123	2K	616.0	8.6K	362.0	123.2	1.7K	102.7%
8. ID	HA	183	5K	914.0	26.9K	401.0	182.8	5.4K	152.3%
9. ID	LN	153	2K	767.0	9.3K	154.0	153.4	1.9K	127.8%
10. ID	MR	164	1K	491.0	4.2K	448.0	163.7	1.4K	136.4%
11. ID	NA	300	4K	1.5K	19.8K	363.0	300.2	4K	250.2%
12. ID	NT	84	2K	422.0	8.9K	201.0	84.4	1.8K	70.3%
13. ID	NU	215	5K	644.0	14.7K	273.0	214.7	4.9K	178.9%
14. ID	PH	178	4K	712.0	14.0K	330.0	178	3.5K	148.3%
15. ID	QA	202	3K	404.0	6.2K	162.0	202	3.1K	168.3%
Grand total		6K	93K	42.6K	650.3K	21.2K	6.1K	92.9K	5,076.1%

1 - 100 / 103 < >

CRT Detail check

session_id	Top 2 - created_at	venture	platform	prev_message_at	customer_name	prev_content	message_at	agent_in...	Agent's Ve...	content	content_type	CRT

<tbl_r cells="13" ix="1" maxcspan="1" maxr

Last Updated At Oct 9, 2024, 6:17:35 AM

Oct 2, 2024 - Oct 8, 2024

Currency: Local Currency

Venture

Brand Name

Shop Name

Use CX Service: YES (1)

Platform

Agent Initial

Overview

Management Overview

eUC Performance

Review Performance

iUC Performance

CX Human CRT

CSAT

Average Chat Handling Time

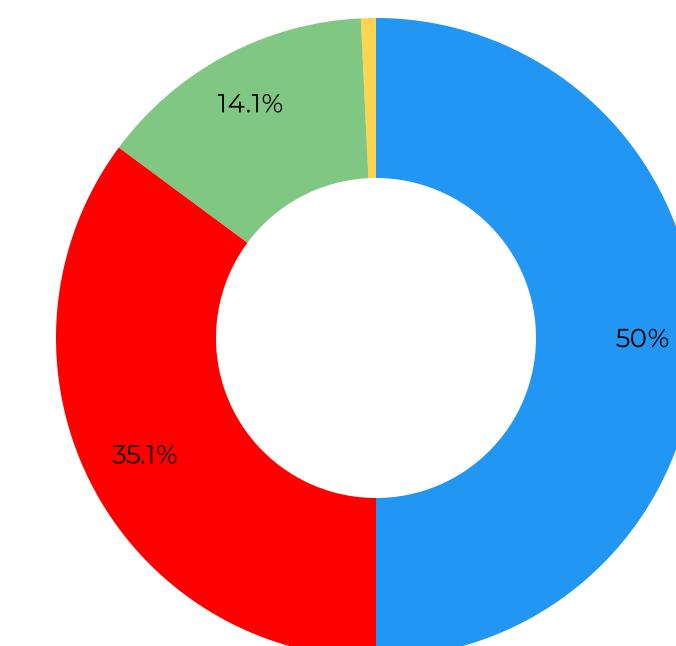
PowerReply Time Tracker

History Data

Upload Tracking

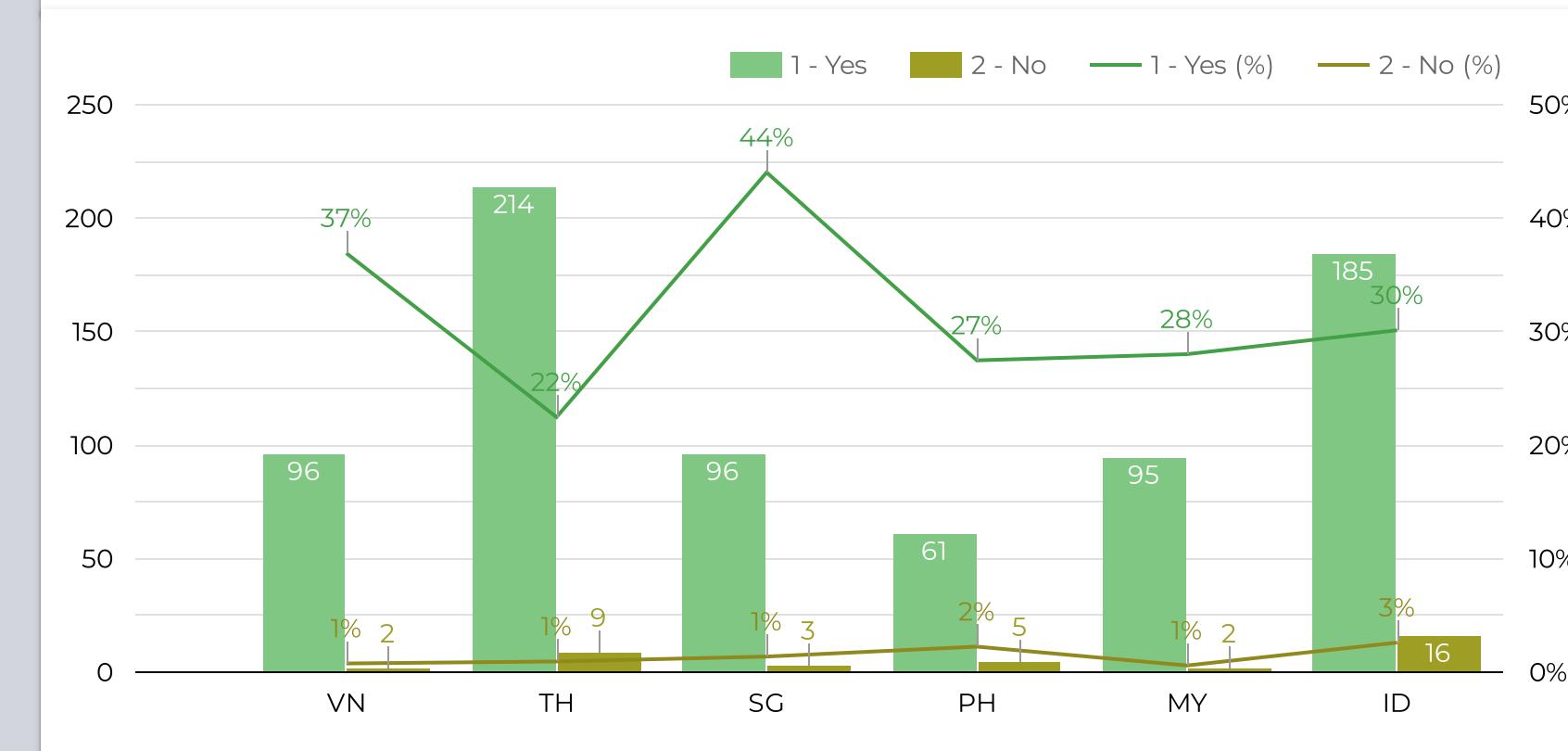
VI. CSAT (Customer Satisfaction)

CSAT Overall Performance



Venture	Attempts	1 - Yes	2 - No	Irrelevant
TH	1,046	236	10	800
ID	624	187	16	421
VN	275	106	2	167
MY	212	57	2	153
SG	121	60	2	59
PH	37	7	3	27

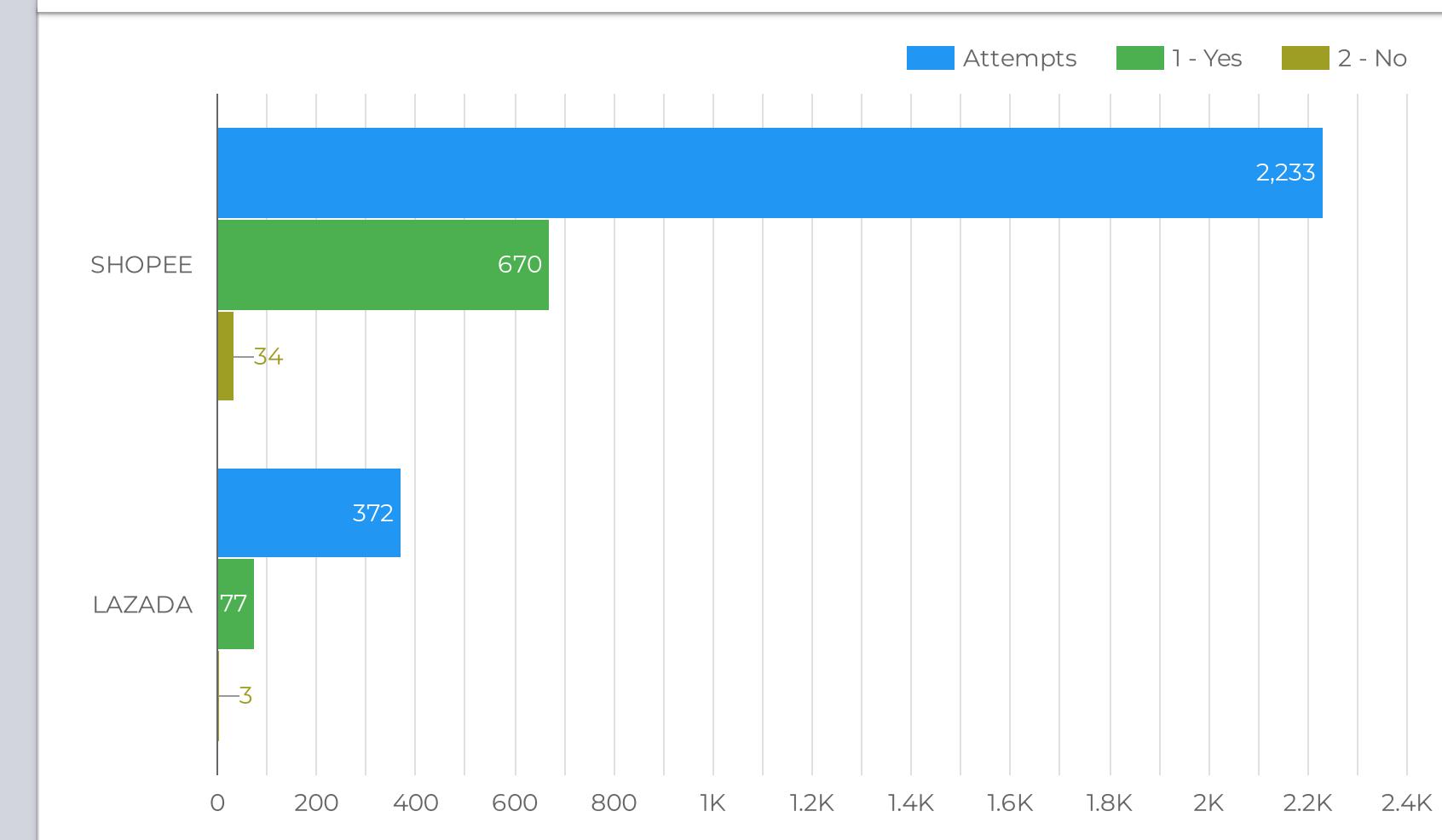
CSAT by Countries



CSAT by Brand Name

Brand Name	Attempts	1 - Yes	2 - No	Irrelevant	Attempts vs Valid Answered	Attempts vs Irrelevant
3M	28	9	0	19	32%	68%
3M LITTMANN	3	0	0	3	0%	100%
ABBOTT NUTRITION	10	4	0	6	40%	60%
ADIDAS	517	163	7	347	33%	67%
AMERICAN STANDARD	2	0	0	2	0%	100%
BAYER	12	2	0	10	17%	83%
BETTER VISION	41	17	1	23	44%	56%
BIOESSENCE	1	1	0	0	100%	0%
Grand total	2,605	747	37	1,821	30%	70%

CSAT by Platform



CSAT by Agent Initial

Agent Initia...	Attempts	1 - Yes	2 - No	iUC	Attempt...	Attempt...
UP	124	37	3	813	32%	16%
LZ	82	15	1	261	20%	16%
AC	80	3	Cl	2...	4%	16%
AK	72	3	1	149	6%	16%
BK	69	2	Cl	3...	3%	16%
HA	67	2...	Cl	613	30%	16%
AU	66	15	2	751	26%	16%
RJ	64	17	1	7...	28%	16%
RD	62	17	Cl	477	27%	16%
AW	53	8	Cl	4...	15%	16%
TY	48	2...	1	195	44%	16%
KT	45	14	Cl	166	31%	16%
PP	45	14	Cl	5...	31%	16%
NP	44	1	Cl	4...	2%	16%
Grand t...	2,315	653	35	33091	30%	70%

Last Updated At Oct 9, 2024, 6:17:35 AM

Oct 2, 2024 - Oct 8, 2024

Currency: Local Currency

See details

See details

See details

Use CX Service: YES (I)

Failed To Get Data.
The data source needs to be added to the report.
[See details](#)

Overview

Management Overview

eUC Performance

Review Performance

iUC Performance

CX Human CRT

CSAT

Average Chat Handling Time

PowerReply Time Tracker

History Data

Upload Tracking

TERMINOLOGY

Average Chat Handling Time (ACHT)

Average Chat Handling Time calculation starts on the customer's first chat in a unique chat instance, and the end is the CSAT question by our CX agent or temporary end template (if the agent needs to escalate something and asks the customer to wait). Currently, we only measured the first set of unique chat instances between the customer and our CX agent

customer_name
Equals Enter a value

Agent Initial

categorization

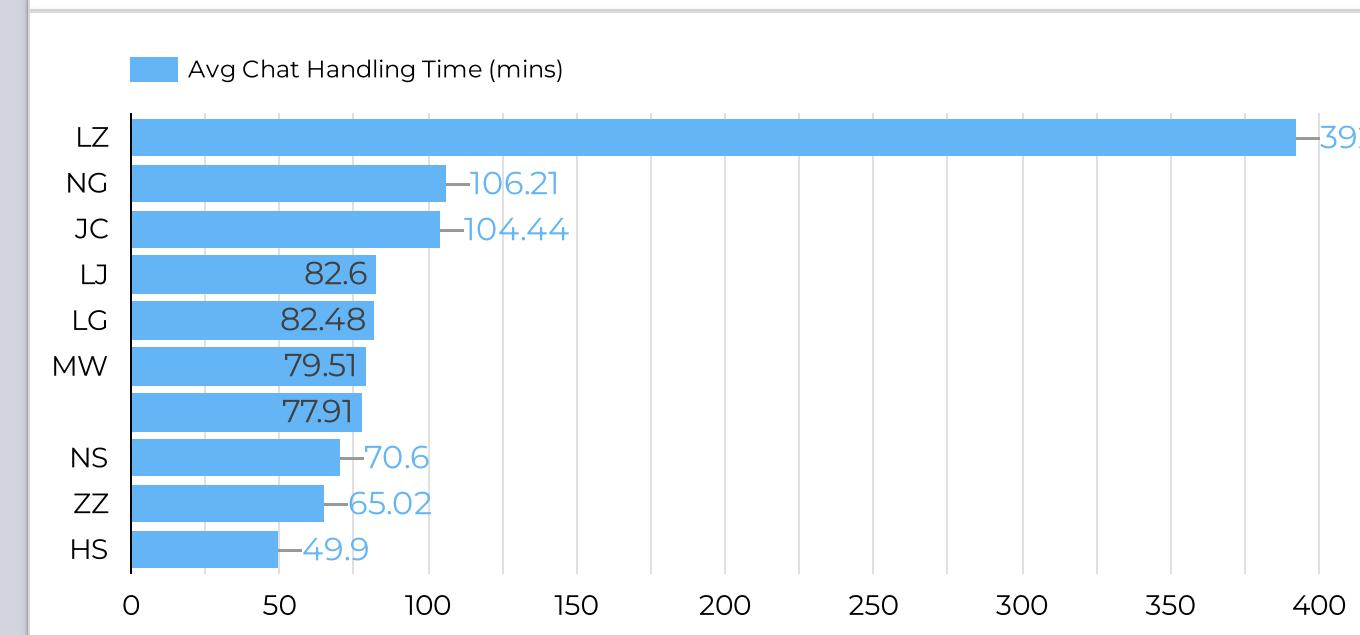
session_id

VII. Average Chat Handling Time (ACHT)

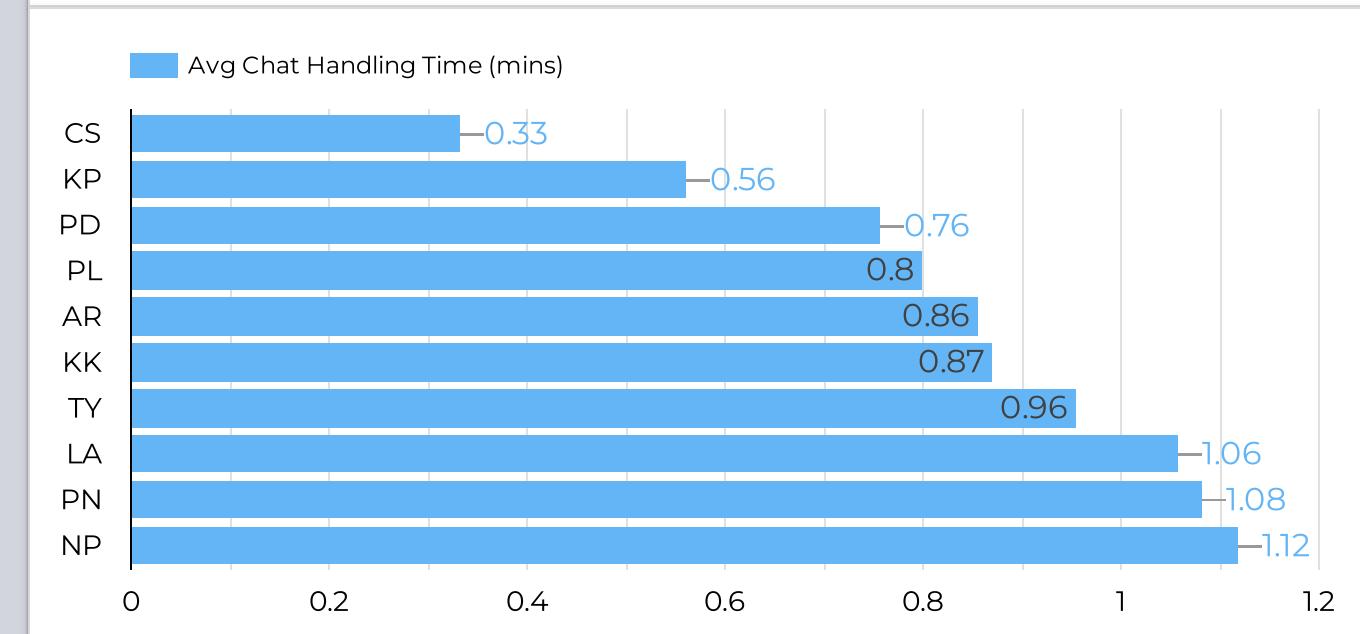
Human ACHT (Mins)

Venture	Agent Initial	Shop Name	FCs	Avg Chat Handling Time (mins)
TH	UP	ADIDAS	147	1.12
	AK	PHILIPS_L...	25	1.58
		SAMSUNG...	24	0.94
		BOSCH	4	0.53
	AW	SKECHER...	39	1.77
	AC	SAMSUNG...	14	0.98
		BOSCH	13	1.59
		PHILIPS_L...	12	1.07
	BK	TEFAL	29	2.14
		CHAONA...	3	2.63
		OBAGI	1	4.15
KK	NIVEA		15	0.9
		LANCOME	5	0.58
		BAYER CO...	4	0.77
		CETAPHIL	3	1.28
		CETAPHIL...	3	1.04
		HAVAIANAS	1	0.45
	NK	SKECHER...	30	2.71
	IS	ADIDAS	27	2.12
	KT	LANCOME	12	2.36
		CETAPHIL...	7	6.79
Grand total			1,757	42.99

Highest ACHT - Top 10 Agents



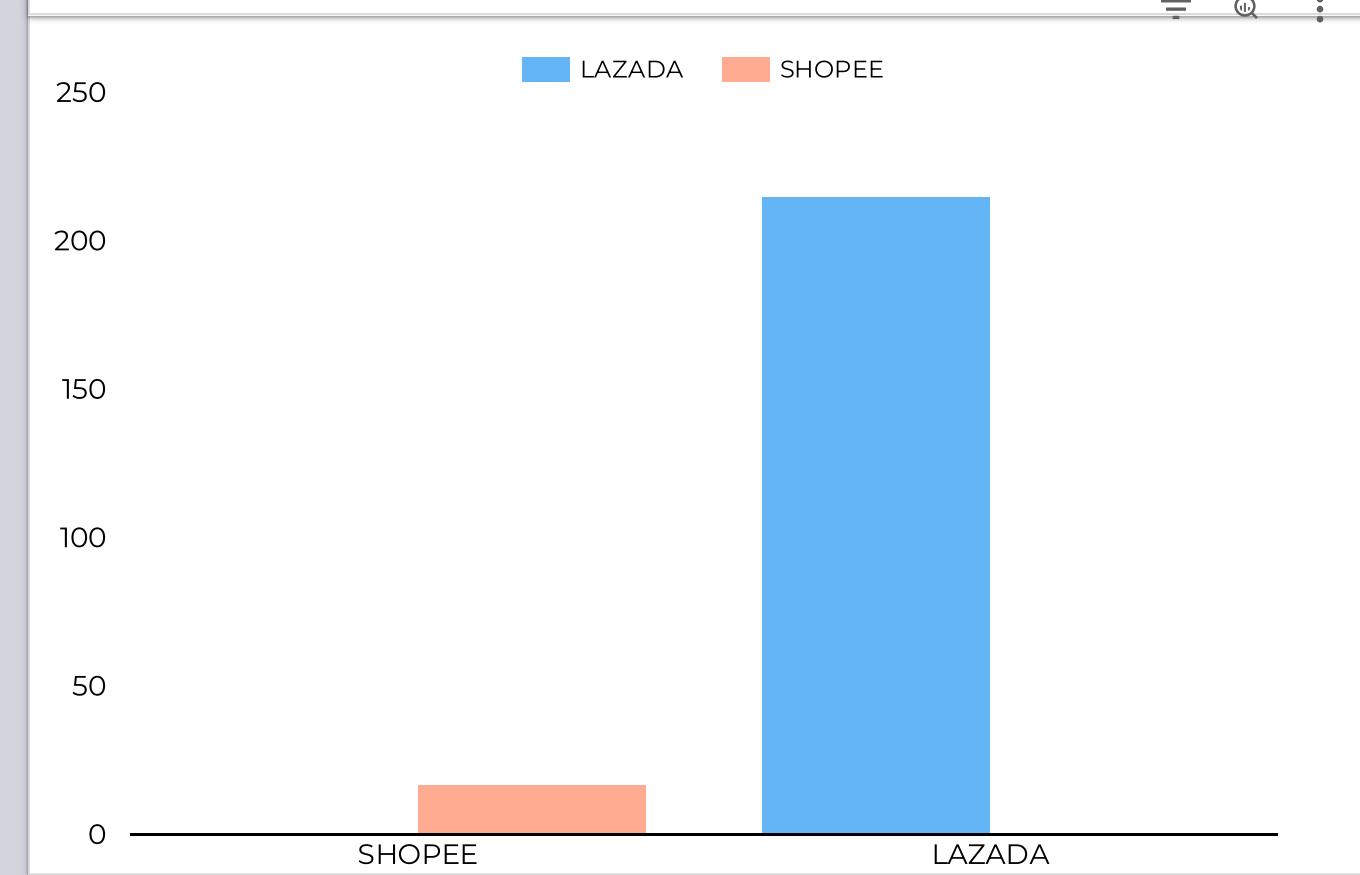
Lowest ACHT - Top 10 Agents



ACHT (Mins) - By Shop Name

Venture	Shop Name	FCs	Avg Chat Handling Time (mins)
TH	ADIDAS	232	1.47
	TEFAL	82	10.5
	SKECHER...	73	2.13
	SAMSUNG...	62	12.89
	PHILIPS_L...	61	1.41
	BETTER VI...	51	1.26
	NIVEA	40	0.98
	LANCOME	29	1.71
	CETAPHIL...	24	4.16
	BOSCH	19	1.35
NK	JOHNSON...	13	1.22
	BAYER CO...	12	1.26
	CETAPHIL...	8	1.24

ACHT (Mins) - By Platform



ACHT (Mins) - By Agent

Venture	Agent Initial	FCs	Avg Chat Handling Time (mins)
TH	UP	147	1.12
	AK	53	1.21
	AC	39	1.21
	AW	39	1.77
	BK	33	2.24
	KK	31	0.87
	NK	30	2.71
	IS	27	2.12
	KT	26	3.46
	PL	25	0.8
Grand total			1,757
Avg Chat Handling Time (mins)			42.99

ACHT (Mins) - By Countries

Venture	FCs	Avg Chat Handling Time (mins)
TH	725	3.67
VN	299	4.93
MY	284	197.25
SG	247	32.63
PH	202	36.21

ACHT (Mins) Details

Venture	Brand Name	Platform	Session ID	Created Date	Customer Name	Agent Initial	Ending Content	First message at	Last message at	Categorization	Avg Chat Handling Time (mins)
1. MY	PHILIPS PERSON...	LAZADA	1#103#300178566546#2#3910898#1	Oct...	Br...	LZ	LZ: Hi Bryan, Were your ...	Sep 8, 2024, 10:01:0...	Oct 8, 2024, 1:41:58 ...	csat	43,420.92
2. PH	ADIDAS	SHOPEE	605150172087555267	Oct...	jo...	MW	MW: Hi, joebenvillaruel ...	Oct 1, 2024, 10:07:5...	Oct 2, 2024, 7:41:38 ...	csat	1,293.73
3. PH	HP PHILIPPINES	LAZADA	1#103#100074725#2#1891289#1	Oct...	Gr...	JC	JC: Hi, Grace . Were your ...	Oct 4, 2024, 9:23:4...	Oct 4, 2024, 9:06:3...	csat	702.8
4. SG	ADIDAS	SHOPEE	9437258890496107	Oct...	lit...	HS	HS: Hi littlerubberband, ...	Oct 3, 2024, 12:30:2...	Oct 3, 2024, 6:28:53...	csat	358.5
5. PH	ADIDAS	SHOPEE	80849130419360963	Oct...	rh...	LJ	LJ: Hi, rhaeignonne, wer...	Oct 5, 2024, 3:05:5...	Oct 5, 2024, 8:47:3...	csat	341.73
6. PH	HP PHILIPPINES	SHOPEE	289582793459853755	Oct...	e...	MW	Hi, edwindelgado966. Th...	Oct 4, 2024, 4:45:3...	Oct 4, 2024, 10:08:...	waiting template	323.22
7. SG	ADIDAS	SHOPEE	731814452719143019	Oct...	os...	LZ	LZ: Hi osprey78, Were yo...	Oct 7, 2024, 9:02:05...	Oct 7, 2024, 2:14:26...	csat	312.35
8. SG	ADIDAS	SHOPEE	53908604403730539	Oct...	jo...	LZ	LZ: Hi jorainbowlee1, Wer...	Oct 7, 2024, 9:14:30...	Oct 7, 2024, 2:14:19...	csat	299.82
Grand total											42.99

Last Updated At Oct 9, 2024, 6:17:35 AM

Oct 2, 2024 - Oct 8, 2024	Oct 9, 2024
Currency: Local Currency	
Venture	
Brand Name	
Shop	
Use CX Service: YES	(1)
✓ Platform	
Type to search	
✓ SHOPEE	
✓ LAZADA	
✓ SHOPIFY	
✓ TIKI	

VIII. PowerReply Time Tracker

Time Tracker

Date ①	Venture ②	Brand Name	Platform	Total	Delayed	Not Appear
Oct 2, 2024	ID	NATUR-E	LAZADA	41	3	7
Oct 2, 2024	ID	SULWHASOO	SHOPEE	56	7	12
Oct 2, 2024	ID	LANEIGE	LAZADA	14	2	2
Oct 2, 2024	ID	SPOTEC	SHOPEE	269	30	22
Oct 2, 2024	ID	PUMA	SHOPEE	818	92	143
Oct 2, 2024	ID	HEWLETT PACKARD	SHOPEE	853	128	142
Oct 2, 2024	ID	3M LITTMANN	SHOPEE	5	0	0
Oct 2, 2024	ID	SPOTEC	LAZADA	21	0	2
Oct 2, 2024	ID	NATUR-E	SHOPEE	518	65	55
Oct 2, 2024	ID	UNILEVER BEAUTY	LAZADA	57	3	2
Oct 2, 2024	ID	SHELL	SHOPEE	288	32	44
Oct 2, 2024	ID	SULWHASOO	LAZADA	4	0	1
Oct 2, 2024	ID	OPTIMUM NUTRITION	LAZADA	2	0	0
Oct 2, 2024	ID	MISE EN SCENE	SHOPEE	149	17	27
Oct 2, 2024	ID	HEWLETT PACKARD	LAZADA	6	1	0
Oct 2, 2024	ID	PUMA	LAZADA	79	5	12
Oct 2, 2024	ID	EVERLAST	SHOPEE	--	--	--
1 - 100 / 1254 < >						

Overview

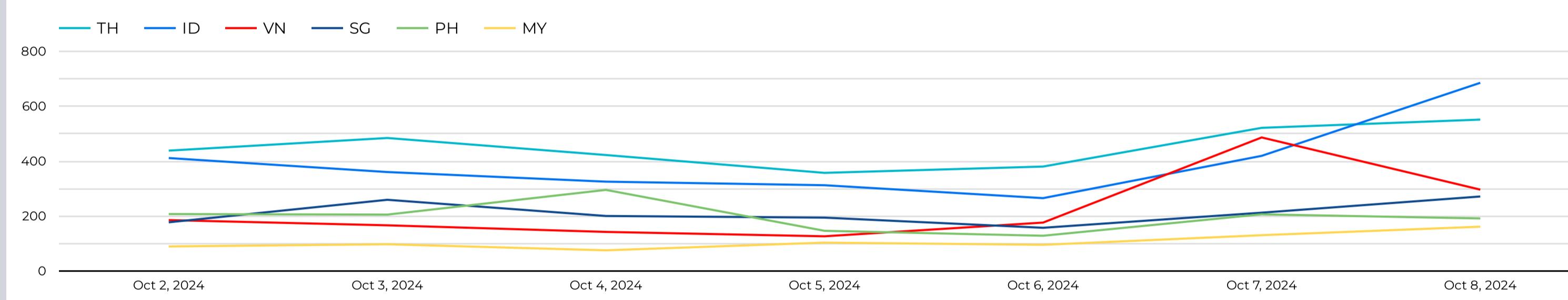
- Management Overview
- eUC Performance
- Review Performance
- iUC Performance
- CX Human CRT
- CSAT
- Average Chat Handling Time

PowerReply Time Tracker

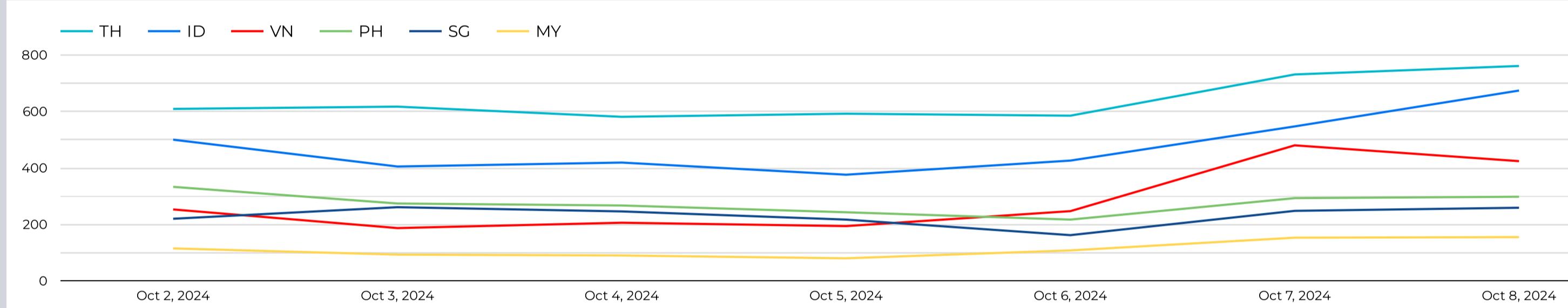
History Data

Upload Tracking

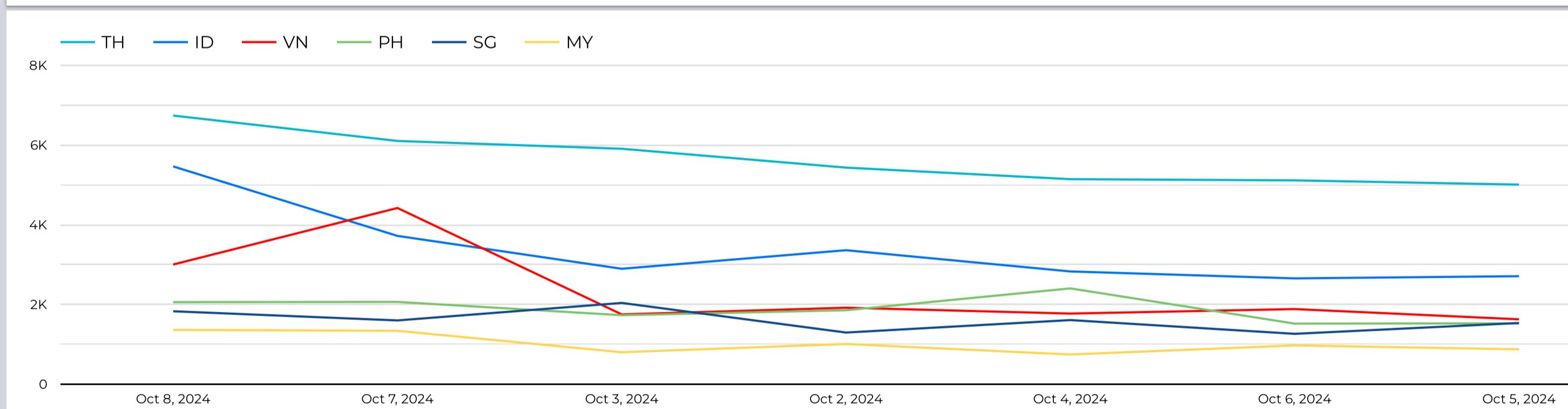
Delayed PowerReply by Venture



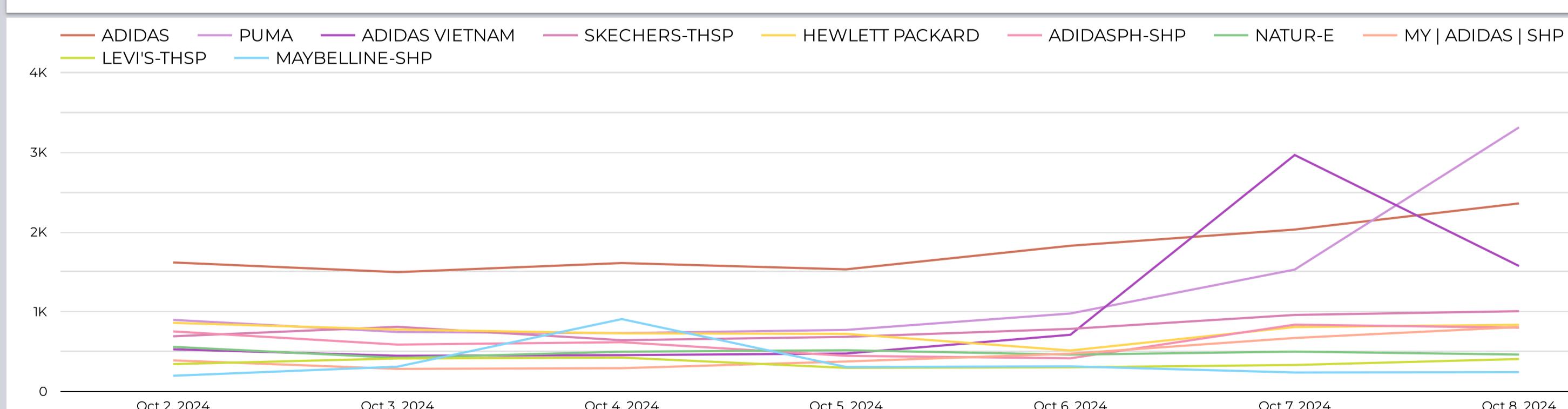
Not Appear PowerReply by Venture



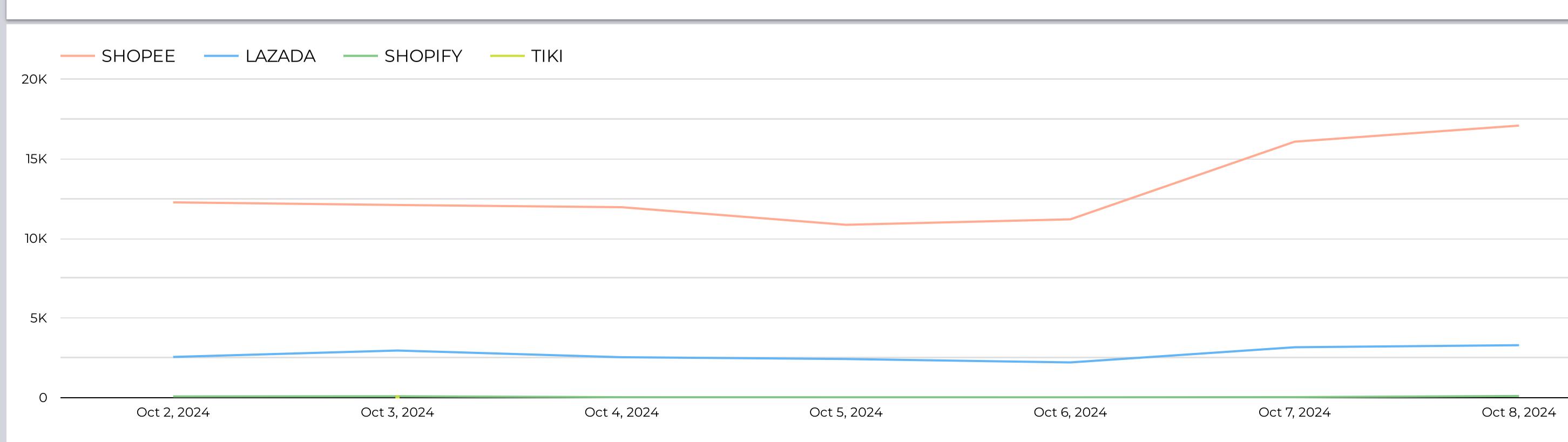
PowerReply summary - For each venture



PowerReply summary - For each shop



PowerReply summary by Platform



Last Updated At null

Jan 1, 2021 - Dec 31, 2021

Currency: Local Currency

Venture

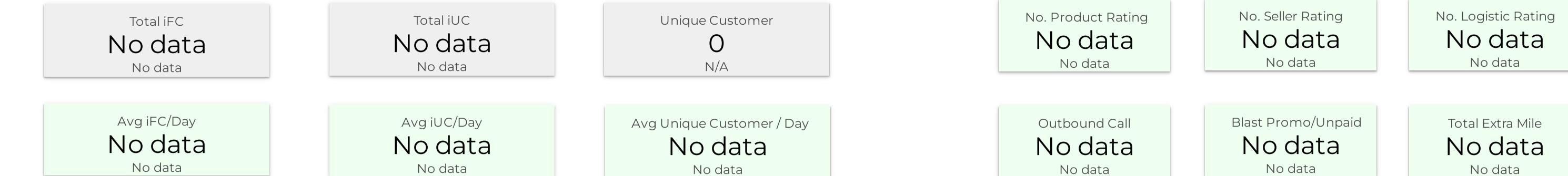
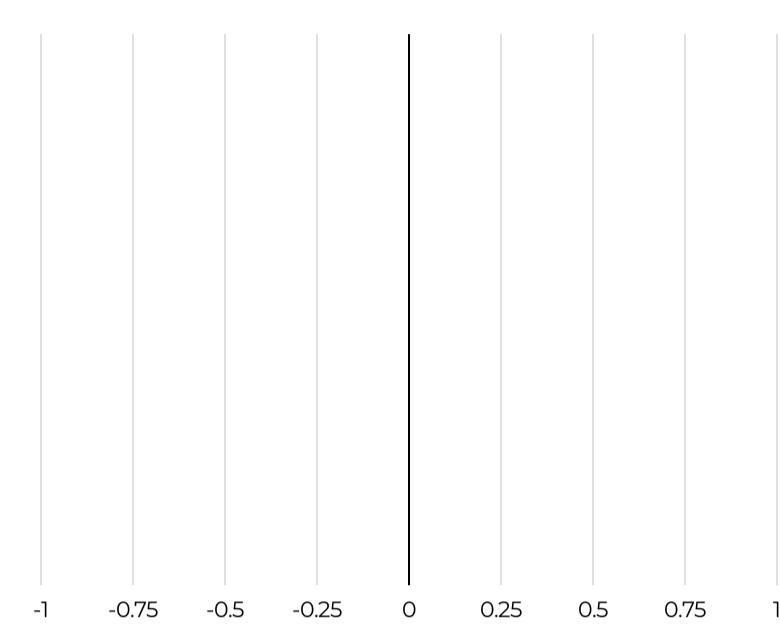
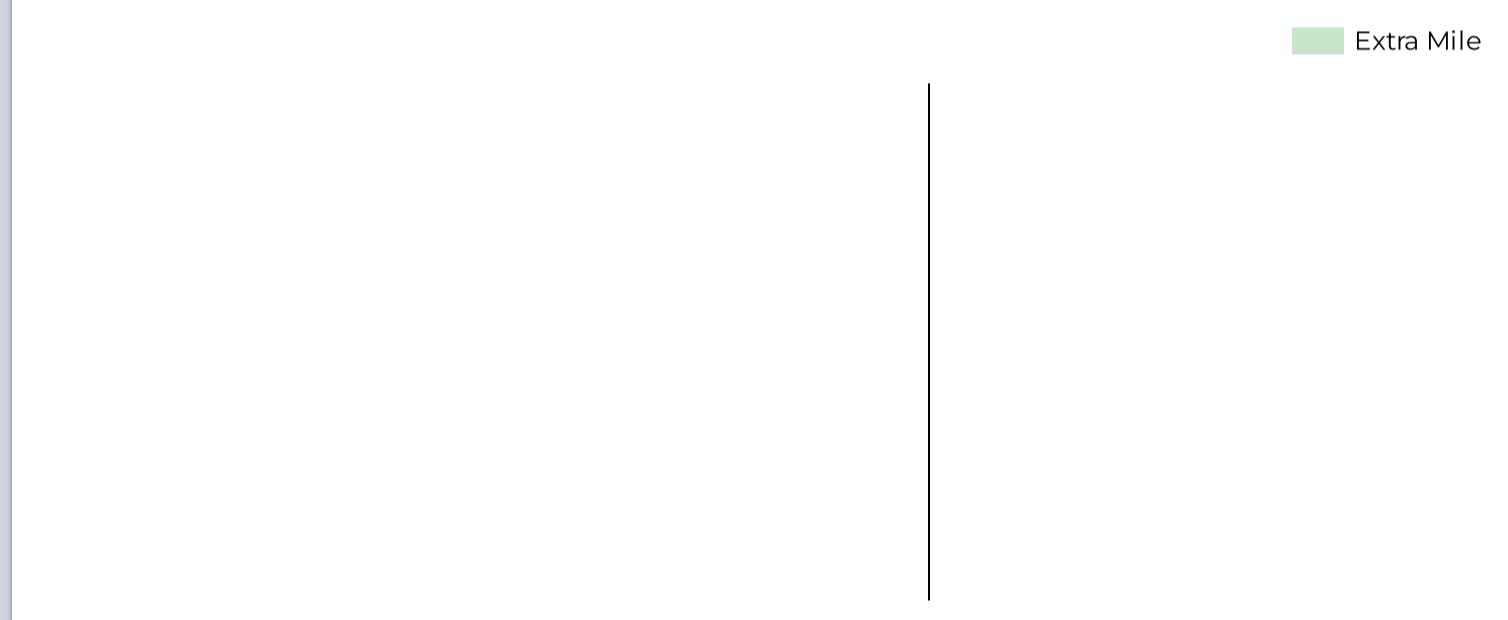
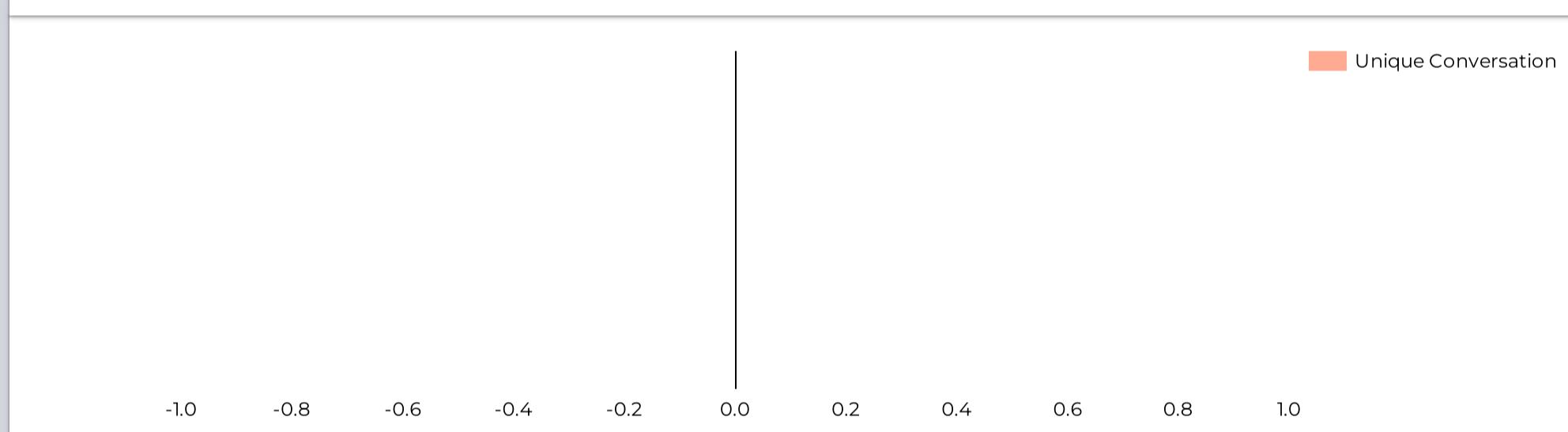
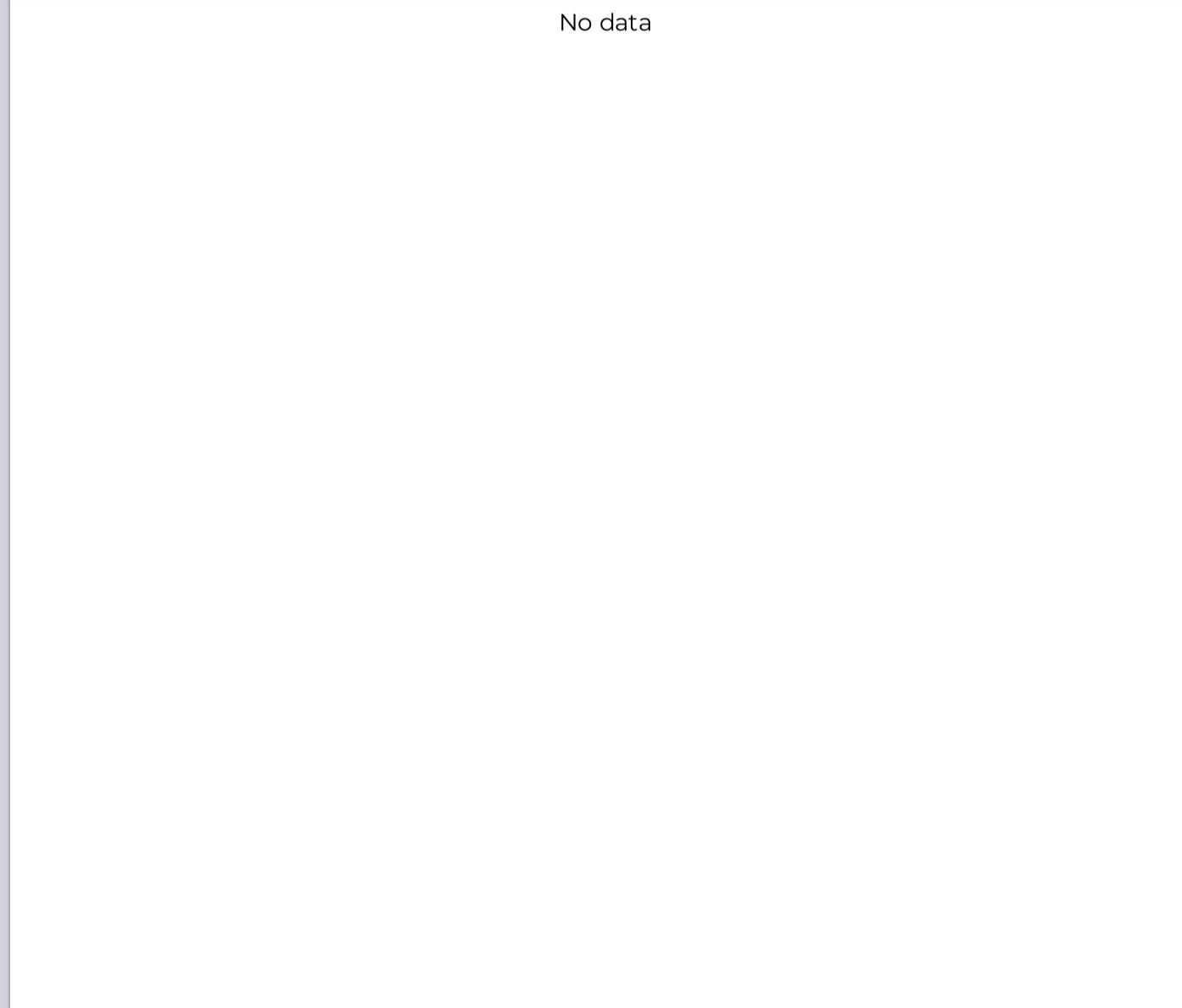
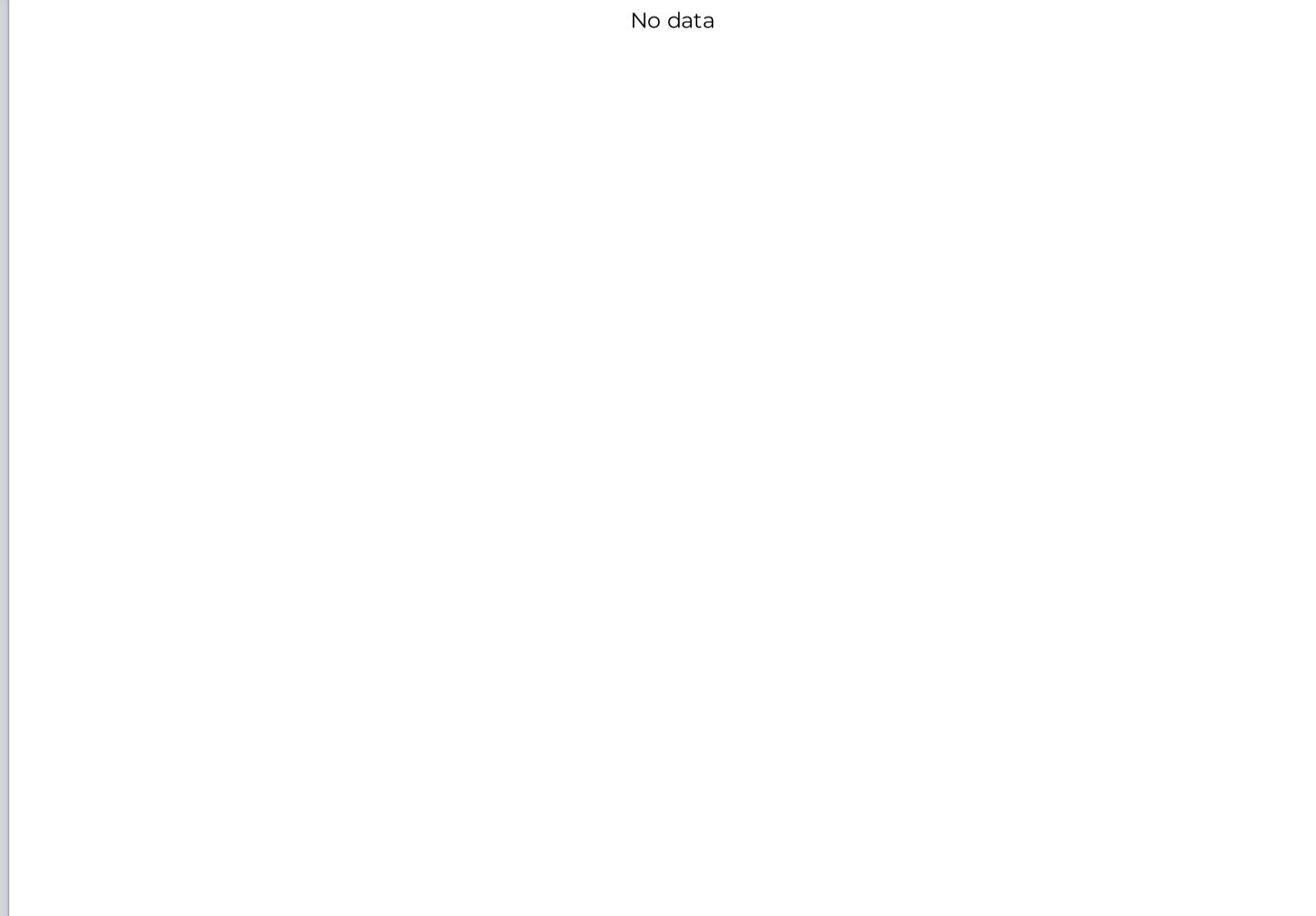
Brand Name

Shop

Use CX Service: YES (1)

platform

Type to search

IX. History Data 2020 - 2021**Daily Log Performance (*manual data downloaded from PowersellPro)***Comparison with PREVIOUS PERIOD - depends on the chosen Date Filteri**Daily iUC Volume By Platform****Top 10 Shops with highest iUC****Daily Chat Response Time in mins by Platform (PWP)****Hourly Customer Enquiry by Platform (PWP)****Total Extra Mile by Platform****Unique Conversation by Chat Type****Unique Conversation by Platform & Chat Type****Chat Type contribution by Platform****Chat Type contribution by Shop**

Last Updated At

No data

Overview

Management Overview

eUC Performance

Review Performance

iUC Performance

CX Human CRT

CSAT

Average Chat Handling Time

PowerReply Time Tracker

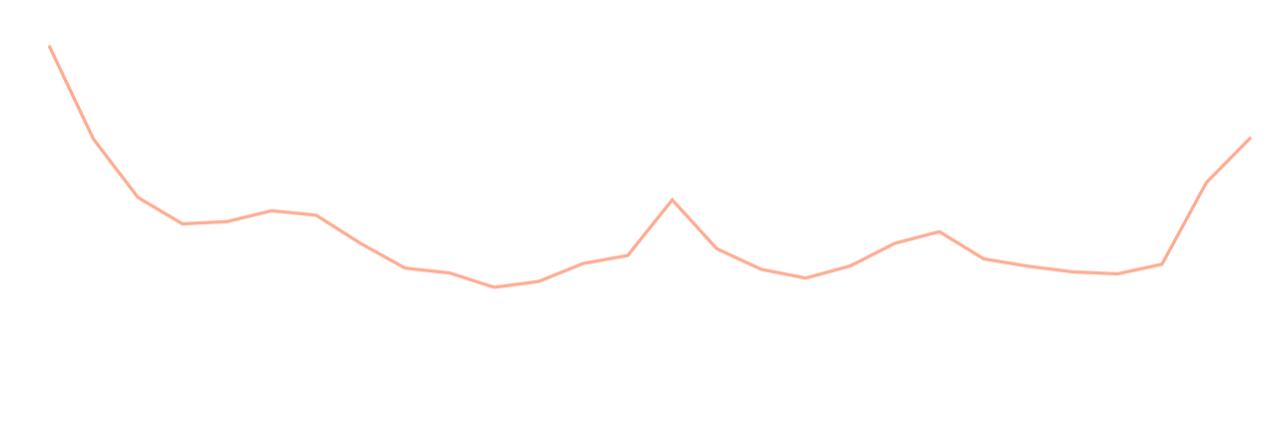
History Data

Upload Tracking

	shop_name_venture	data_...	brand_...	shop_id	Record Count	total...
1.	BOSCH OFFICIAL STO...	Sep 14, ...	BOSCH ...	75810249	1	13
2.	UNILEVER BEAUTY V...	Oct 6, ...	UNILEV...	749531835...	1	0
3.	COLGATE THAILAND T...	Oct 6, ...	COLGATE	7495116017...	1	0
4.	NESTLÉ HEALTH BEA...	Oct 6, ...	NESTLE	749548631...	1	0
5.	PHILIPS LIGHTING-SH...	Oct 6, ...	PHILIPS...	162294971	1	1
6.	AMERICAN STANDAR...	Oct 6, ...	AMERIC...	430981536	1	1
7.	OAKLEY SHOPEE SG - ...	Oct 6, ...	OAKLEY	55945465	1	2
8.	MIDEA SG - SHOPEE	Oct 6, ...	MIDEA	600871621	1	11
9.	MY UNDER ARMOUR...	Oct 6, ...	UNDER ...	313468015	1	15
10.	MISE EN SCENE OFFIC...	Oct 6, ...	MISE EN...	893470675	1	47
11.	TFFAI TH - SHOPFF	Oct 6	TFFAI	27020571	1	53

1-100 / 3451 < >

total_chats
84.6K



Jan 1, 2023 - Oct 9, 2024

Currency: Local Currency

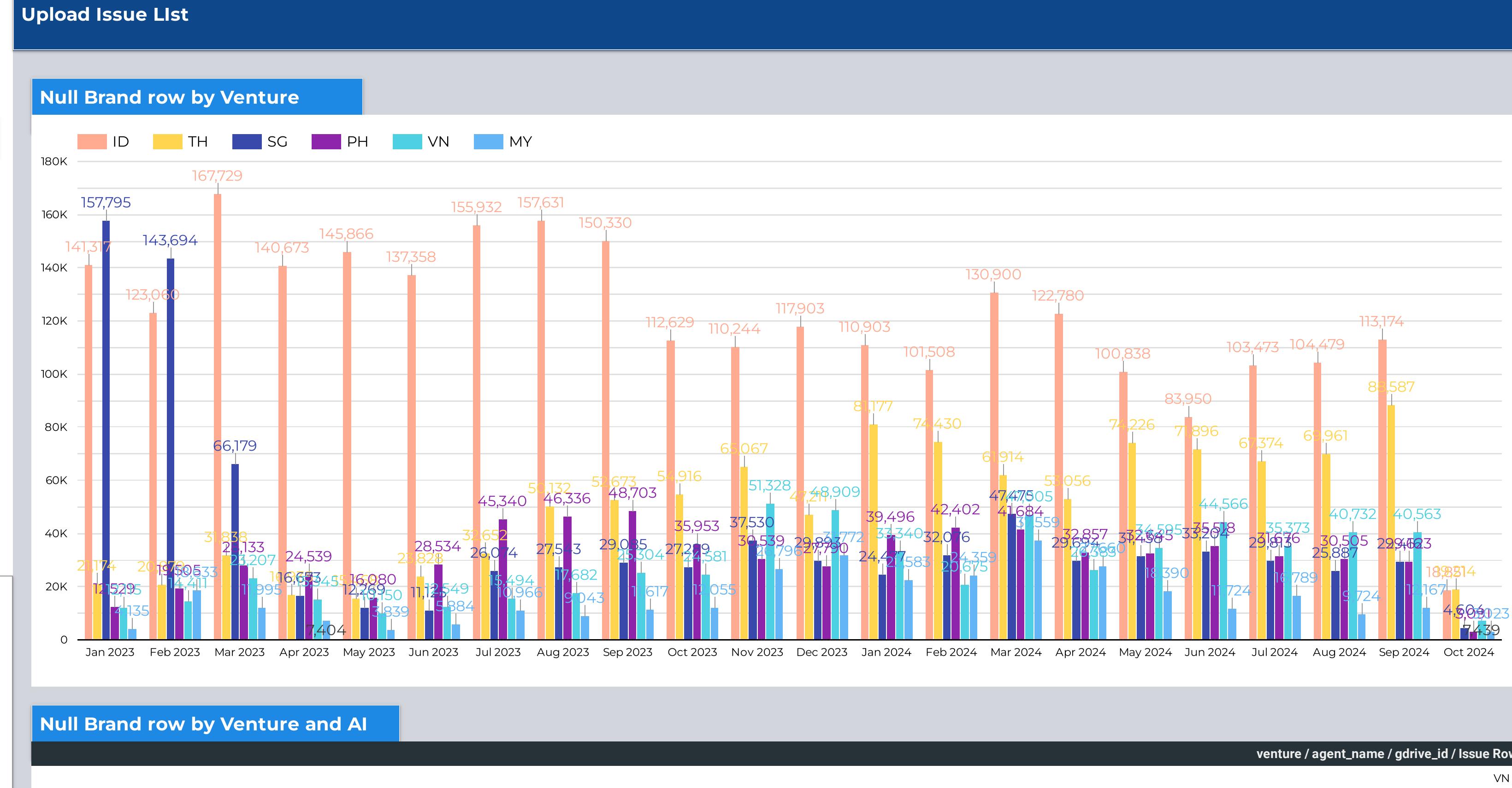
venture

Agent Name

Use CX Service: YES (I)

Brand Name

session_id Equals Enter a value



Null Brand row by Venture and AI

	venture / agent_name / gdrive_id / Issue Row	VN	VH	TT	TN	TM	SN	PP	PA
date_input (...)	gdrive_id	Issue Row	gdrive_id	Issue Row	gdrive_id	Issue Row	gdrive_id	Issue Row	gdrive_id
Oct 2024	-	-	5	1,069	-	-	4	686	5
Sep 2024	1	187	20	3,849	-	-	21	3,609	21
Aug 2024	-	-	21	4,318	-	-	1	141	15
Jul 2024	-	-	25	3,795	-	-	-	-	-
Jun 2024	-	-	21	4,014	-	-	-	-	-
May 2024	-	-	21	3,351	-	-	-	-	-
Apr 2024	-	-	24	3,403	-	-	-	-	-
Mar 2024	-	-	21	4,213	-	-	-	-	-
Feb 2024	-	-	17	2,118	-	-	-	-	-
Jan 2024	-	-	23	3,137	-	-	-	-	-
Dec 2023	-	-	15	3,812	-	-	-	-	-
Nov 2023	-	-	21	5,600	-	-	-	-	-
Oct 2023	-	-	21	1,788	-	-	-	-	-
Sep 2023	-	-	19	1,961	-	-	-	-	-
Aug 2023	-	-	22	1,836	-	-	-	-	-
date_input	ventu... agent... gdrive_id	Issue Row	platform_n...	brand_name	log_brand_name	shop_id	shift	Issue Row	4
1.	Mar 20, 2024	PH	JM	20240613718267570_Daily Log 20240320_20240320 copy.xlsx	shopee	null	IQOS	17.01-18.00	203
2.	Jan 2, 2024	PH	JM	20240614718329548_Daily Log 20240102_20240102.xlsx	shopee	null	3M	13.01-14.00	100
3.	Feb 1, 2024	PH	JM	20240614718329484_Daily Log 20240201_20240201.xlsx	shopee	null	3M	12.01-13.00	100
4.	Dec 9, 2023	PH	JC	2023121702351799_Daily Log 20231209_20231209.xlsx	lazada	null	3M	22.01-23....	100
5.	Aug 30, 2023	PH	HE	202308316163454030_Daily Log 20230830_20230830.xlsx	shopee	null	3M	15.01-16.00	100
6.	Feb 3, 2024	PH	jm	20240614718329478_Daily Log 20240203_20240203.xlsx	shopee	null	shopee	16.01-17.00	98
7.	Jun 26, 2024	PH	JM	202406291719664951_Daily Log 20240626_20240626.xlsx	lazada	null	TEFAL	2024-06...	84
8.	Sep 4, 2023	PH	MW	202309091694253848_Daily Log 20230904_20230904.xlsx	shopee	null	3M	16.01-17.00	69
9.	Sep 4, 2023	PH	MW	202309091694253848_Daily Log 20230904_20230904.xlsx	shopee	null	3M	17.01-18.00	31
10.	Mar 23, 2023	MY	ZZ	lhq03VMsN0rmskHwZHSbgOuaqNRK5fPx	shopee	null	Invalid Shop ID	09.01-10...	18
11.	Jun 26, 2024	PH	JM	202406291719664951_Daily Log 20240626_20240626.xlsx	lazada	null	MOLTEN	2024-06...	17
12.	Jun 6, 2023	MY	HS	20230608166213275_Daily Log 20230606_20230606 - Harri.csv	shopee	null	Invalid Shop ID	16.01-17.00	13
13.	Apr 19, 2023	MY	ZZ	1WT2c8IfgAapNtm-Izj7Q6WdlZkUqKa	shopee	null	Invalid Shop ID	10.01-11.00	13
14.	May 28, 2023	MY	ZZ	202305291685325278_Daily Log 20230528_20230528.csv	shopee	null	Invalid Shop ID	12.01-13.00	12
15.	Apr 8, 2023	MY	ZZ	1tUectRpqnPyshYgwA7Y694h4Per4PCm	shopee	null	Invalid Shop ID	11.01-12.00	12
16.	Apr 18, 2023	MY	ZZ	1rzVvF2BTR0x2p95QvKngVjUyXHqgFb	shopee	null	Invalid Shop ID	14.01-15.00	12
17.	Mar 29, 2023	MY	ZZ	1r_OOU3rt7Kn1Krqt76gxCqwOfx0ZxQv2	shopee	null	Invalid Shop ID	08.01-09....	12
18.	Feb 23, 2023	MY	HS	1bPxpEFpNx5NT3DPQhnPBjZQ_UVNNt	shopee	null	Invalid Shop ID	10.01-11.00	12
19.	Jun 16, 2023	MY	EE	20230619167184638_Daily Log 20230616_20230616-Ellie.csv	shopee	null	Invalid Shop ID	11.01-12.00	11
20.	Apr 18, 2023	MY	ZZ	1rzVvF2BTR0x2p95QvKngVjUyXHqgFb	shopee	null	Invalid Shop ID	09.01-10....	11
21.	Apr 11, 2023	MY	ZZ	13QAauvXFdC6vn7KhNhQ5ExBb2yZC	shopee	null	Invalid Shop ID	08.01-09....	11
22.	Apr 25, 2023	MY	ZZ	1txEizJcbktjAGkwAllmn3k4oAFOydf	shopee	null	Invalid Shop ID	14.01-15.00	11
Grand t...									
1 - 100 / 1771 < >									

