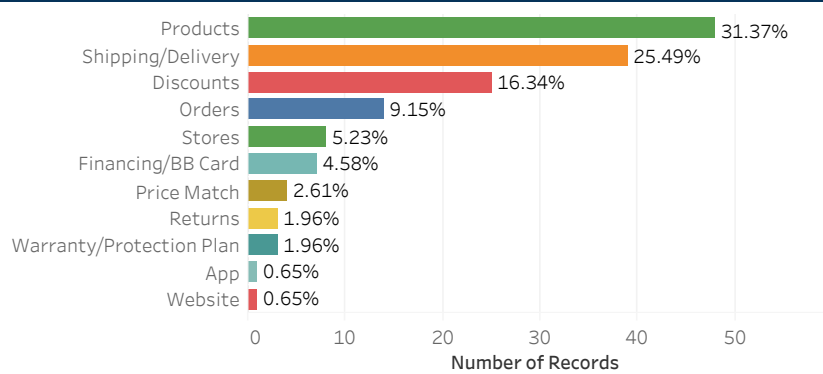# Live Chat Analysis

Select Date Range:
All values
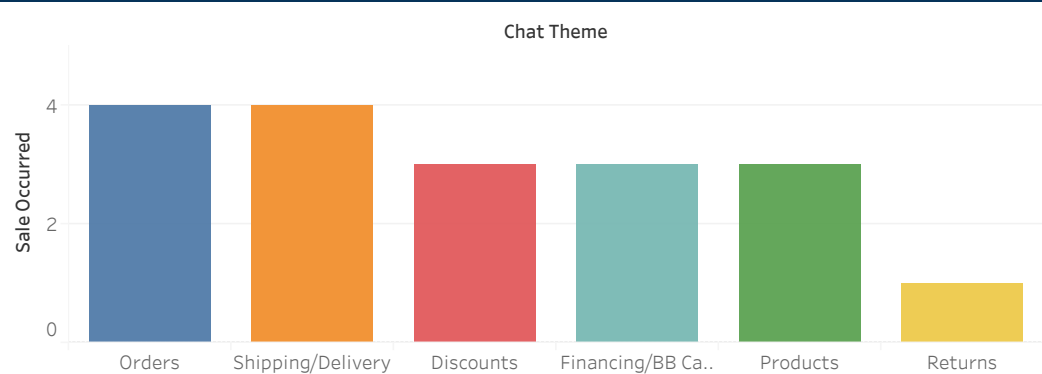
Select Chat Theme:
All

Chat Resulted in Sale?
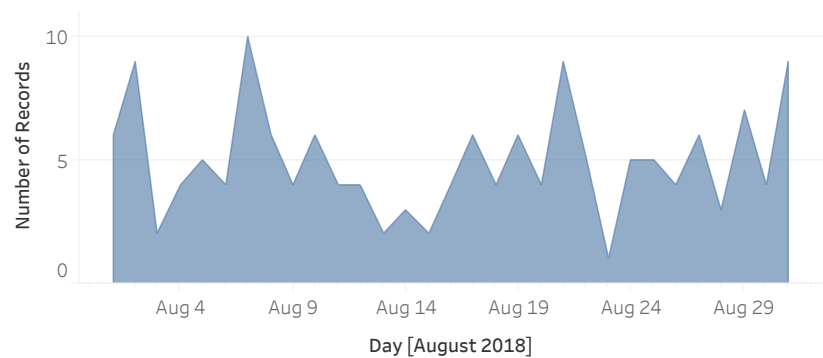Yes

Chats by Theme

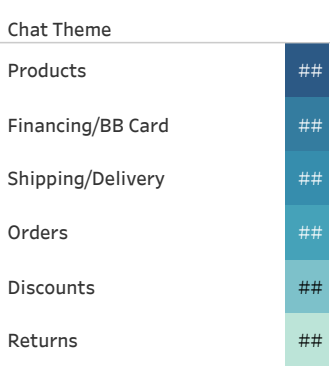| Theme	%
Products	31.37%
Shipping/Delivery	25.49%
Discounts	16.34%
Orders	9.15%
Stores	5.23%
Financing/BB Card	4.58%
Price Match	2.61%
Returns	1.96%
Warranty/Protection Plan	1.96%
App	0.65%
Website	0.65%

Number of Records

Chats by Sales

Chat Theme

Sale Occurred

Orders — Shipping/Delivery — Discounts — Financing/BB Ca.. — Products — Returns

Chats by Date

Number of Records

Aug 4 Aug 9 Aug 14 Aug 19 Aug 24 Aug 29

Day [August 2018]

Chats by Sales Value

Chat Theme	
Products	##
Financing/BB Card	##
Shipping/Delivery	##
Orders	##
Discounts	##
Returns	##

Chats by Engagement (minutes)

4.86%
18.29%
14.88%
22.07%
17.70%
22.21%

Legend
- Products
- Financing/B..
- Shipping/D..
- Orders
- Discounts
- Returns