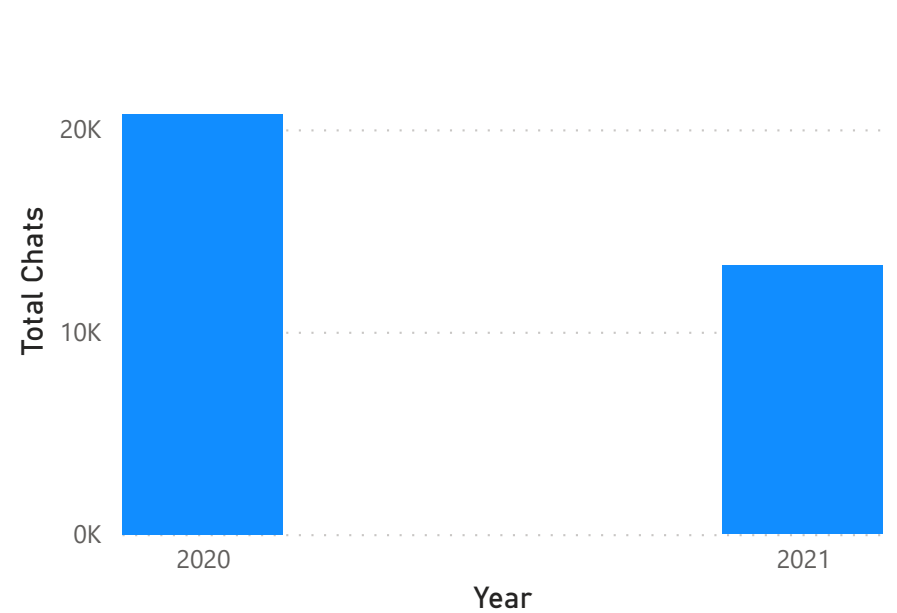
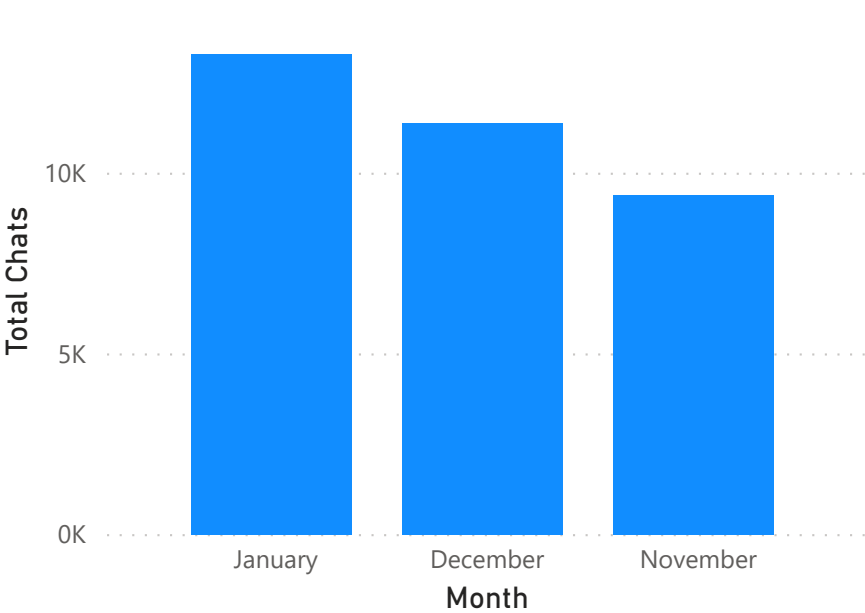


# Chat Volume Trend

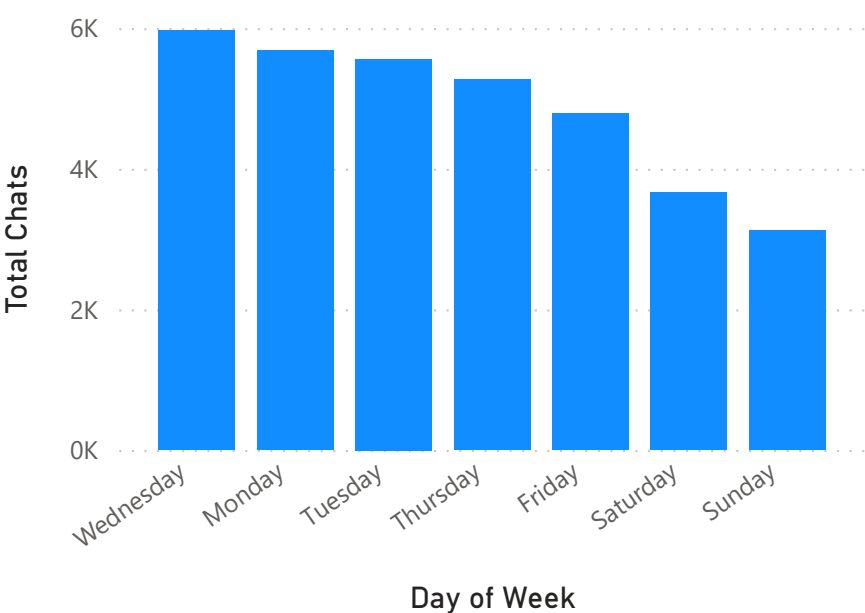
Yearly Volume Trend



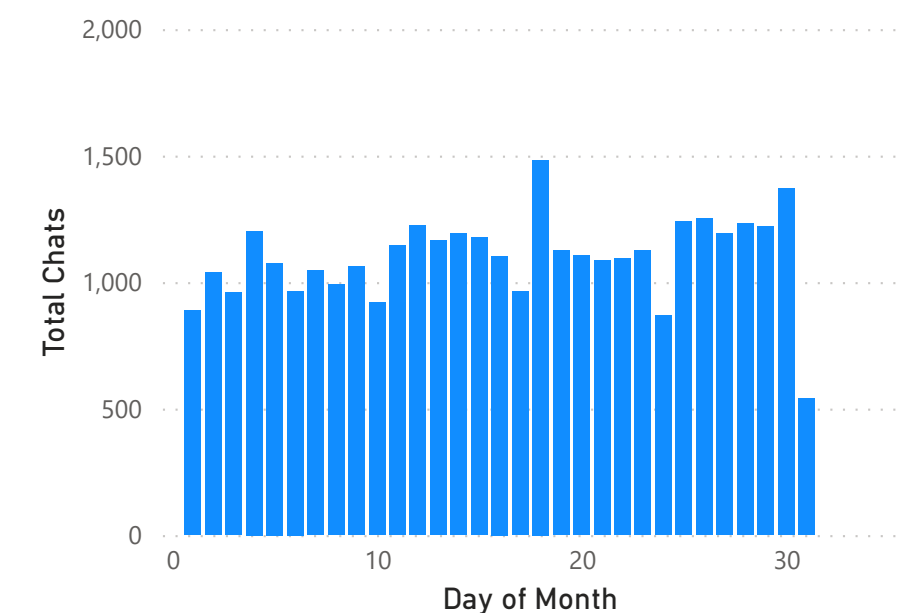
Monthly Volume Trend



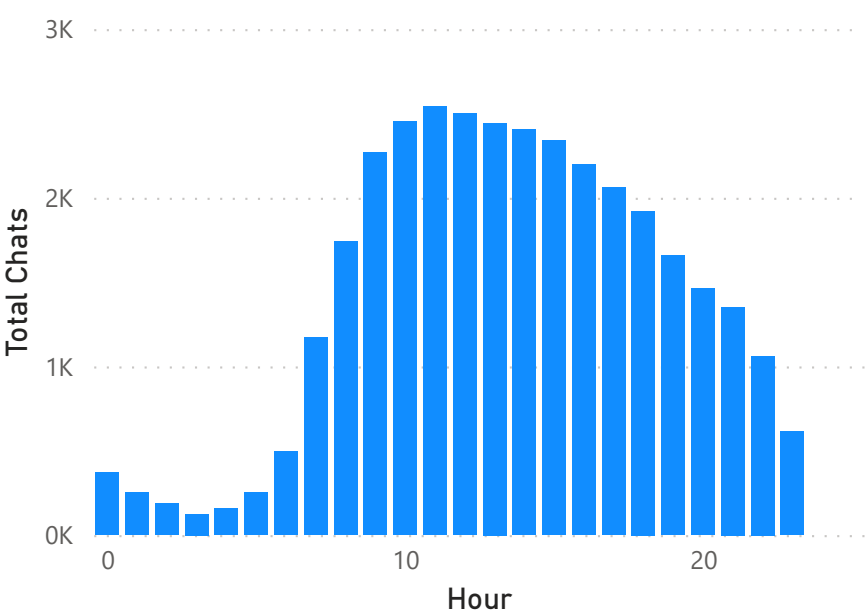
Volume Trend by Day of Week



Volume Trend by Day of Month



Hourly Volume Trend



Count of Unique Customers

18.03K

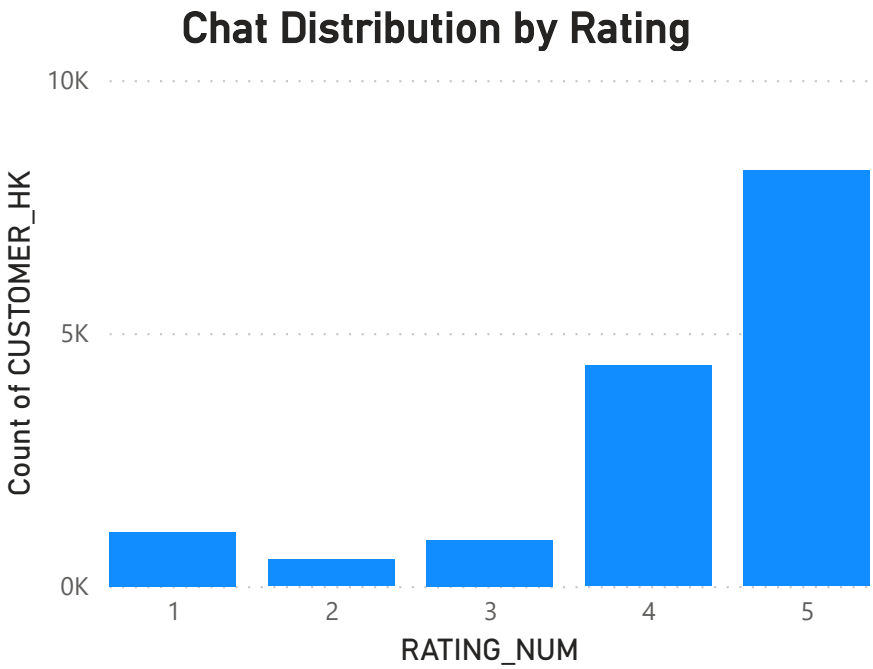
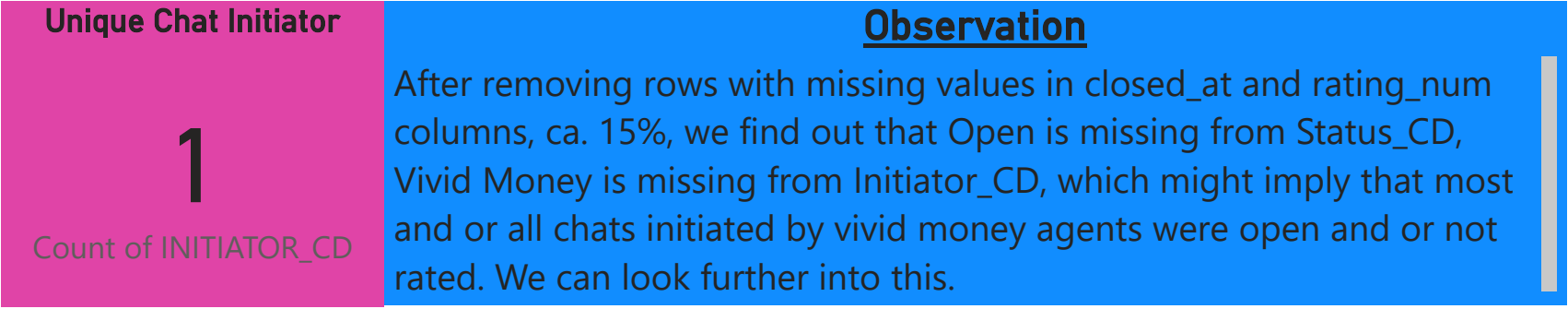
Count of CUSTOMER\_HK

Unique Conversation Keys

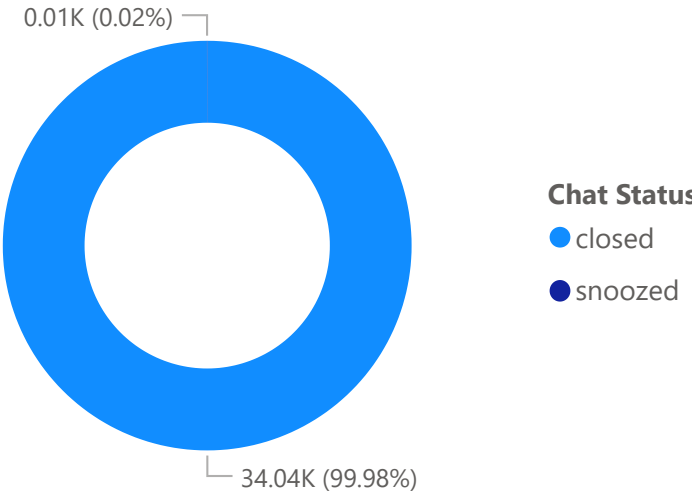
33.37K

Count of CONVERSATION\_HK

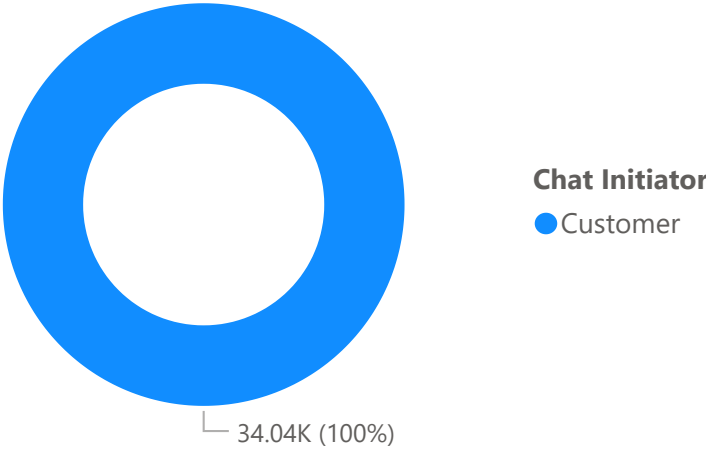
# Chat Distribution



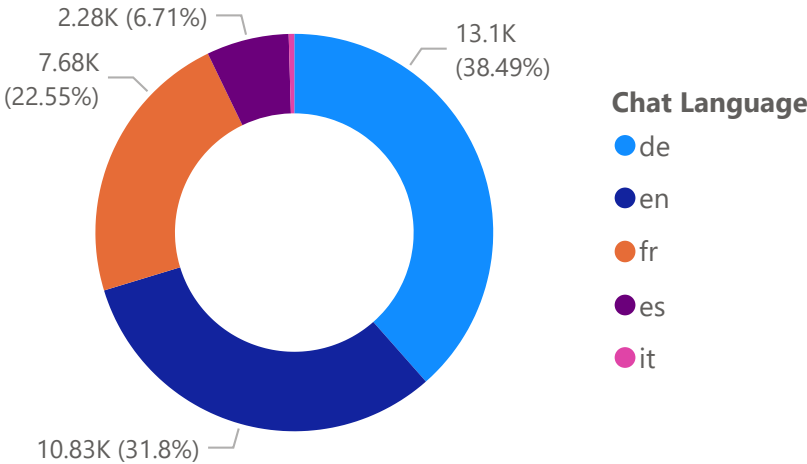
Chat Distribution by Status



Chat Distribution by Initiator



Chat Distribution by Language



# First Response Time / Chat Handle Time

<b>Minimum First Response Time</b> <b>0.18</b> <b>Minimum Chat Handle Time</b> <b>0.55</b>	<b>Median First Response Time</b> <b>59.77</b> <b>Median Chat Handle Time</b> <b>815.19</b>	<b>Average First Response Time</b> <b>838.52</b> <b>Average Chat Handle Time</b> <b>7.69K</b>	<b>Maximum First Response Time</b> <b>372.64K</b> <b>Maximum Chat Handle Time</b> <b>459.37K</b>
---	--	--	---

