Chat Volume Trend



Chat Distribution



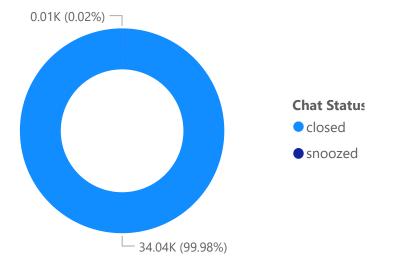
Unique Chat Initiator

Count of INITIATOR_CD

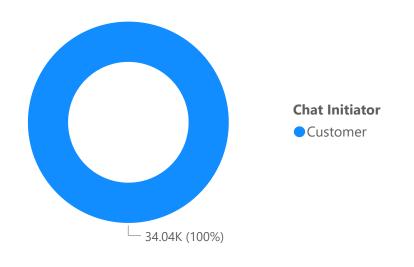
Observation

After removing rows with missing values in closed_at and rating_num columns, ca. 15%, we find out that Open is missing from Status_CD, Vivid Money is missing from Initiator_CD, which might imply that most and or all chats initiated by vivid money agents were open and or not rated. We can look further into this.

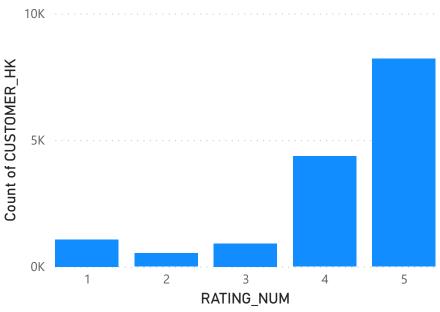
Chat Distribution by Status



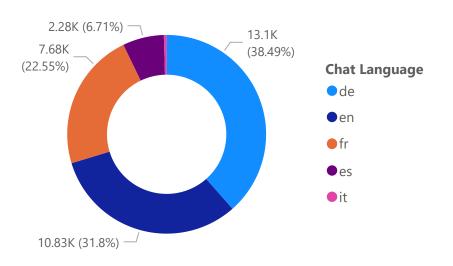
Chat Distribution by Initiator



Chat Distribution by Rating



Chat Distribution by Language



First Response Time / Chat Handle Time

Minimum First Response Time

0.18

Minimum Chat Handle Time

0.55

Median First Response Time

59.77

Median Chat Handle Time

815.19

Average First Response Time

838.52

Average Chat Handle Time

7.69K

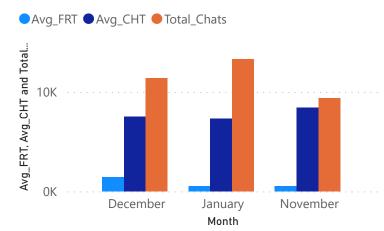
Maximum First Response Time

372.64K

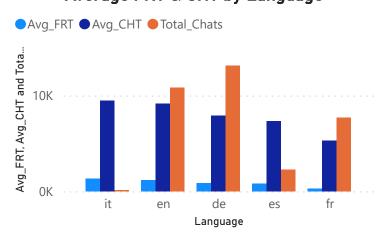
Maximum Chat Handle Time

459.37K

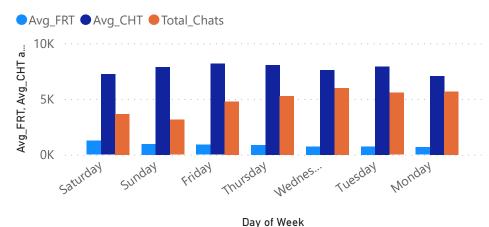
Average FRT & CHT by Day of Week



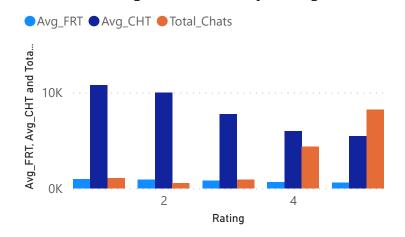
Average FRT & CHT by Language



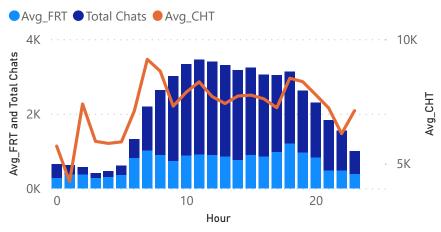
Average FRT & CHT by Day of Week



Average FRT & CHT by Rating



Average FRT & CHT by Hour



Average FRT & CHT by Plan

