This is chat data, this has a list of each interaction with a customer service agent.

1. Chat Duration – Time taken by each of the agent or team to resolve. We can calculate the Average time(Column C) taken by each team (Column D) and find out which team is efficient
2. Customer Rating – **Column O** – This is rating by customer
   1. We can calculate either average of all the numbers to determine customer satisfaction score
   2. Promoter Percentage – Number of customer rating (9 – 10) compared to all customer ratings (0 – 10). In the attached sample, we have a total of 2282 customers rating either 9 or 10. We have a total of 4807 customer rating. In this case Promoter % will be (2282/4807) = 47.47%
   3. Detractor Percentage – Number of customer rating (0-6) compared to all customer ratings (0-10). In the attached sample, we have a total of 1513 customers rating from (0 – 6). We have a total of 4807 customer rating. In this case Detractor % will be (1513/4807) = 31.47%
   4. Neutral Percentage – Number of customer rating (7-8) compared to all customer ratings (0-10). In the attached sample, we have a total of 1012 customers rating from (0 – 6). We have a total of 4807 customer rating. In this case Detractor % will be (1012/4807) = 21.05%
3. We can also calculate the above customer rating team wise
4. Column G – This can be used to determine the number of customer who closed the chat window, where agent closed the window, where system closed the window
5. We can also use **column I** to find out the most frequently used browsers
6. Column J can be used to find out the most used Operating System
7. Column P – Can be used to calculate the number of issues resolved