



Resolution rate drivers ⓘ

Topic	Rate	Impact	Detail
Greeting	100%	4%	Detail
emotional health	0%	-3%	Detail
Health Goal	75%	13%	Detail
General start	0%	-6%	Detail

Escalation rate drivers ⓘ

Topic	Rate	Impact	Detail
Onboarding	0%	-3%	Detail
Medical condition	33%	5%	Detail
Health Goal	0%	-5%	Detail
Greeting	0%	-1%	Detail

Abandon rate drivers ⓘ

Topic	Rate	Impact	Detail
Onboarding	100%	15%	Detail
Medical condition	0%	-10%	Detail
Health Goal	25%	-5%	Detail
Greeting	0%	-3%	Detail