



DASHBOARD

Pick a Semester

RUNNING SNAPSHOT

Running Total of Chats

0

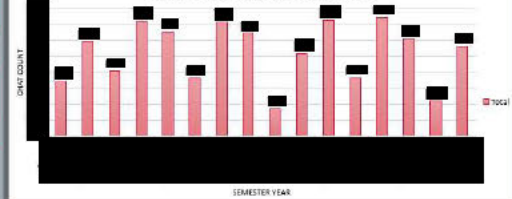
Number of Semesters

0

Total RLC Staff

0

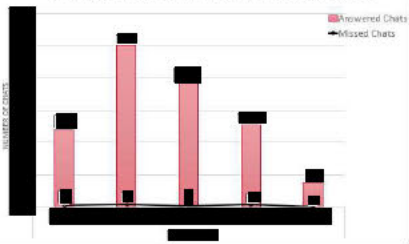
Chat Count through Semesters



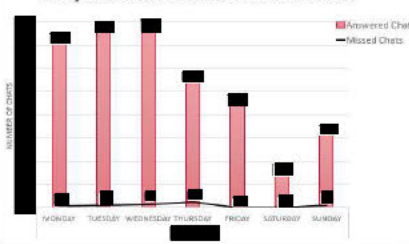
Key Metrics For

Total Chats Answered	Total Missed Chats	Total Chats Rated	Total Tickets Made	Average Messages	Average Wait Time (s)	Average Duration (min)	Total Staff
0	0	0	0	0	0	0	0

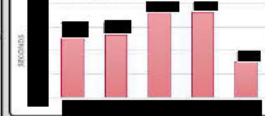
Monthly Chat Distribution Based on Selected Semester



Weekly Chat Distribution Based on Selected Semester



Average Wait Time (s) by Month



Average Duration (min) by Month



RLC Student Information

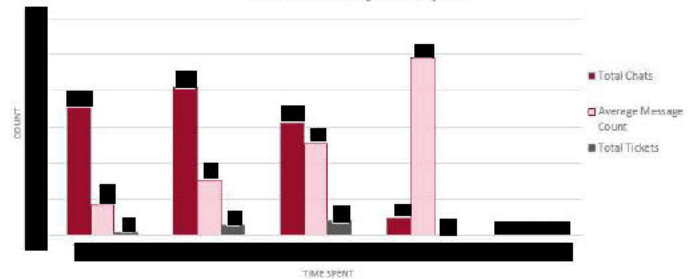
1. Pick an RLC Assistant

2. Pick up to 3 Semesters

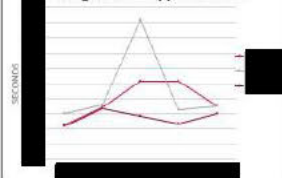
Key Metrics For

Total Chats Answered	Total Chats Rated	Total Tickets Made	Average Wait Time (s)	Average Duration (min)
0	0	0	0	0

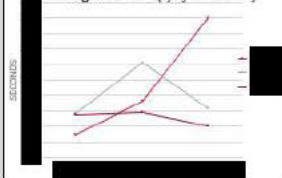
Chat Metrics by Time Spent



Average Wait Time (s) Over Months



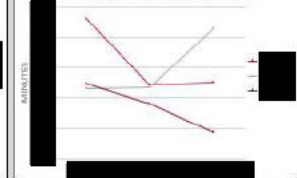
Average Wait Time (s) By Time of Day



Avg Chat Duration (min) Over Months



Avg Chat Duration (min) by Time of Day



Rating Counts by Time of Day



Rating Counts by Semester

