

**University of Alabama at Birmingham: Canvas Support
Admin Report**
(Updated: 3/7/2018 1:01:15 PM)

Volume By Channel

| | 2017 | | | | | | | | | | | 2018 | | Trend |
|------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|--|-------|
| | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | | |
| All Contacts | 244 | 216 | 268 | 300 | 221 | 421 | 390 | 310 | 132 | 130 | 322 | 155 | | |
| Phone contacts | 129 | 134 | 156 | 199 | 145 | 239 | 219 | 161 | 68 | 75 | 212 | 99 | | |
| Chat contacts | 71 | 60 | 86 | 58 | 55 | 112 | 93 | 98 | 52 | 51 | 88 | 50 | | |
| Webform contacts | 44 | 22 | 26 | 43 | 21 | 70 | 78 | 51 | 12 | 4 | 22 | 6 | | |

Channel Mix

| | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Trend |
|------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| % Of All Contacts by Phone | 52.9% | 62.0% | 58.2% | 66.3% | 65.6% | 56.8% | 56.2% | 51.9% | 51.5% | 57.7% | 65.8% | 63.9% | |
| % Of All Contacts by Chat | 29.1% | 27.8% | 32.1% | 19.3% | 24.9% | 26.6% | 23.8% | 31.6% | 39.4% | 39.2% | 27.3% | 32.3% | |
| % Of All Contacts by Webform | 18.0% | 10.2% | 9.7% | 14.3% | 9.5% | 16.6% | 20.0% | 16.5% | 9.1% | 3.1% | 6.8% | 3.9% | |

Abandon Rate

| | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Trend |
|---------------------|------|------|------|------|------|------|------|------|------|------|------|------|-------|
| Abandon Rate: Phone | 1.6% | 3.7% | 3.8% | 4.0% | 3.4% | 7.5% | 4.6% | 0.6% | 1.5% | 5.3% | 9.0% | 4.0% | |
| Abandon Rate: Chat | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | |
| Voicemail Count | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |

Average Speed To Answer

| | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Trend |
|---------------------------|------|------|------|------|------|------|------|------|------|------|------|------|-------|
| ASA: phones (in seconds) | 27.0 | 27.0 | 25.0 | 31.0 | 21.0 | 44.0 | 19.0 | 17.0 | 13.0 | 11.0 | 32.0 | 14.0 | |
| ASA: chat (in seconds) | 6.4 | 0.2 | 4.0 | 0.2 | 0.2 | 13.3 | 4.7 | 3.5 | 4.7 | 13.9 | 19.3 | 0.3 | |
| ASA: webform (in minutes) | 22.2 | 17.1 | 14.4 | 35.7 | 33.3 | 15.4 | 15.0 | 16.2 | 10.1 | 7.6 | 5.0 | 2.8 | |

Average Handle Time

| | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Trend |
|--------------------------|------|------|-----|-----|------|-----|------|------|------|------|-----|------|-------|
| AHT: phones (in minutes) | 10.4 | 10.6 | 8.5 | 9.4 | 11.7 | 9.4 | 9.2 | 10.6 | 5.9 | 5.5 | 6.0 | 5.4 | |
| AHT: chats (in minutes) | 15.1 | 9.6 | 9.0 | 7.9 | 8.5 | 6.9 | 10.0 | 7.6 | 10.6 | 13.4 | 5.9 | 10.1 | |

Aggregate Interaction Time

| | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Trend |
|-----------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|-------|
| Aggregate time: phones (in hours) | 22.3 | 23.7 | 22.2 | 31.1 | 28.3 | 37.3 | 33.8 | 28.5 | 10.0 | 11.4 | 28.9 | 14.2 | |
| Aggregate time: chat (in hours) | 23.4 | 16.7 | 22.6 | 16.9 | 11.6 | 30.2 | 32.2 | 19.3 | 15.2 | 15.6 | 25.0 | 16.9 | |

SLA Metrics

| | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Trend |
|------------------------------------------------------|-------|--------|--------|--------|--------|-------|-------|-------|-------|--------|-------|--------|-------|
| Phones answered within 60 seconds 80% SLA | 87.6% | 85.8% | 89.1% | 85.9% | 91.7% | 74.5% | 91.8% | 92.5% | 95.6% | 93.3% | 74.5% | 87.9% | |
| Chats answered within 120 seconds (LiveChat) 80% SLA | 97.2% | 100.0% | 97.7% | 100.0% | 100.0% | 88.4% | 95.7% | 98.0% | 96.2% | 92.2% | 80.7% | 100.0% | |
| Webform Tickets answered within 60 minutes 80% SLA | 97.7% | 95.5% | 100.0% | 85.4% | 76.2% | 95.7% | 96.2% | 96.1% | 91.7% | 100.0% | 86.4% | 100.0% | |

First Contact Resolution

| | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Trend |
|------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 1st Contact Resolution | 88.6% | 89.8% | 91.7% | 86.7% | 87.9% | 89.2% | 86.6% | 88.9% | 90.4% | 89.8% | 88.7% | 90.9% | |

Customer Satisfaction

| | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Trend |
|--------------|-------|--------|-------|-------|-------|-------|-------|--------|--------|-------|-------|-------|-------|
| CSAT Overall | 87.5% | 100.0% | 84.6% | 72.7% | 90.0% | 88.2% | 88.5% | 100.0% | 100.0% | 90.9% | 95.2% | 90.9% | |