

University of Alabama at Birmingham: Canvas Support Report

(Updated: 6/15/2017 4:20:36 AM)

Volume by Channel

	2016						2017					12-mo Trend
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	
All Contacts	137	564	786	385	256	279	670	361	270	274	351	
Phone contacts	102	238	338	179	113	129	247	175	130	134	156	
Chat contacts	0	217	300	139	96	106	283	115	93	104	150	
Webform contacts	35	109	148	67	47	44	140	71	47	36	45	

Channel Mix

% Of All Contacts by Phone	74.5%	42.2%	43.0%	46.5%	44.1%	46.2%	36.9%	48.5%	48.1%	48.9%	44.4%	
% Of All Contacts by Chat	0.0%	38.5%	38.2%	36.1%	37.5%	38.0%	42.2%	31.9%	34.4%	38.0%	42.7%	
% Of All Contacts by Webform	25.5%	19.3%	18.8%	17.4%	18.4%	15.8%	20.9%	19.7%	17.4%	13.1%	12.8%	

Abandon Rate

Abandon Rate: Phones	1.0%	7.6%	3.3%	2.2%	3.5%	3.1%	3.6%	2.9%	1.5%	3.7%	3.8%	
Abandon Rate: Chat (LiveChat)	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Voicemail	0	0	0	0	0	0	0	0	0	0	0	

Average Speed to Answer

ASA: phones (in seconds)	12.0	32.0	32.0	27.0	22.0	21.0	32.0	25.0	27.0	27.0	25.0	
ASA: chat (in seconds)	0.0	19.5	2.1	1.6	1.9	0.1	4.8	0.4	7.5	0.3	6.6	
ASA: webform (in minutes)	31.9	20.6	22.4	19.5	25.1	27.9	23.2	18.7	23.5	28.2	23.4	

Average Handle Time

AHT: phones (in minutes)	9.4	9.3	9.7	9.0	9.1	10.9	9.3	9.1	10.3	10.6	8.5	
AHT: chats (in minutes)	0.0	15.6	14.3	17.4	13.5	18.2	16.2	16.5	20.4	15.1	14.8	

Aggregate Interaction Time

Aggregate time: phones (in hours)	16.2	37.0	56.2	26.9	17.2	23.5	38.3	26.6	22.4	23.7	22.3	
Aggregate time: chat (in hours)	0.0	56.3	71.3	40.2	21.6	32.2	76.5	31.7	31.7	26.1	37.1	

% of Contacts Answered within SLA

Phones answered within 60 seconds 80 % SLA	98.0%	80.3%	81.4%	86.0%	88.5%	89.9%	80.2%	88.6%	87.7%	85.8%	89.1%	
Chats answered within 120 seconds (LiveChat) 80% SLA	0.0%	94.5%	99.0%	99.3%	99.0%	100.0%	97.9%	98.3%	97.8%	100.0%	98.0%	
Webform Tickets answered within 60 minutes 80% SLA	85.7%	99.1%	93.2%	97.0%	91.3%	95.3%	97.1%	97.1%	97.8%	91.7%	97.7%	

1st Contact Resolution

1st Contact Resolution	73%	76%	76%	77%	78%	81%	91%	91%	91%	90%	90%	
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Customer Satisfaction

CSAT Overall	93%	90%	89%	89%	89%	89%	90%	90%	91%	90%	90%	
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