### Volume by Channel

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### Channel Mix

- % Of All Contacts by Phone: 44.1%, 46.2%, 36.9%, 48.5%, 48.1%, 48.9%, 44.4%, 51.2%, 53.5%, 38.5%, 35.8%, 41.8%
- % Of All Contacts by Chat: 37.5%, 38.0%, 42.2%, 31.9%, 34.4%, 38.0%, 42.7%, 33.2%, 30.3%, 42.4%, 36.7%
- % Of All Contacts by Webform: 18.4%, 15.8%, 20.9%, 19.7%, 17.4%, 13.1%, 12.8%, 15.7%, 16.2%, 19.2%, 21.6%

### Abandon Rate

- Abandon Rate: Phones 3.5%, 3.1%, 3.6%, 2.9%, 1.5%, 3.7%, 3.8%, 4.0%, 3.4%, 7.5%, 4.5%
- Abandon Rate: Chat (LiveChat) 0.0%, 0.0%, 0.0%, 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) 22.0, 21.0, 32.0, 25.0, 27.0, 27.0, 25.0, 31.0, 21.0, 44.0, 18.0
- ASA: chat (in seconds) 1.9, 0.1, 4.8, 0.4, 7.5, 0.3, 6.6, 0.3, 37.9, 9.6
- ASA: webform (in minutes) 25.1, 27.9, 23.2, 18.7, 23.5, 28.2, 23.4, 43.9, 48.6, 26.4, 24.0

### Average Handle Time

- AHT: phones (in minutes) 9.1, 10.9, 9.3, 9.1, 10.3, 10.6, 8.5, 9.4, 11.7, 9.4, 9.2

### Aggregate Interaction Time

- Aggregate time: phones (in hours) 17.2, 23.5, 38.3, 26.6, 22.4, 23.7, 22.3, 31.2, 28.4, 37.4, 34.2
- Aggregate time: chat (in hours) 21.6, 32.2, 76.5, 31.7, 31.7, 26.1, 37.1, 34.6, 18.5, 68.7, 64.0

### % of Contacts Answered within SLA

- Phones answered within 60 seconds 80% SLA 88.5%, 89.9%, 80.2%, 88.6%, 87.7%, 85.8%, 89.1%, 85.9%, 91.7%, 74.5%, 91.9%
- Chats answered within 120 seconds (LiveChat) 80% SLA 99.0%, 100.0%, 97.9%, 98.3%, 97.8%, 100.0%, 98.0%, 100.0%, 100.0%, 86.7%, 96.9%
- Webform Tickets answered within 60 minutes 80% SLA 91.3%, 95.3%, 97.1%, 97.1%, 97.8%, 91.7%, 97.7%, 93.0%, 86.0%, 94.9%, 95.5%

### 1st Contact Resolution

- 78%, 81%, 91%, 91%, 91%, 90%, 90%, 90%, 89%, 90%, 90%

### Customer Satisfaction

- CSAT Overall 89%, 89%, 90%, 90%, 91%, 90%, 90%, 88%, 90%, 90%, 90%