

University of Alabama at Birmingham: Canvas Support Report

(Updated: 11/3/2017 4:14:10 AM)

Volume by Channel

	2016	2017										12-mo Trend
	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	
All Contacts	279	670	361	270	274	351	389	271	621	529	399	
Phone contacts	129	247	175	130	134	156	199	145	239	221	163	
Chat contacts	106	283	115	93	104	150	129	82	263	194	152	
Webform contacts	44	140	71	47	36	45	61	44	119	114	84	

Channel Mix

% Of All Contacts by Phone	46.2%	36.9%	48.5%	48.1%	48.9%	44.4%	51.2%	53.5%	38.5%	41.8%	40.9%	
% Of All Contacts by Chat	38.0%	42.2%	31.9%	34.4%	38.0%	42.7%	33.2%	30.3%	42.4%	36.7%	38.1%	
% Of All Contacts by Webform	15.8%	20.9%	19.7%	17.4%	13.1%	12.8%	15.7%	16.2%	19.2%	21.6%	21.1%	

Abandon Rate

Abandon Rate: Phones	3.1%	3.6%	2.9%	1.5%	3.7%	3.8%	4.0%	3.4%	7.5%	4.5%	0.6%	
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)	21.0	32.0	25.0	27.0	27.0	25.0	31.0	21.0	44.0	18.0	17.0	
ASA: chat (in seconds)	0.1	4.8	0.4	7.5	0.3	6.6	0.3	0.3	37.9	9.6	4.3	
ASA: webform (in minutes)	27.9	23.2	18.7	23.5	28.2	23.4	43.9	48.6	26.4	24.0	26.6	

Average Handle Time

AHT: phones (in minutes)	10.9	9.3	9.1	10.3	10.6	8.5	9.4	11.7	9.4	9.2	10.6	
AHT: chats (in minutes)	18.2	16.2	16.5	20.4	15.1	14.8	16.1	13.5	15.7	19.8	13.3	

Aggregate Interaction Time

Aggregate time: phones (in hours)	23.5	38.3	26.6	22.4	23.7	22.3	31.2	28.4	37.4	34.2	28.7	
Aggregate time: chat (in hours)	32.2	76.5	31.7	31.7	26.1	37.1	34.6	18.5	68.7	64.0	33.8	

% of Contacts Answered within SLA

Phones answered within 60 seconds 80 % SLA	89.9%	80.2%	88.6%	87.7%	85.8%	89.1%	85.9%	91.7%	74.5%	91.9%	92.6%	
Chats answered within 120 seconds (LiveChat) 80% SLA	100.0%	97.9%	98.3%	97.8%	100.0%	98.0%	100.0%	100.0%	86.7%	96.9%	98.7%	
Webform Tickets answered within 60 minutes 80% SLA	95.3%	97.1%	97.1%	97.8%	91.7%	97.7%	93.0%	86.0%	94.9%	95.5%	96.4%	

1st Contact Resolution

1st Contact Resolution	81%	91%	91%	91%	90%	90%	90%	89%	90%	90%	89%	
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Customer Satisfaction

CSAT Overall	89%	90%	90%	91%	90%	90%	88%	90%	90%	90%	89%	
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