

## University of Alabama at Birmingham: Canvas Support Report

(Updated: 5/5/2017 4:13:52 AM)

### Volume by Channel

	2016							2017				12-mo Trend
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	
All Contacts	245	137	564	786	385	256	279	670	361	270	274	
Phone contacts	171	102	238	338	179	113	129	247	175	130	134	
Chat contacts	0	0	217	300	139	96	106	283	115	93	104	
Webform contacts	74	35	109	148	67	47	44	140	71	47	36	

### Channel Mix

% Of All Contacts by Phone	69.8%	74.5%	42.2%	43.0%	46.5%	44.1%	46.2%	36.9%	48.5%	48.1%	48.9%	
% Of All Contacts by Chat	0.0%	0.0%	38.5%	38.2%	36.1%	37.5%	38.0%	42.2%	31.9%	34.4%	38.0%	
% Of All Contacts by Webform	30.2%	25.5%	19.3%	18.8%	17.4%	18.4%	15.8%	20.9%	19.7%	17.4%	13.1%	

### Abandon Rate

Abandon Rate: Phones	1.8%	1.0%	7.6%	3.3%	2.2%	3.5%	3.1%	3.6%	2.9%	1.5%	3.7%	
Abandon Rate: Chat (LiveChat)	0.0%	0.0%	0.0%	0.3%	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)	13.0	12.0	32.0	32.0	27.0	22.0	21.0	32.0	25.0	27.0	27.0	
ASA: chat (in seconds)	0.0	0.0	19.5	2.1	1.6	1.9	0.1	4.8	0.4	7.5	0.3	
ASA: webform (in minutes)	30.6	31.9	20.6	22.4	19.5	25.1	27.9	23.2	18.7	23.5	28.2	

### Average Handle Time

AHT: phones (in minutes)	9.2	9.4	9.3	9.7	9.0	9.1	10.9	9.3	9.1	10.3	10.6	
AHT: chats (in minutes)	0.0	0.0	15.6	14.3	17.4	13.5	18.2	16.2	16.5	20.4	15.1	

### Aggregate Interaction Time

Aggregate time: phones (in hours)	26.7	16.2	37.0	56.2	26.9	17.2	23.5	38.3	26.6	22.4	23.7	
Aggregate time: chat (in hours)	0.0	0.0	56.3	71.3	40.2	21.6	32.2	76.5	31.7	31.7	26.1	

### % of Contacts Answered within SLA

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

### 1st Contact Resolution

1st Contact Resolution	75%	73%	76%	76%	77%	78%	81%	91%	91%	91%	90%	
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### Customer Satisfaction

CSAT Overall	94%	93%	90%	89%	89%	89%	90%	90%	90%	91%	91%	
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