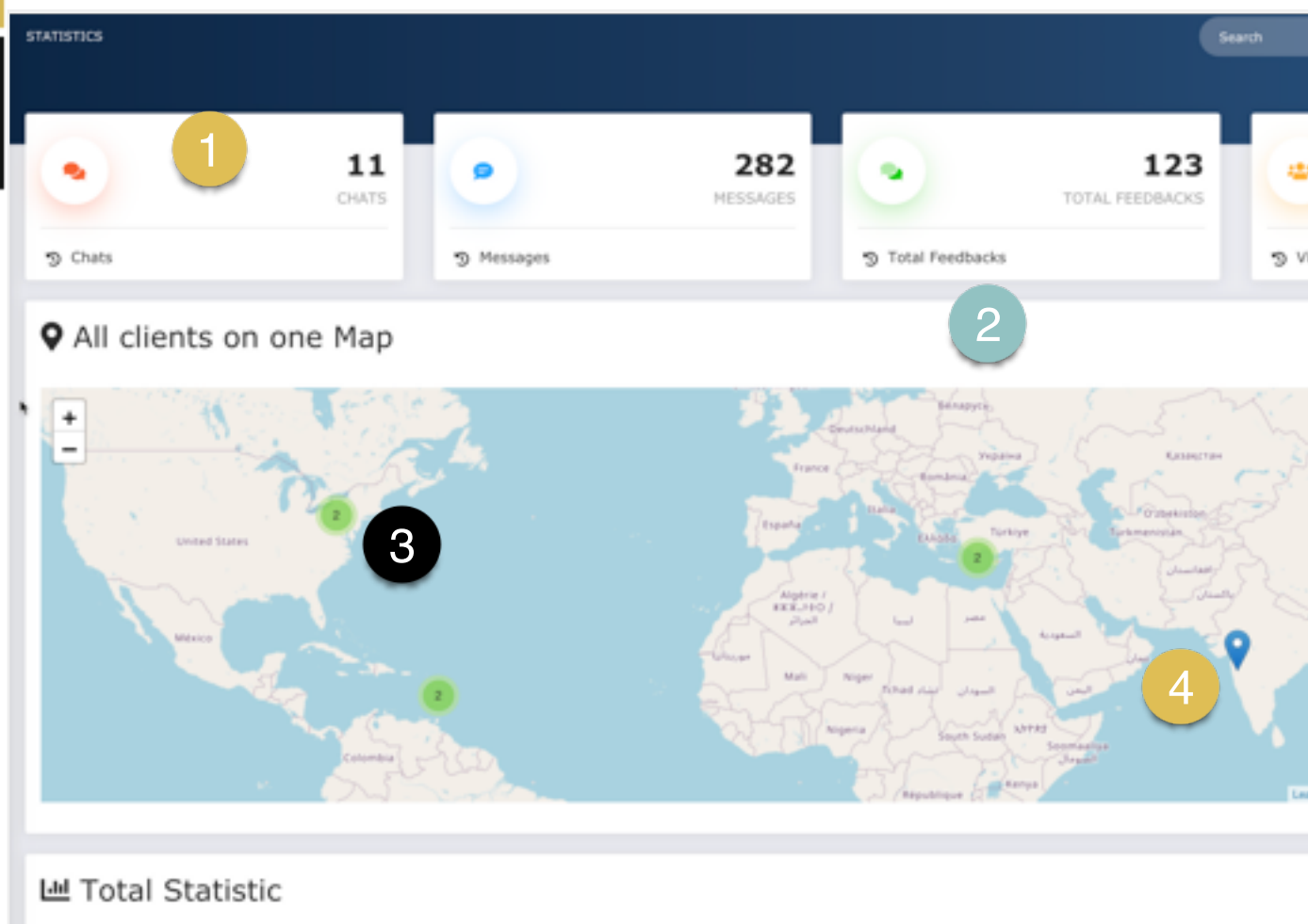


# 33. Live Chat Statistics



1

Quick statistics about the Live Chat, Website Visitors, Total Feedbacks and Total Messages.

2

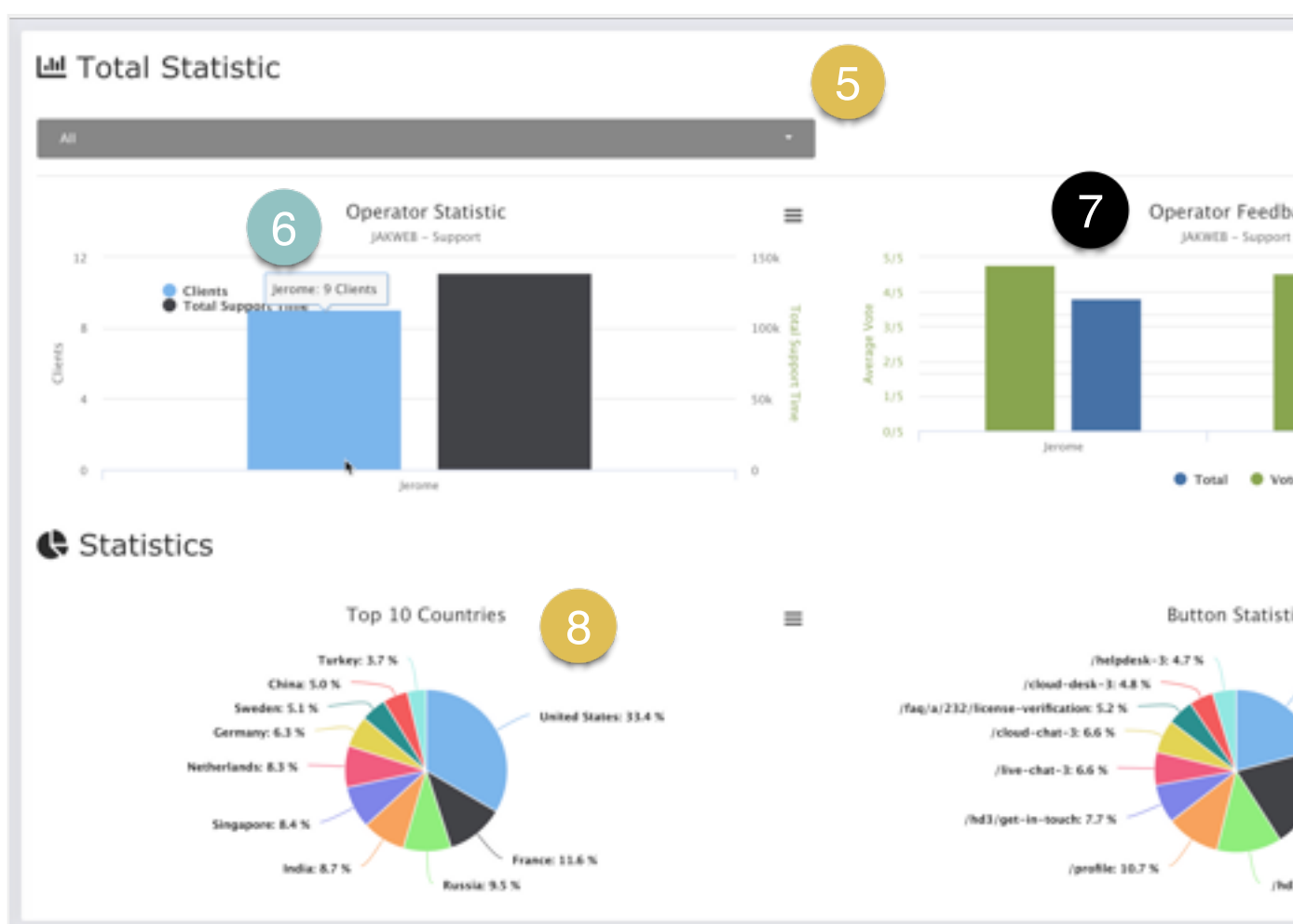
On the map you will have the last 50 clients where a GEO location was available.

3

The map does zoom in to show as many pins as possible, it will also group pins close to each other. Click on the numbers to zoom in further.

4

Click on each pin to display the name from the live chat conversation.



5

Generally it shows the statistics from all Live Chat Departments, however with the dropdown you can show only selected ones.

6

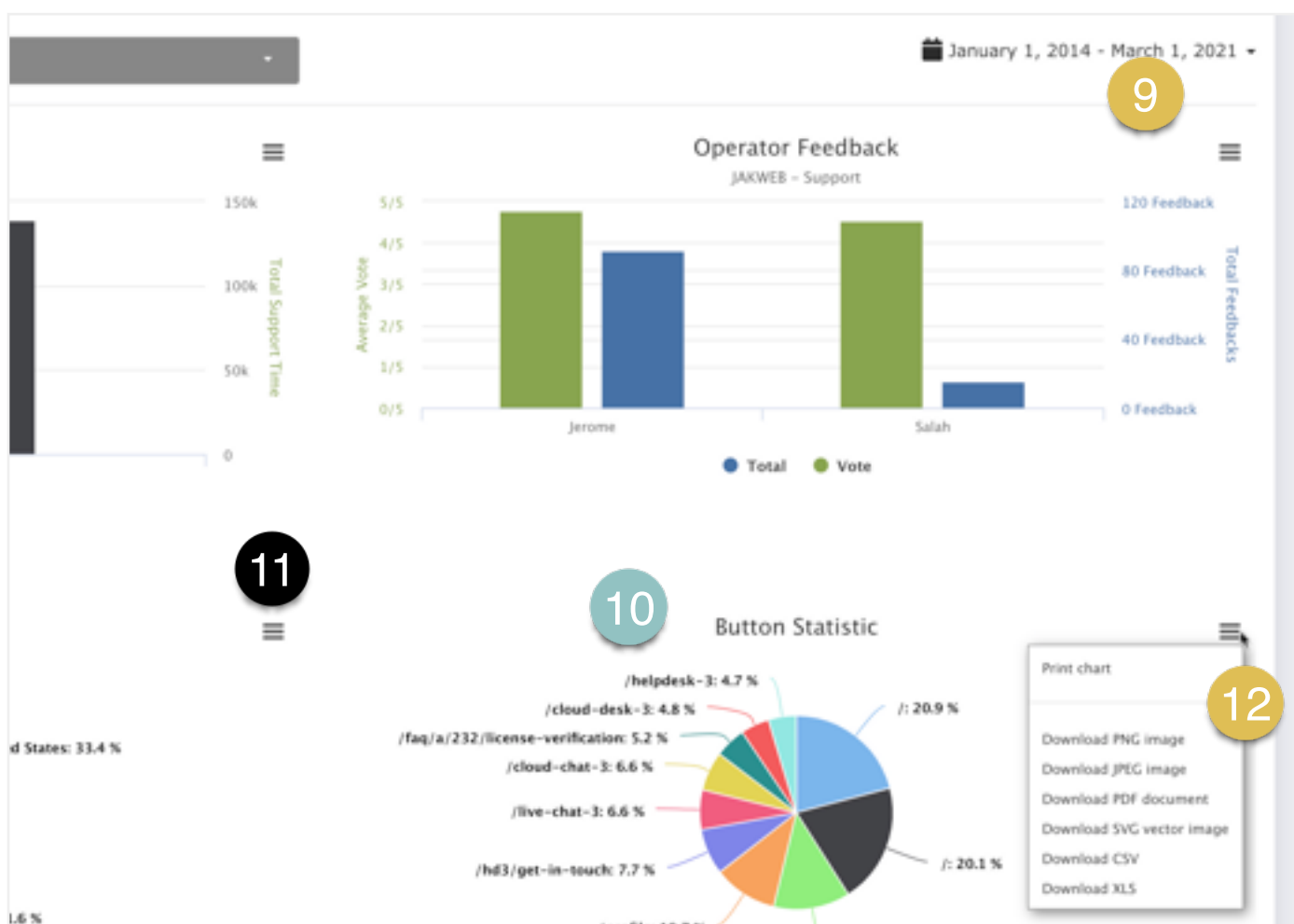
The operator statistics will show how many clients each operator has served and how much time he has spent on it.

7

The feedback statistics counts all feedbacks and ratings and shows the average rating in the bar as well the total feedbacks.

8

The live chat widget counts each website visitor. Where there is a geographical location available it will count and show the 10 top countries.



9

With the date range feature you can narrow down the statistics to your preferred time frame.

10

The button statistics shows the 10 top URL's.

11

Each statistic can be exported or printed. See number 12 for more information.

12

You have the option to export the data from each statistic to almost any file type. You can also directly print the statistic.