

Practical sheet : how to make the most of the performance data.

If your admin grants you access to your indicators, you can now check your live performances from your conversation panel. Take the time to check them on a regular basis on the dashboard and / or closed conversations panel.

Monitor this data to reach the targets defined internally.

Let's make the most of it.

#1 **Recommendation**

Make sure to have in mind the objectives set internally, therefore, those to be achieved.

#2 **Recommendation**

Combine monitoring your indicators with reading and analysing your closed conversations. Keep the practices that work and identify possible areas of improvement to achieve (even to go beyond) your objectives.

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😊 Satisfaction

NPS

51

+2% from previous day

CSAT

91%

+1% from previous day

#3

Best practices : satisfaction / customer experience

😊 Which indicators to consider ?

- Customer Satisfaction (CSat)
- Net Promoter Score (NPS)

👍 What to observe in a conversation ?

- The tone of voice
- Your posture as an ambassador
- Your understanding of the visitor's needs
- Your knowledge of the process
- Your transparency
- The architecture of your conversation (opening, rephrasing, (re)solution, closing)
- The visitor's browsing time
- The visitor's history

🚀 To go further

- The art of chatting (course)
- Agents, follow your indicators and your closed conversations (knowledge base)
- Definition of indicators (knowledge base)

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Conversations

405

+4 from previous week

Average handling time

4min 20sec

-4sec from previous week

DMR

29 sec

-2sec from previous week

1DMR

19 sec

-1sec from previous week

#4

Best practices : Productivity and responsiveness

😊 Which indicators to consider ?

- Number of conversations
- Average handling time
- Response time
- 1st response time

👍 What to observe in a conversation ?

- Your responsiveness to the visitor's first message
- Your response time between messages
- The architecture of your conversation (opening, rephrasing, resolution, closing)
- The ease in leading the conversation to resolution
- The appropriateness of snoozing
- The used of canned answers

🚀 To go further

- The snooze button (cours)
- Agents, follow your indicators and your closed conversations (knowledge base)
- Definition of indicators (knowledge base)

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Turnover

8 221.18 €

+121 € from previous week

Transactions

120

-3 from previous week

Average Order Value

131,21 €

- 2,50€ from previous week

Conversion rate

21%

+5 from previous week

#5

Best practices : improve the commercial performances

😊 Which indicators to consider ?

- Turnover
- Transactions
- Average order value
- Conversion

👍 What to observe in a conversation ?

- The appropriateness of sending links
- The ease in leading the conversation to resolution
- The appropriateness of snoozing

🚀 To go further

- The snooze button (cours)
- Agents, follow your indicators and your closed conversations (knowledge base)
- Definition of indicators (knowledge base)