

# HOW LIVEADMINS HELPED GITEX 2015 ASSIST ONLINE VISITORS?

## CHATS INITIATED



7,530

85%



THUMBS UP

## AGENTS DEPLOYED

37



## RESPONSE TIME

38  
SECONDS

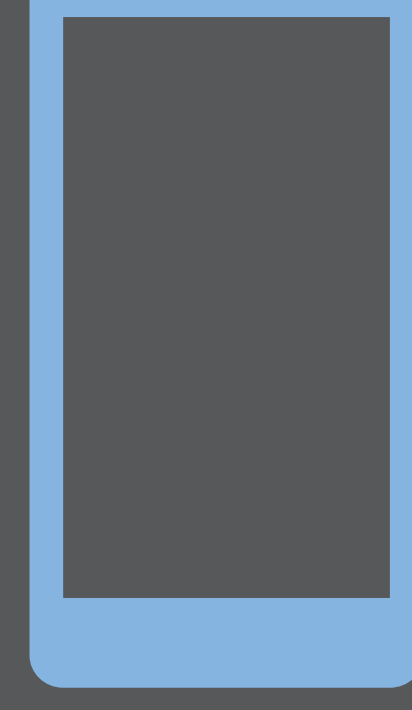


## AVERAGE CHAT DURATION

12  
MINUTES



9  
MINUTES



## LANGUAGES DEPLOYED

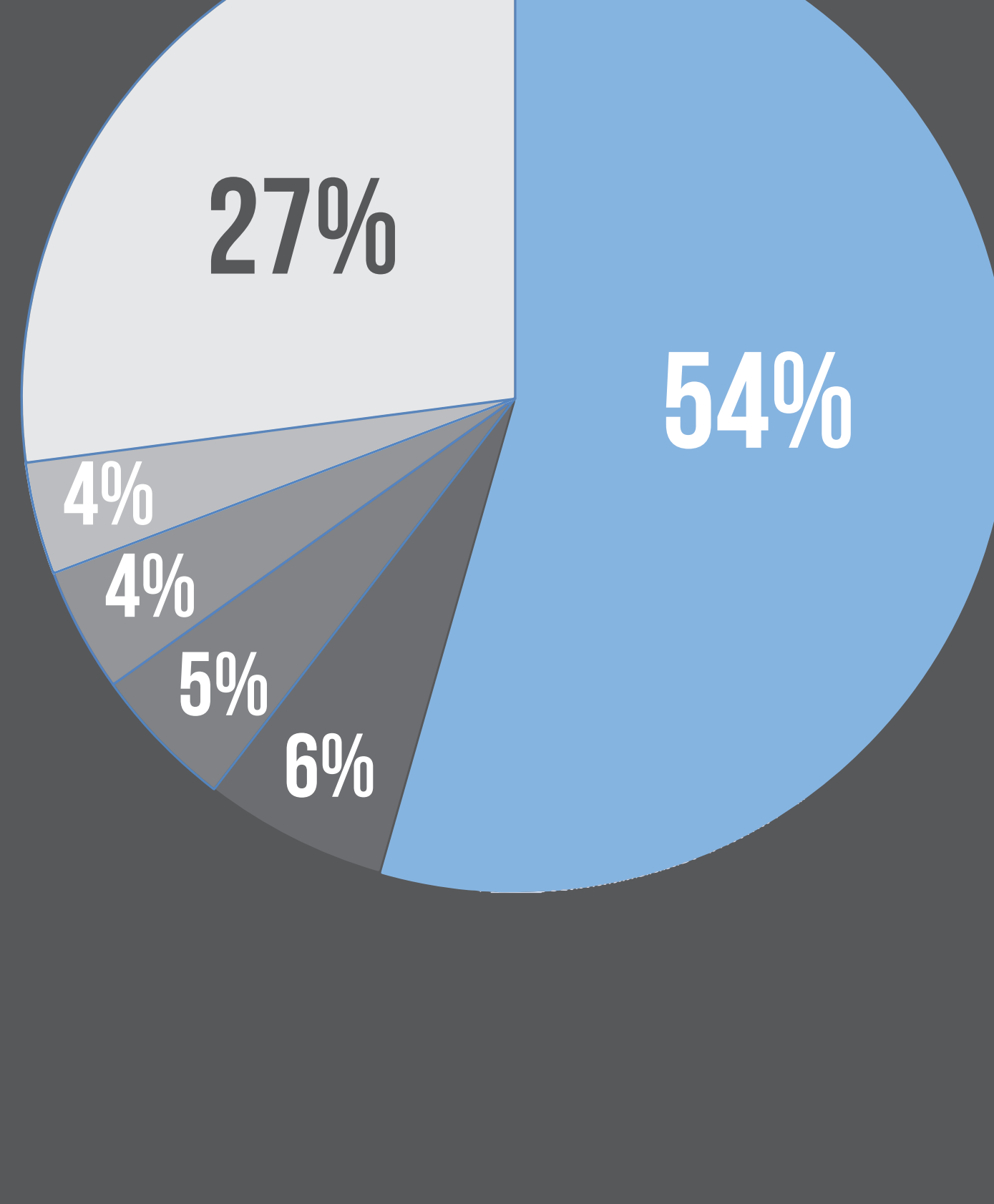
5  
ENGLISH  
ARABIC  
SPANISH  
FRENCH  
GERMAN

## HOLD TIME

0  
SECONDS



## GEOGRAPHICAL DISTRIBUTION

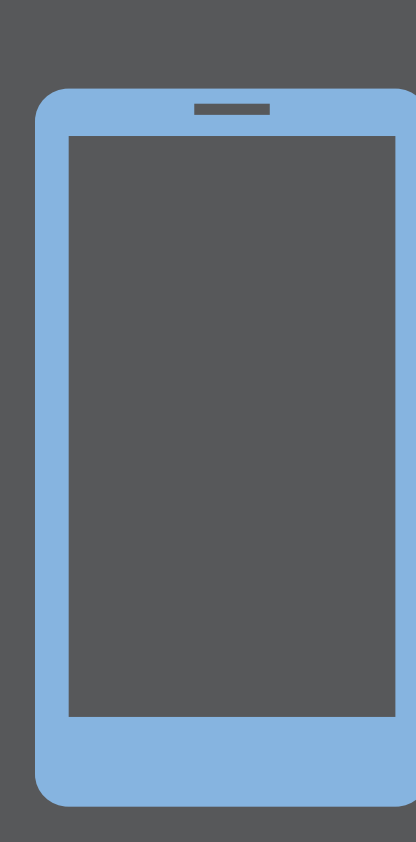


- UNITED ARAB EMIRATES
- KINGDOM OF SAUDI ARABIA
- INDIA
- UNITED STATES
- ROMANIA
- OTHERS

## TOTAL CHAT HOURS



1,030



350

## TRAINING TIME

ENGLISH  
58  
HOURS

ARABIC  
38  
HOURS

SPANISH  
36  
HOURS

FRENCH  
32  
HOURS

GERMAN  
34  
HOURS

## QUALITY CONTROL

326  
HOURS



## TOP 5 QUERIES

40.10%

GITEX SHOPPER

19.35%

TIMINGS

7.82%

FEE

6.26%

REGISTRATION

5.55%

GENERAL

20.92%

OTHERS

# THE LIVE CHAT PEOPLE

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