

HOW GITEX 2017 BENEFITTED FROM THE LIVE CHAT PEOPLE?

OVERVIEW

4,165

Social Media Posts



543,084

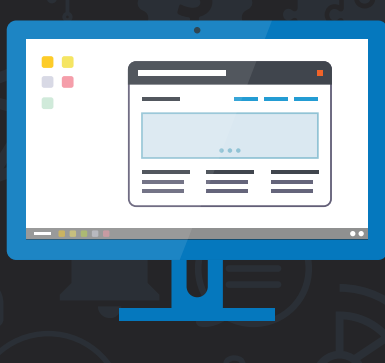
Impressions



11.5%

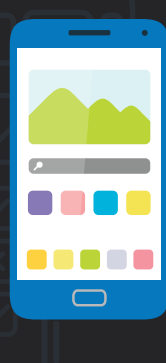
Impact on #GITEX2017

LIVEADMINS ON GITEX.COM



Desktop Chats

72%



Mobile Chats

28%



Billable Ratio

86.27%

RESPONSE TIME

First Response Time

21

Seconds

Average Response Time

32

Seconds

Average Desktop Chat Duration

10

Minutes

Thumbs Up

78%

Product Suggestions

08%

Average Mobile Chat Duration

09

Minutes

100%

Service Up Time

86%

Billable Chats

0.79%

Corrections by QC

0.79%

QC Feedback Tickets

60

Training Hours

22

Greeters

10

Supervisors

15

QC Agents

REGIONAL DISTRIBUTION

58.51%

United Arab Emirates

6.15%

Saudi Arabia

3.28%

Iran

3.75%

India

5.32%

Romania

THE LIVE CHAT PEOPLE

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