

# 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

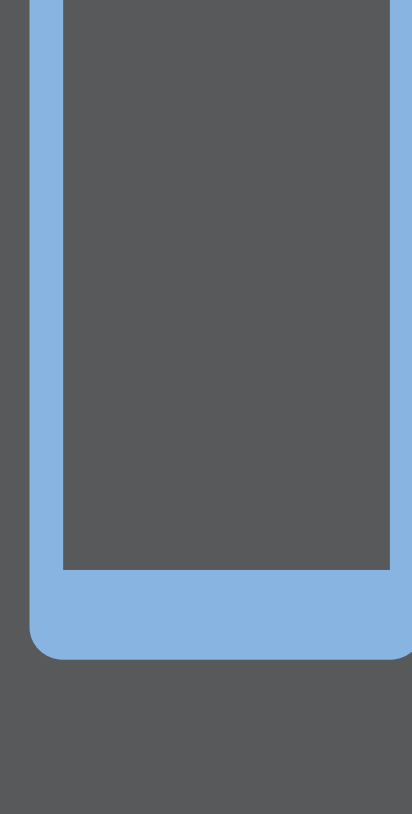
12

MINUTES



9

MINUTES



## LANGUAGES DEPLOYED

4

ENGLISH  
ARABIC  
SPANISH  
FRENCH

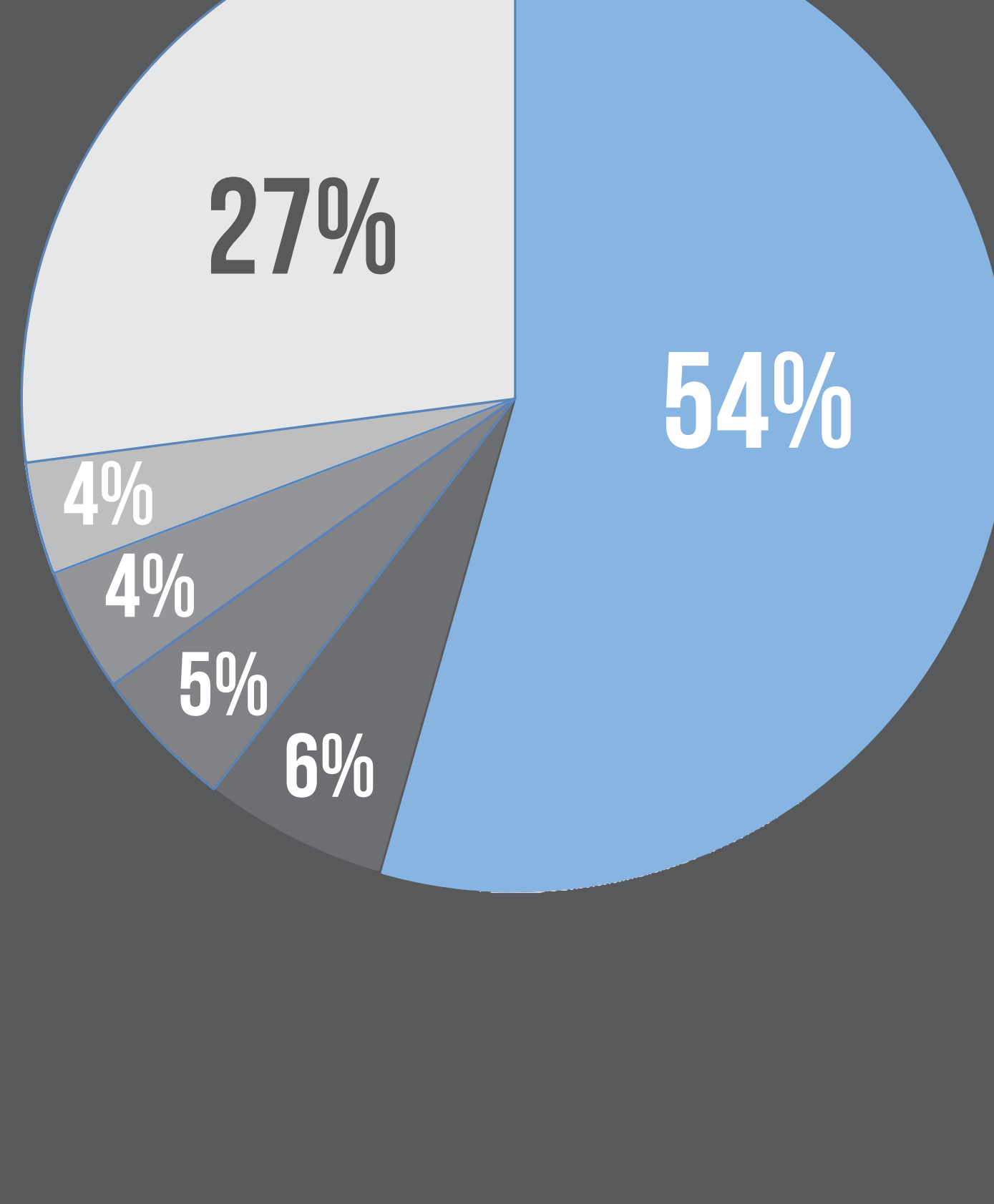
## HOLD TIME

0

SECONDS



## GEOGRAPHICAL DISTRIBUTION

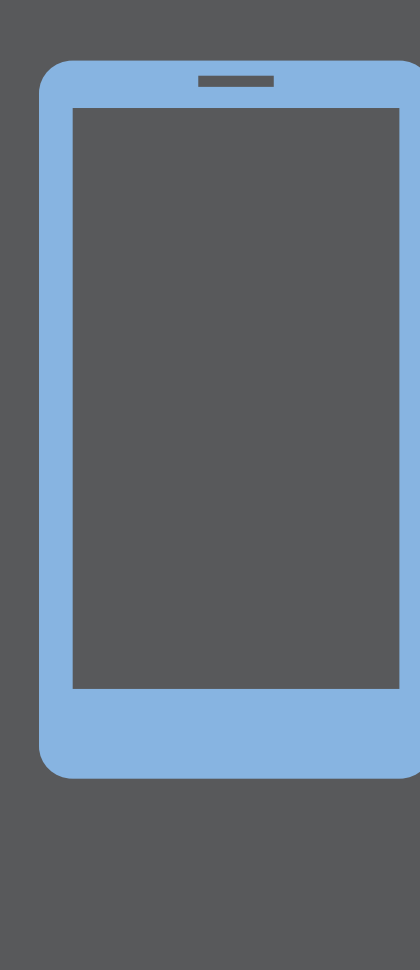


- UNITED ARAB EMIRATES
- KINGDOM OF SAUDI ARABIA
- INDIA
- UNITED STATES
- ROMANIA
- OTHERS

## TOTAL CHAT HOURS



1,030



350

## TRAINING TIME

ENGLISH 58 HOURS

ARABIC 38 HOURS

FRENCH 32 HOURS

SPANISH 36 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

!'"#\$%&'#  
(~)!  
\*#+\*%#

?2@-\*#A#6(\*+-%

BC':#D""D5#EEE:8\*01/FG\*.C:+%G

HI9J5#?2@-\*#H-'1#95#6K2C'18#L

!'"#\$%&'(#)\*+(\*,-.#/01.21

M2G1\*&-(#8-N1#O%E1&C5#?2@-\*5#;/:B:32\*1#4""5#6(\*+-,%5#78#4"499:#;3:/:

<P>9#J#JDQ#D4DJ

<9#=>>#>>9#4"4>