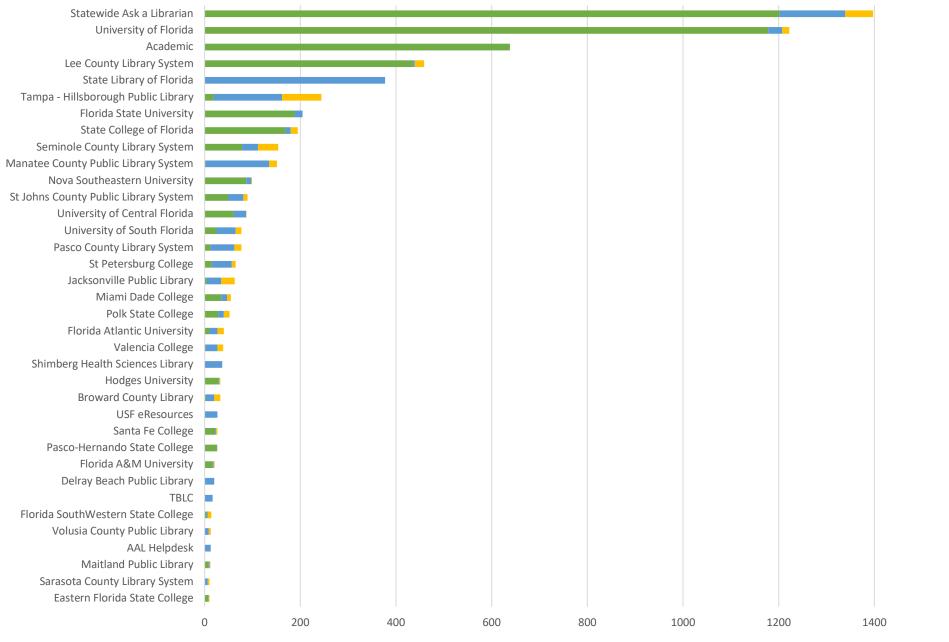


January 2020 Statistics

Question Type	
SMS	430
Chat	4391
FAQ Views	180
Email	1429
Total	6430

Total Transactions by Entry Point

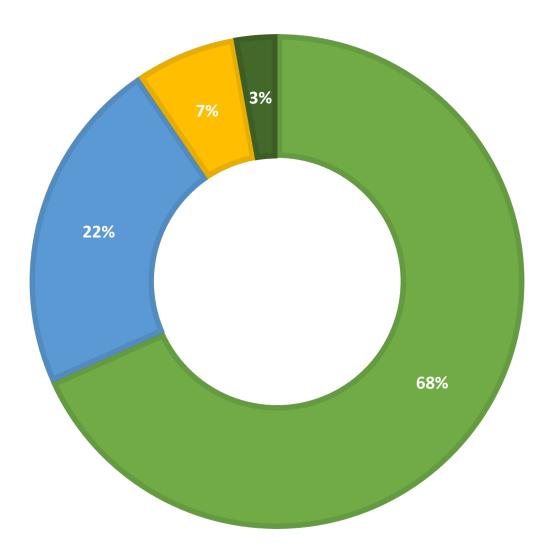


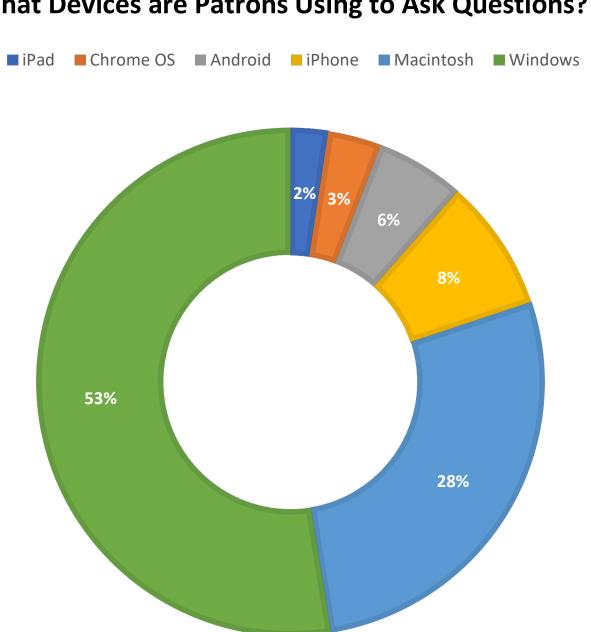
CHAT EMAIL SMS

1600

What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ

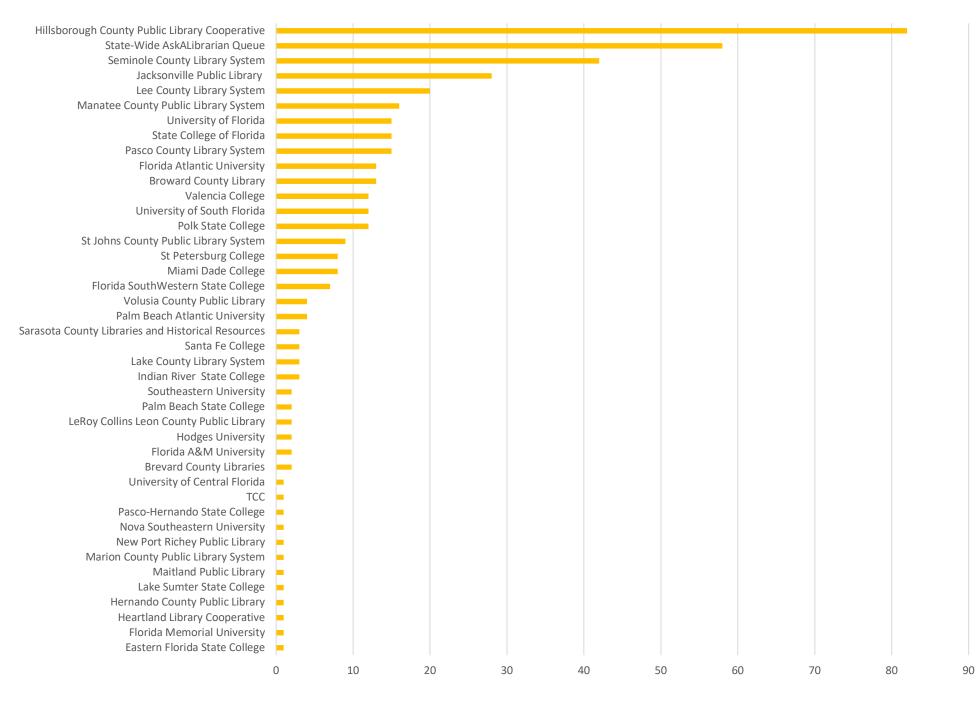




What Devices are Patrons Using to Ask Questions?



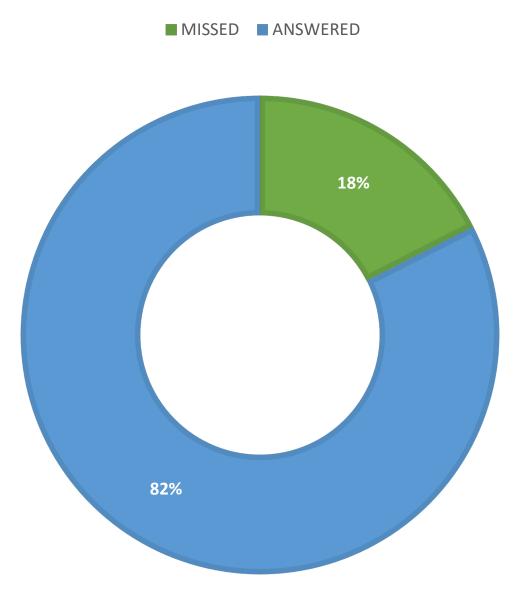
Total SMS by Library

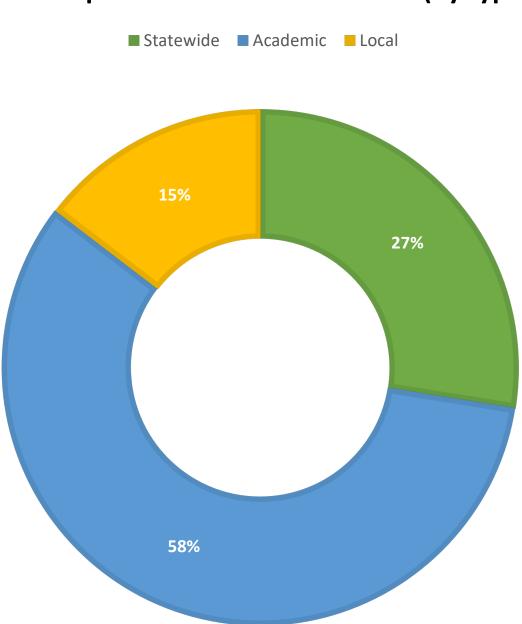


Chat



What Percent of Chats Were Answered/Missed?





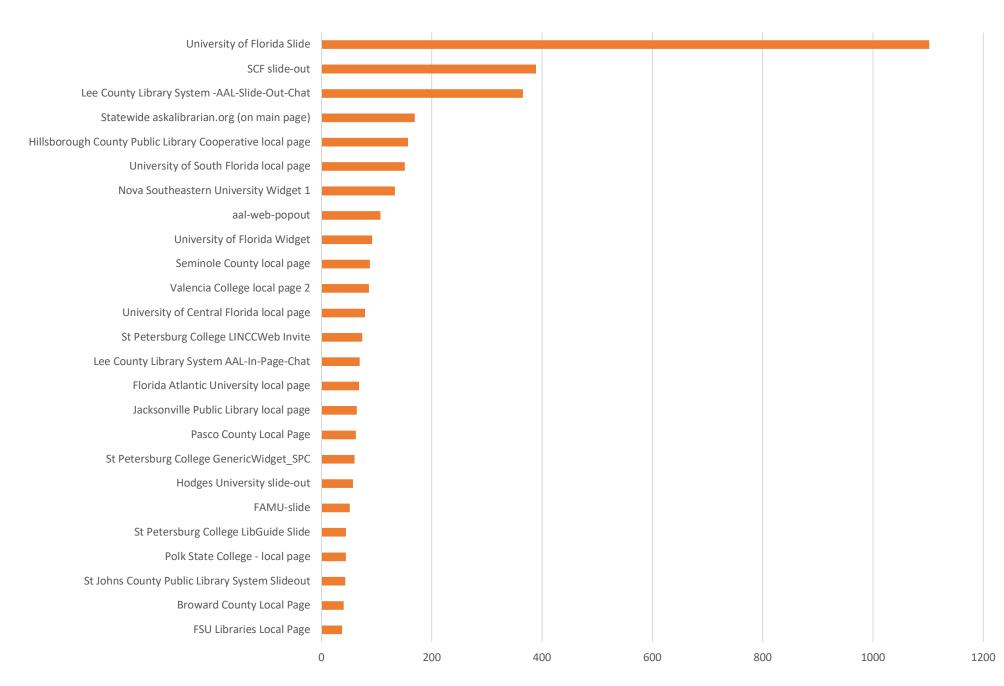
Which Departments Answered Chats (by type)?

Statewide Ask a Librarian University of Florida Academic Lee County Library System Florida State University State College of Florida Nova Southeastern University Seminole County Library System University of Central Florida St Johns County Public Library System Miami Dade College Hodges University Polk State College Pasco-Hernando State College University of South Florida Santa Fe College Tampa - Hillsborough Public Library Florida A&M University St Petersburg College Pasco County Library System Florida Atlantic University Maitland Public Library Eastern Florida State College Florida SouthWestern State College Jacksonville Public Library South Florida State College Broward County Library 0 200 400 600 800 1000 1200

1400

Which Department Answered Chats (by local library)?

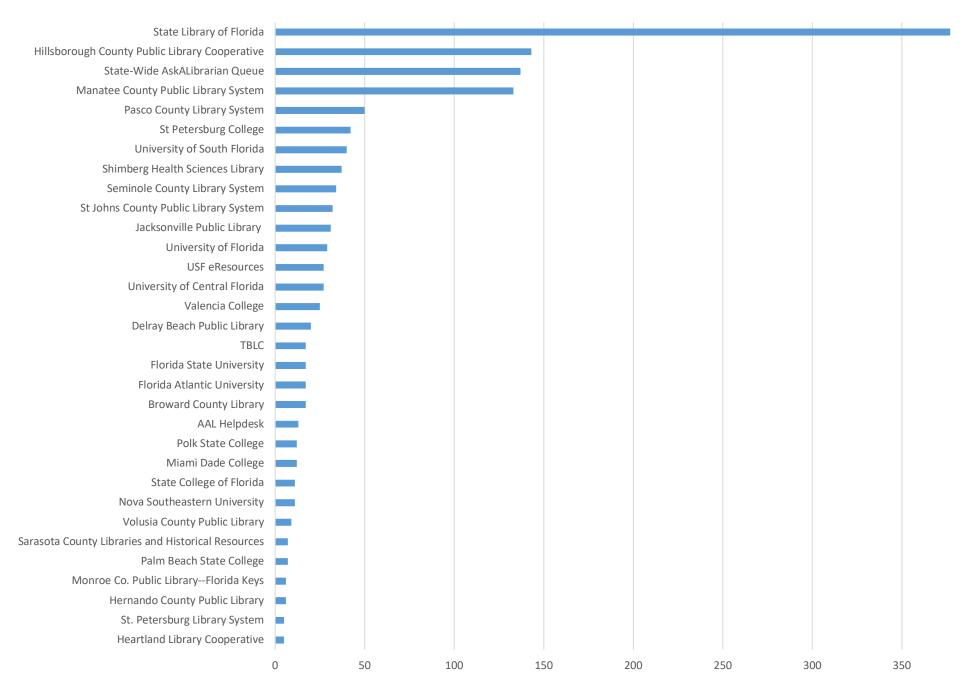
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library



Top 25 FAQ Search Terms (Queries)

license	33	inc	4
renew	11	send	4
florida	11	registration	4
library	8	wrong	4
drivers	7	record	4
county	7	find	4
form	7	driver's	4
need	6	requirements	3
college	6	door	3
address	5	tag	3
state	5	egress	3
driving	5	driver	3
business	5		