

Chat Now Report to ECSC March 2017

The chat now service started 01/10/2016.

To date there have been almost 3600 visits.

Oct-Dec 1770 visits

Jan-Mar 1755 visits

For the first 3 mths missed calls were 19% and since Jan this has dropped to 9%

We currently have 9 rostered responders, a further 5 who cover occasional shifts and 2 more who have expressed interest.

In general the service is manned mornings from 06.00 – 11.30. Occasionally this runs over due to a caller being in the middle of a chat. It is manned in the evenings from approx. 19.00 – midnight. It is also manned for 1-2 hrs 16.30 -19.00 This approximately 12-14 hrs daily

We have currently responded to all **enquiries** for Chat Now Service and sent a **Job Description** and **Application form**. Several **new responders** have been trained, and some are booked to be trained.

We have now a working **weekly ROTA** with several members opting for additional ad hoc shifts. There is strong enthusiasm for the service among responders. There is a healthy amount of interaction between the responders via the Chat Now **Skype Chat Room**. We are now at the stage where it is necessary to rotate enabled team members as we are beyond the maximum of 15 users licensed by our Pure Chat “Growth plan”.

The ROTA is kept in the filestore: <http://www.aa-files.org.uk/drives/drives/ChatNow/ChatNowDocs/ChatNowRota.pdf>

We are finalising the **Chat Now Guideline**, to be ratified by the ECSC before distribution to responders. (Attached to this report?)

In Addition to the Guidelines, we are compiling a document of **Hints and Suggestions**.

Note, the Job Description and Application form have also been updated.