

## Chat Now Report to ECSC May 2017

The chat now service started 01/10/2016.

To date there have been 5445 visits.

Oct-Dec 1770 visits

Jan-March 1921 visits

April-May 1650 visits

For the first 3 mths missed calls were 19%. Since Jan-March this dropped to 9% and April-May down to 5%

We currently have 11 rostered regular responders, a further 4 who cover occasional shifts. Have completed training and are ready to respond with shadowing and 2 more awaiting training.

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.

Stats for May 2017

Visits 862

Replies 812

Missed 50 or 5.5% of total

There were a few days when the number of visits was much lower than average this I feel was due to the lack of responders on these days. The bank holiday weekend was comparatively slow.

Last month we lost two responders, however they have been replaced by two new members. There are 4 others in training.

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.