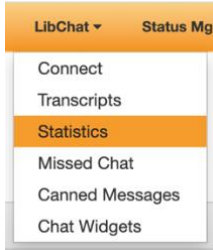


Chat Statistics

Every user account level has access to pull statistics for chat whether they are site coordinators or not. Email and SMS statistics are located in a separate part of the dashboard.

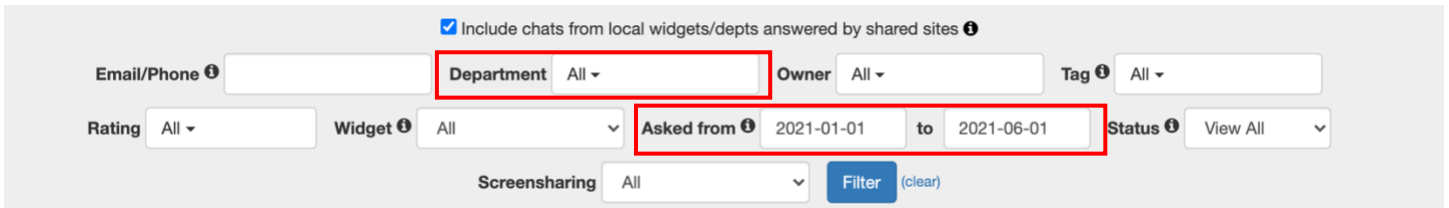
1. On the orange toolbar, select LibChat>Statistics



2. Use the filter options to view results based on these three main data points:

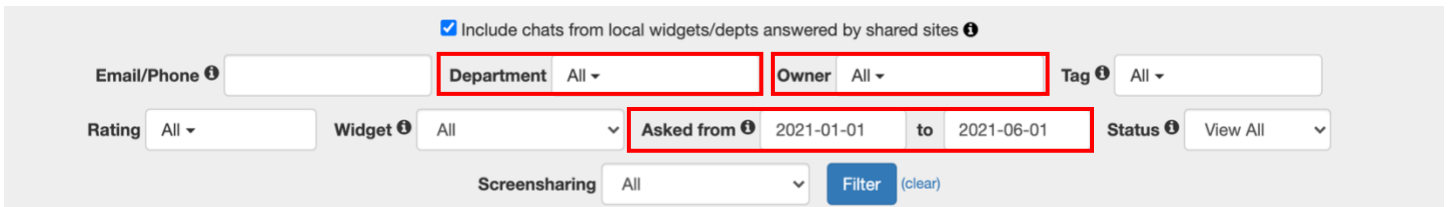
- a. **Which chats were asked and answered locally?**

Filter and select your local department (only your staff have access to monitor your local department) and the needed time period (Asked From).

A screenshot of the chat statistics filter interface. The interface is light gray and contains several filter options. At the top, there is a checkbox labeled 'Include chats from local widgets/depts answered by shared sites' which is checked. Below this, there are several input fields: 'Email/Phone', 'Department' (with a dropdown menu set to 'All'), 'Owner' (with a dropdown menu set to 'All'), and 'Tag' (with a dropdown menu set to 'All'). Below these, there are 'Rating' (dropdown set to 'All'), 'Widget' (dropdown set to 'All'), 'Asked from' (date range from '2021-01-01' to '2021-06-01'), and 'Status' (dropdown set to 'View All'). At the bottom, there is a 'Screensharing' dropdown set to 'All' and a blue 'Filter' button with a '(clear)' link next to it.

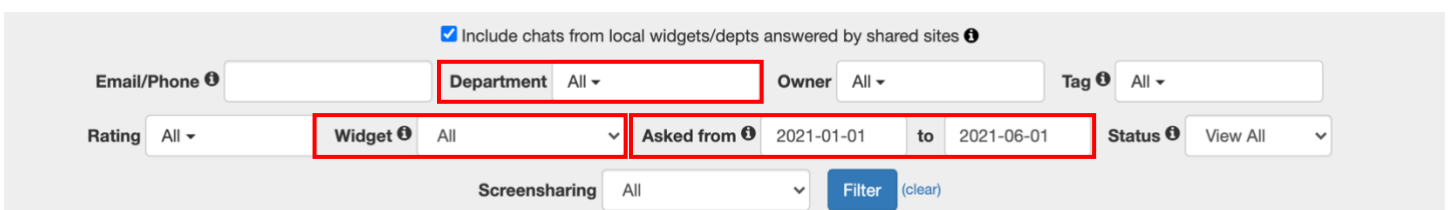
- b. **Which chats were answered by my local staff on a collaborative (statewide or academic) desk?**

Filter and select a collaborative department, all local staff members monitoring from your library (Owner), and the needed time period (Asked From). Note: Including your library's name in the user's name helps to sort and find your local users.

A screenshot of the chat statistics filter interface, similar to the one above. In this version, the 'Department' and 'Owner' dropdown menus are highlighted with red boxes. The 'Department' dropdown is set to 'All' and the 'Owner' dropdown is also set to 'All'. The 'Asked from' date range is '2021-01-01' to '2021-06-01'. The 'Filter' button is highlighted in blue.

- c. **Which chats were asked by local library patrons and answered by another library's staff on the collaborative (statewide or academic) desk?**


Filter and select a collaborative department, the needed time period (Asked From), and a widget associated with your library. Note: Widgets can only be selected one at a time. It's suggested to export the statistics in an Excel file and combine those numbers separately.


A screenshot of the chat statistics filter interface. In this version, the 'Department' dropdown is highlighted with a red box and set to 'All'. The 'Widget' dropdown is also highlighted with a red box and set to 'All'. The 'Asked from' date range is '2021-01-01' to '2021-06-01'. The 'Filter' button is highlighted in blue.

3. View charts and graphs based on:

- a) Distribution numbers
- b) Browser/OS & Referrer data
- c) Clients/Staff information

A **B** **C**

Distributions Browser/OS & Referrer Clients/Staff  **Export Statistics**





4. Export these statistics by choosing the Export option below the filter box
Once the file is ready in the Export tab at the top of the page, download the file under Actions

LibChat Administration

[Canned Messages](#) [Statistics](#) [Chat Ratings](#) [Transcripts](#) [Missed Chats](#) [Chat Widgets](#) **Export**

This page shows completed chat transcript exports, which are ready to download. To download an available export, select Download; to delete an available export, select Delete. To schedule a new export, head to the Transcripts tab, set your desired filters, and select Export Transcripts.

Showing 1 to 2 of 2 entries Search: [Previous](#) **1** [Next](#)

ID	Export Type ^	Status	Created	Updated	Actions
5463	Chat Statistics	Ready to Download	Jan 19 2022, 11:17am	Jan 19 2022, 11:18am	 
5461	Chat Statistics	Ready to Download	Jan 19 2022, 11:08am	Jan 19 2022, 11:09am	