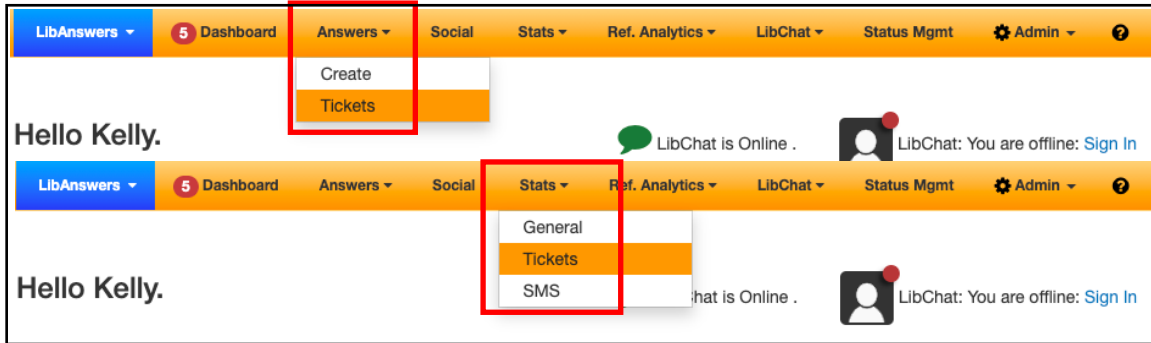


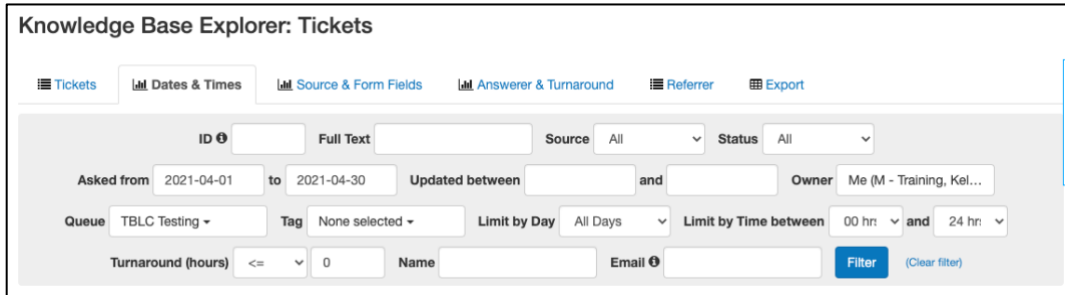
Email and SMS Statistics

Every user account level has access to pull statistics for the queues to which they are assigned. Email and SMS are ticket statistics, which are compiled together. Chat statistics are located in a separate part of the dashboard.

1. There are two ways to reach the ticket stats from the orange toolbar:
Answers>Tickets will allow you to view tickets as transactions
Stats>Tickets will allow you to view charts associated with the stats



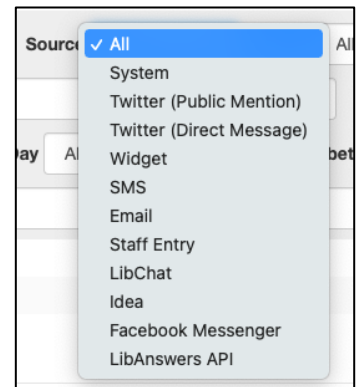
2. Filter the results (this option is the same for either option above)



3. Ticket stats show Email and SMS combined. The easiest way to differentiate the numbers is to isolate SMS in the Source field. You can also export the stats and manipulate the data in Excel.

Commonly Used Source Field Explanations:

- **System:** submitted from question forms that are located on Springshare sites.
- **Widget:** submitted from email forms, created within Springshare and embedded on other web pages.
- **SMS:** your SMS-based tickets.
- **Email:** submitted directly to an email address ending in @tblc.libanswers.com.
- **Staff Entry:** manually created within Springshare by a LibAnswers user.
- **LibChat:** originated from a chat widget – when a chat widget is unmonitored, a delayed response (missed chat) message or follow up option is displayed after the chat ended.



4. Use the tabs along the top to toggle charts and other breakdowns of information in visual forms




5. Export the statistics or transcripts to an Excel spreadsheet

Export Options

Strip HTML from export data

 Export Tickets

 Export Statistics

