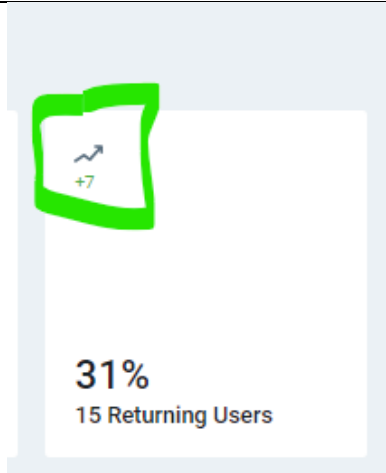


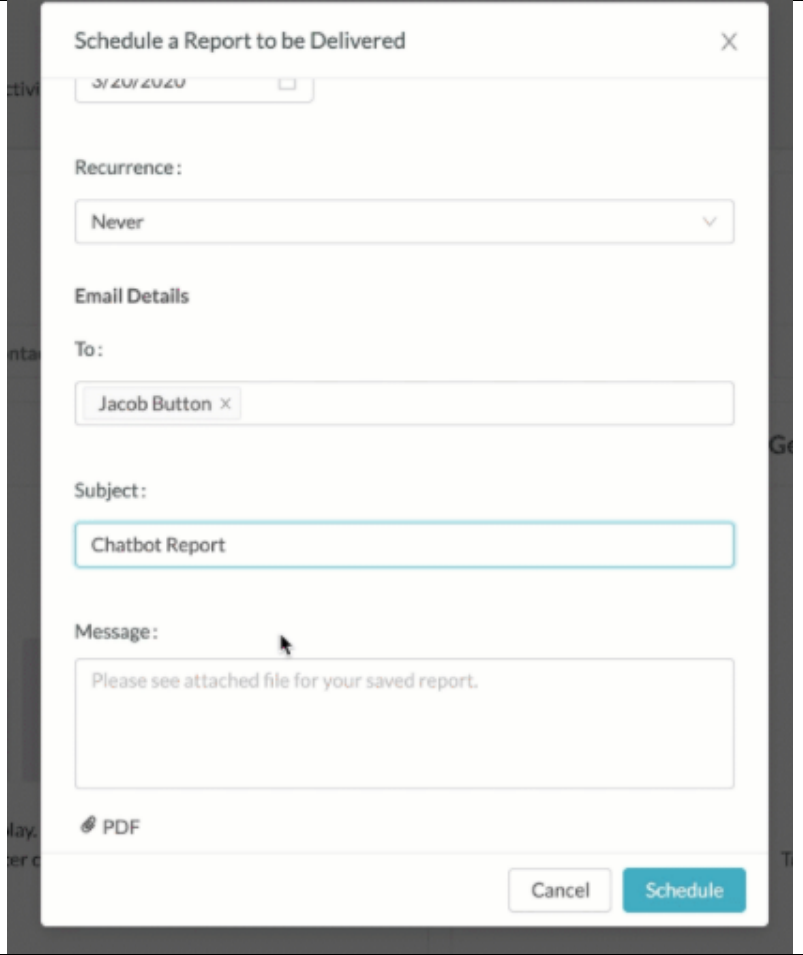


Dashboard Requirement's

Mousa Alsayeh

12/22/21

Chatbot	
Conversation Breakdown by Bot	Shows the number of conversations with your Chatbot workflows.
Total Conversions	The total number of converted leads as a result of Chatbot chats during a specified period of time, as well as how much that number has increased or decreased.
Total Form Fills Influenced by Bot	The total number of form fills as a result of Chatbot chats during a specified period of time, as well as how much that number has increased or decreased
Total Conversations Over Time Per Bot	Shows the total number of Chatbot interactions for each Chatbot during a specified period of time.
Numbers of users	New users/ returning user
Misunderstood messages	Inside outside the flow's
Message exchanged	Numbers of messages sent and received
Logs	
Exporting Chatbot Reports	Exported .CSV files will download automatically to where your computer saves files downloaded from the Internet. Exported .PDF files will either open into a new browser tab or download automatically.
Graphs	Users each day Number of sessions
Number of users Compared to the previous session	

Scheduling Chatbot Reports	
Most used workflow	
Avg season length	Average how long does user find what they need
Track Goals	How many users for example sent a car insurance request or medical insurance request
View Geographical Insights	

Agent
Average waiting time
Average session time
Abandon (Contain list of customers and avg Abandon time)
Number of customers in specific time
Graph Shows each agent how many chat he resolved in specific time