



Pearl Chatbot Statistics for Last Three Months: January – March 2022

Note: unfortunately, we cannot pull historical accuracy rates and hours saved data directly. These can only be retrieved for the previous 12 weeks.



Pearl - (type "help me" to learn more)

Training Status



Last trained: 18 minutes ago.

Opportunities



You have no new training opportunities. Good job!

Retrain Bot

Start Practice Bot

Bot Analytics

Past 12 Weeks



Resolved Conversations

This bot has participated in 11645 now closed conversations and successfully resolved 7102 of them.



Message Success Rate

This bot has successfully responded to 16739 out of 18662 messages.



Time Saved

The bot spent an average (mean) of 1 minute per conversation across 11672 conversations.

Your status is currently set to 'Unavailable'. Click [here](#) to make yourself available.

Custom

1st Feb 2019 → 31st Mar 2022

Filter by Agents & Teams

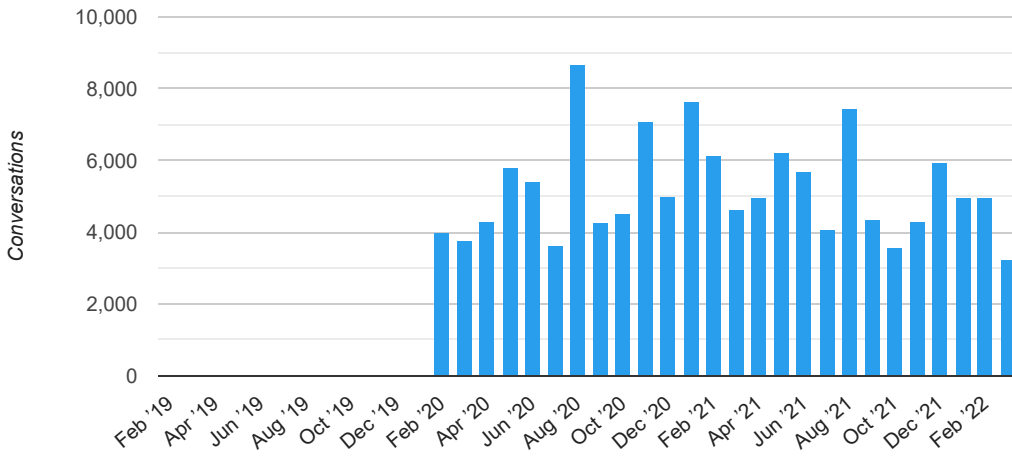
Filter by Bots

Filter by Tags

Filter by Channels

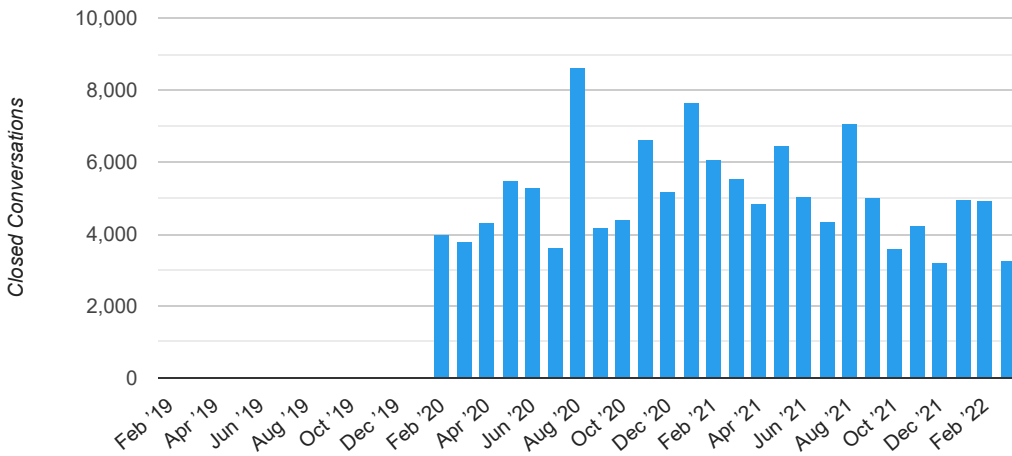
New Conversations

134505

 Total New Conversations

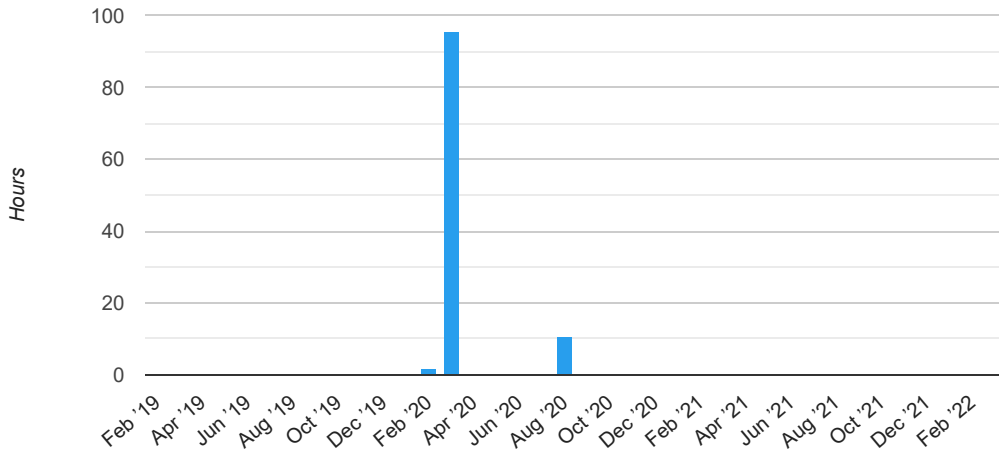
Closed Conversations

131494

 Total Conversations Closed

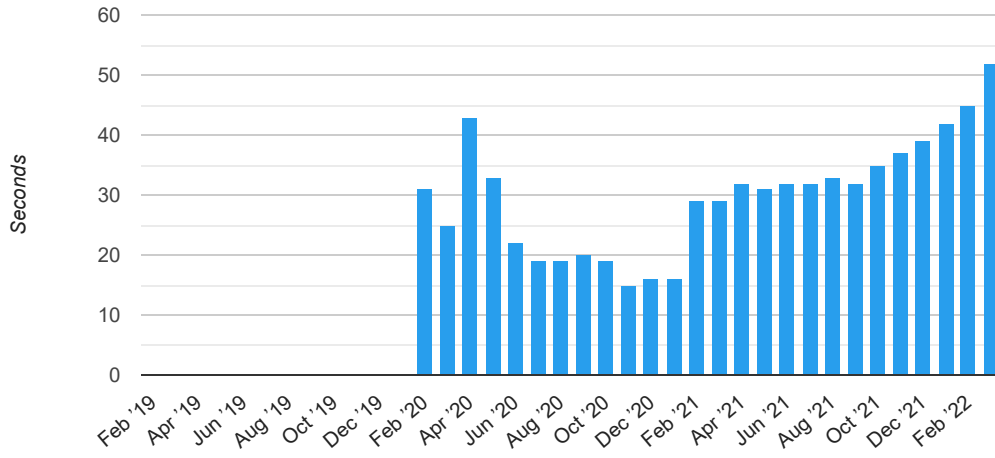
Median First Response Time

1m 11s

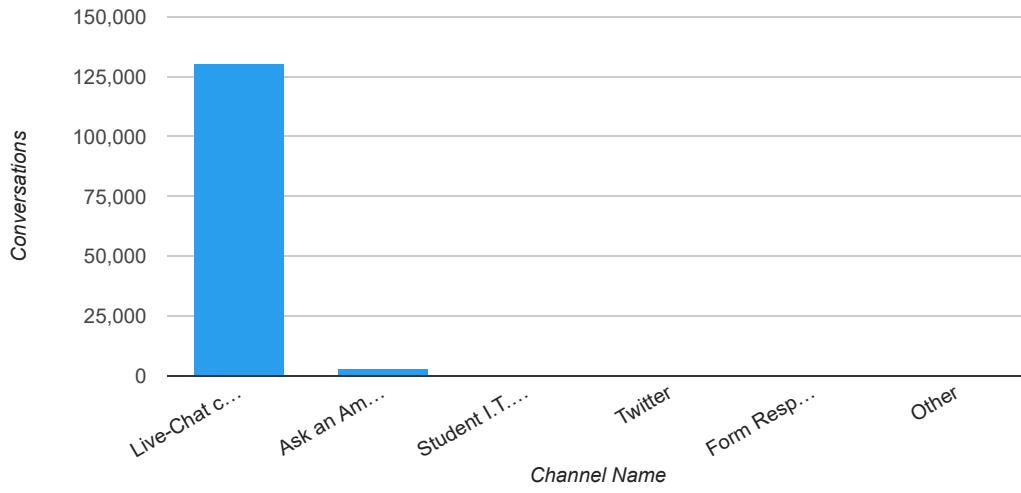


Median Conversation Length

28s



Conversations By Channel



Conversations By Channel Type

