



*"Working together to
fund Washington's future"*

Live Chat

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Why Live Chat?

- Convenient for customers
 - Immediate access to help
 - Wait times are often less than phone
 - Easy to multi-task while waiting
 - No need to navigate phone system
- Potential cost savings
 - Lower average interaction cost (multiple chats at once)

What we know

- A chat agent can help more taxpayers
(225 chats per day vs 113 calls)
- Chat costs less per contact
- We can't control the questions asked
- Phone is more appropriate for some topics
- Taxpayers want phone as an option

Maximum calls per day

113 calls per day, per agent

Assumptions:

- Average talk time is 4 minutes
- 7.5 hours logged into the phone
- 100% occupancy rate
- Enough calls to keep agents busy all day

Maximum chats per day

- 225 chats per day, per agent

Assumptions:

- Limit of 5 concurrent chats
- Average session is 10 minutes
- 7.5 hours logged into chat system
- 100% occupancy rate
- Enough chat requests to keep agent busy all day

What does this mean?

Live Chat allows agents to complete more work overall

January 2015 Work Output Results – <i>Per Agent</i>	
<u>Phone</u>	<u>Chat</u>
1,099 phone calls	1,094 live chats
	267 CTIAs processed
	1,057 emails and secure messages responded to
	110 temporary registrations

Questions?

