



Take

my

Hand

# Take My Hand

1-on-1 Peer Live Chat

## *Test Activity Reports*

Prepared for

*North California Peer Summit*

November 1<sup>st</sup>, 2019

Riverside University Health System-Behavioral Health  
Tech Suite Innovation



























# Test Activity Reports

## North California Peer Summit

# Top Rated Peer Agents

## Top rated agents

AGENTS	RATED CHATS	RATED GOOD	RATED BAD
1  LamarBrandysky lamarbrandysky@takemyhand.co	3	 3 (100%)	 0 (0%)
2  ChandrikaZager chandrikazager@takemyhand.co	2	 2 (100%)	 0 (0%)
3  GabyGarcia gabygarcia@takemyhand.co	2	 2 (100%)	 0 (0%)
4  JanetLewis-Fiebiger janetlewis-fiebiger@takemyhand.co	2	 2 (100%)	 0 (0%)
5  Maria Martha Moreno martha@takemyhand.co	4	 3 (75%)	 1 (25%)
6  JaimeFaurot jaimefaurot@takemyhand.co	3	 2 (67%)	 1 (33%)
7  KelechiUbozoh kelechiubozoh@takemyhand.co	1	 1 (100%)	 0 (0%)
8  MariaArteaga mariaarteaga@takemyhand.co	1	 1 (100%)	 0 (0%)
9  VanessaRamos vanessaramos@takemyhand.co	1	 1 (100%)	 0 (0%)

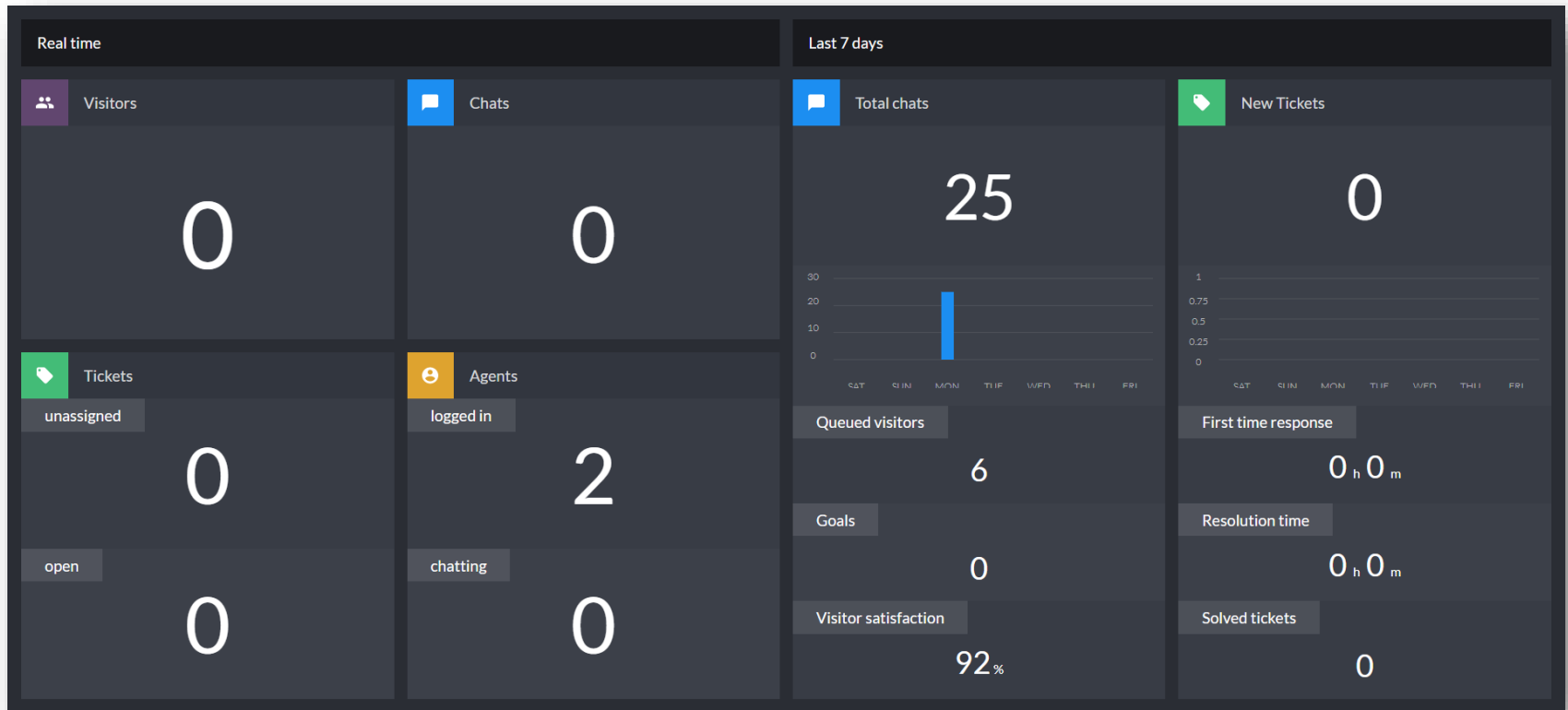
This report was generated on 01 Nov 2019 at 10:02:22 PM

All reports are displayed in your local time.

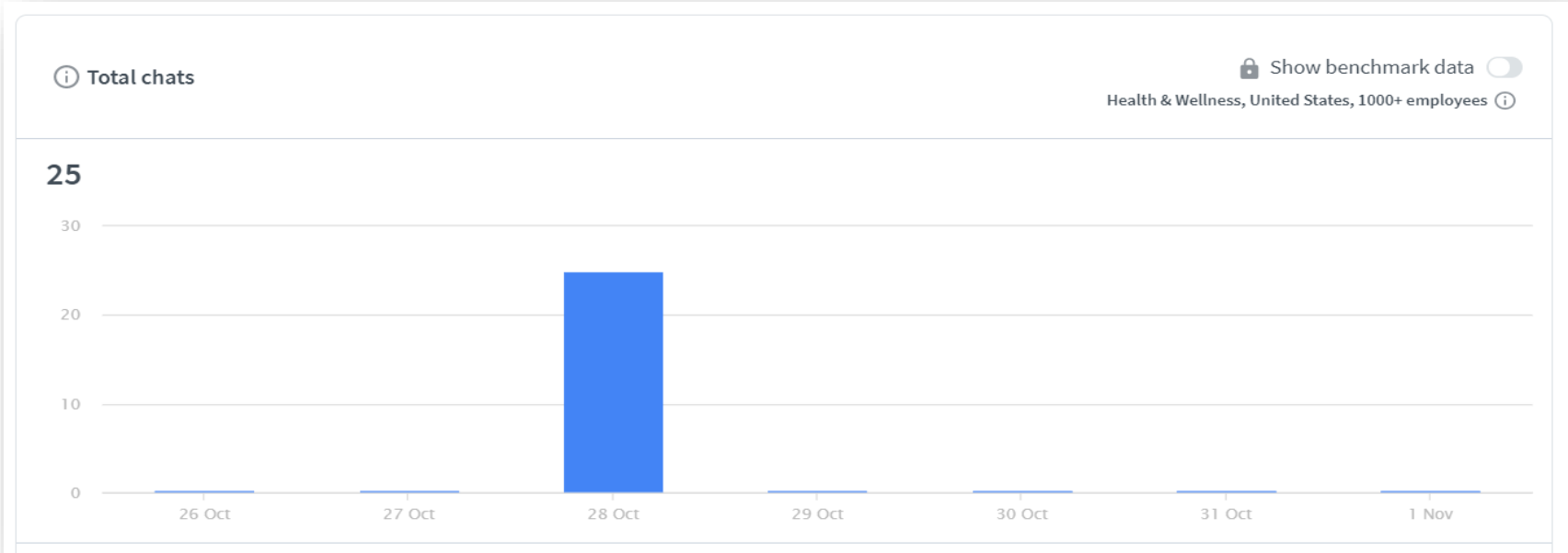


# Real Time Dashboard

November 1<sup>st</sup>. 2019



# Total Chats



# Average Satisfaction Rate



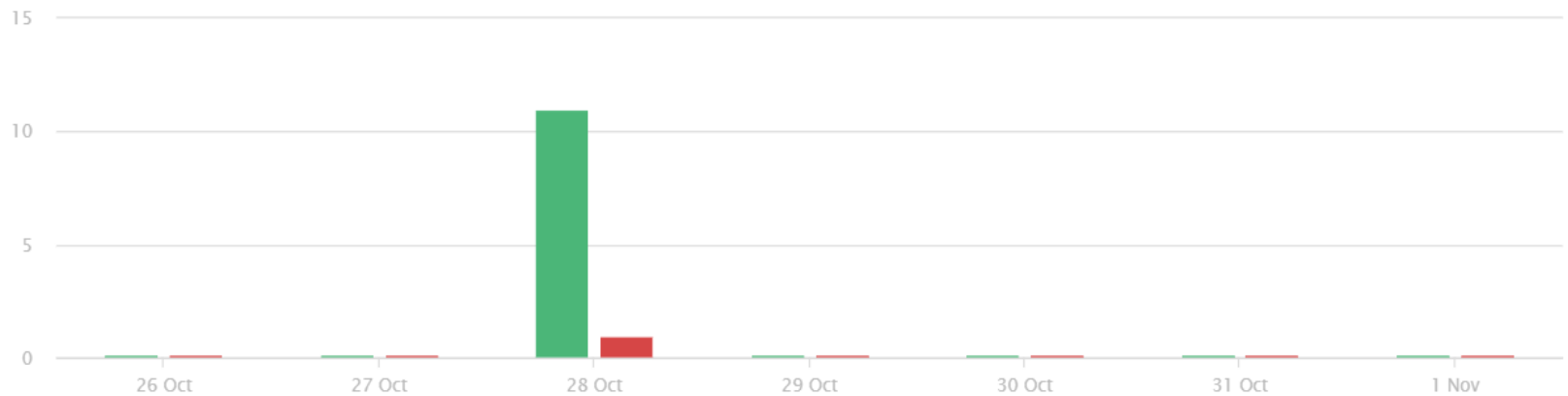
Average satisfaction rate

Rated good

**11** (92%)

Rated bad

**1** (8%)



# Missed Peer Chats

i Missed chats

7

8

6

4

2

0

26 Oct

27 Oct

28 Oct

29 Oct

30 Oct

31 Oct

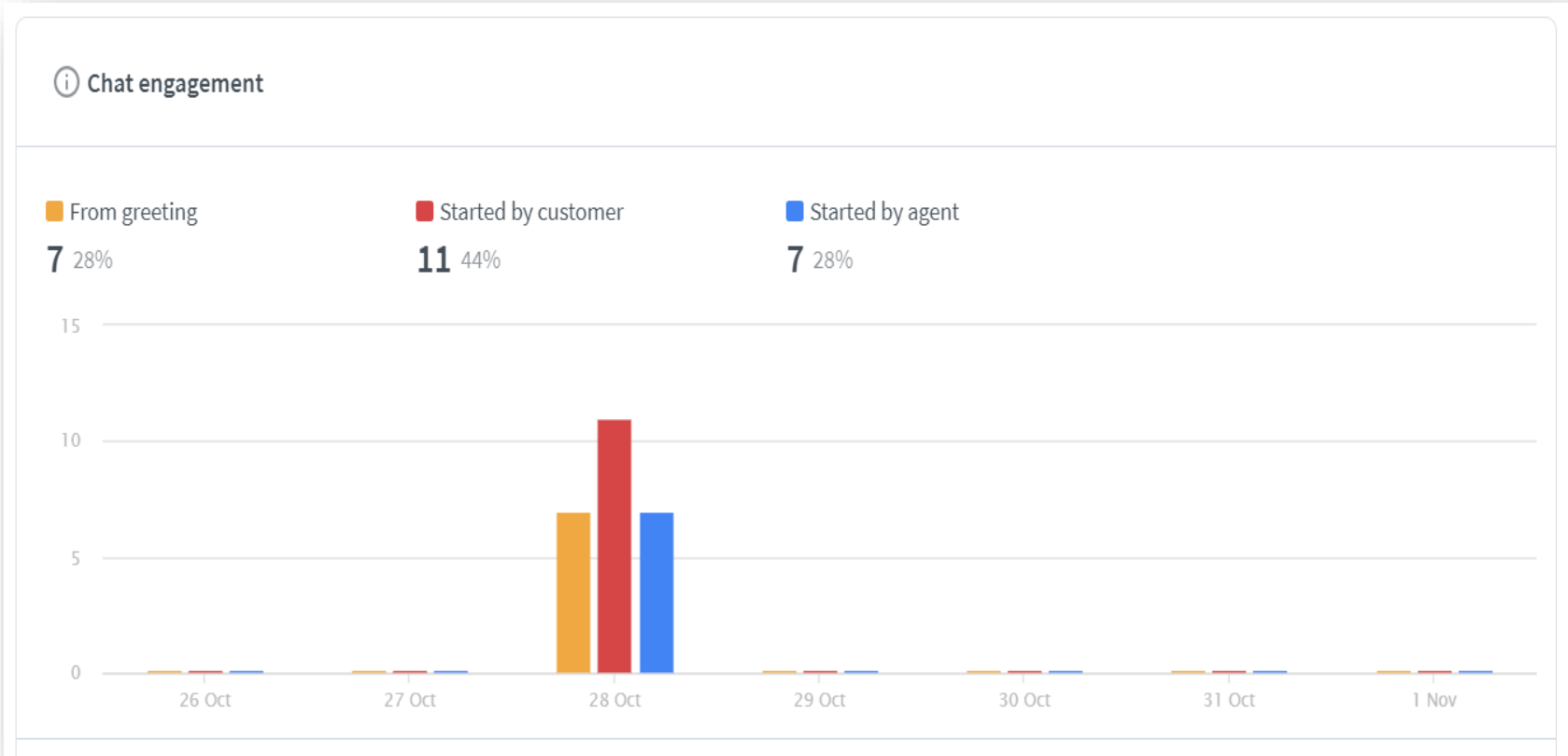
1 Nov

▼ Missed chats breakdown

[Export CSV](#)

Series	26 Oct	27 Oct	28 Oct	29 Oct	30 Oct	31 Oct	1 Nov	Total
Missed chats	0	0	7	0	0	0	0	7

# Chat Engagement





# Greetings Conversion

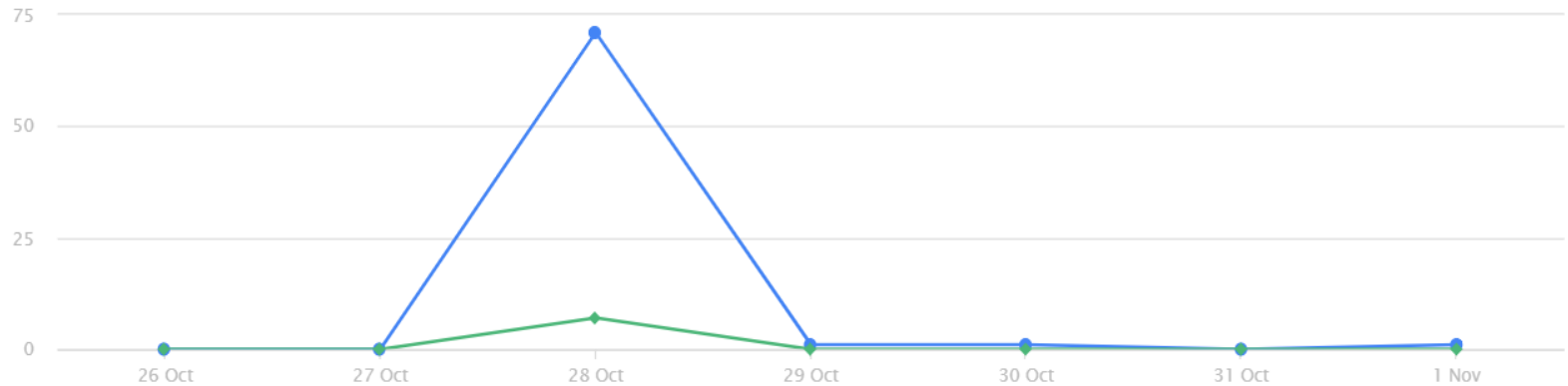
## Greetings conversion

Greetings displayed

74

Chats from greeting

7 (9.46%)



## Greetings breakdown

[Export CSV](#)

Greeting	Group	Displayed	Chats	Rate	Settings
<input type="checkbox"/> 15 seconds on a page	<span>G</span> General	74	7	9.46%	<a href="#">Edit</a>

# Post Survey

Created on: 7 Oct 2019

Filled out: 2 times

Group: General

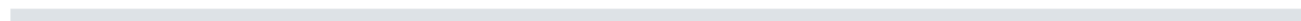
**Is this the first time you have chatted with a Peer at Take my Hand?** (2 answers)

Choice list | Required

100% — Yes



0% — No



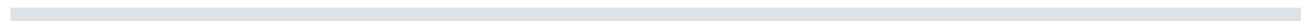
**Did you find the Peer chat helpful?** (2 answers)

Choice list | Required

100% — Yes



0% — No



# Pre-Survey

## I Agree to Take My Hand Terms of Service (18 answers)

Choice list | Required

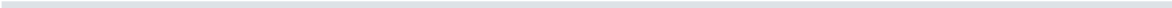
100% — Agree



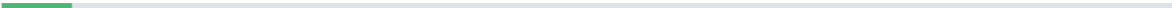
## Choose your County: (18 answers)

Group selection | Required

0% — Berkeley



5.56% — Kern



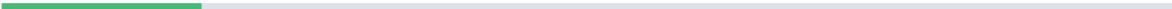
0% — Los Angeles



0% — Marin



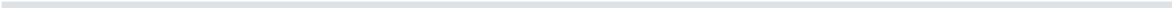
16.67% — Modoc



0% — Mono



0% — Orange



16.67% — Riverside



0% — San Francisco



0% — San Mateo



11.11% — Santa Barbara



0% — Tehama



# Post Survey

Created on: 7 Oct 2019

Filled out: 2 times

Group: General

**Is this the first time you have chatted with a Peer at Take my Hand?** (2 answers)

Choice list | Required

100% — Yes



0% — No

**Did you find the Peer chat helpful?** (2 answers)

Choice list | Required

100% — Yes



0% — No



Questions?