Analytics 101

Clerk Chat offers the ability to dive into powerful analytics to help you better manage your organization and teams, gain insights into communications activities and responses, see productivity in your support lines, sales teams, and individual staff - and everything in between.

The Analytics section is available to Workspace Owners & Administrators by default.
Owners and Administrators may also give access permission for Analytics to managers, as needed.

💡 Analytics is available to Ultimate license holders.

Analytics

The analytics section offers helpful reporting information for Messages (texts) calls and campaigns. Each report offers helpful filters and tools for drilling into the data. And you can view the data as a line graph or bar graph.

1. Totals, over a specified time period.

2. Outgoing, and a time-interval 'growth rate'.

3. Incoming, and a time-interval 'growth rate'.

4. The average reply-rate to all incoming messages.
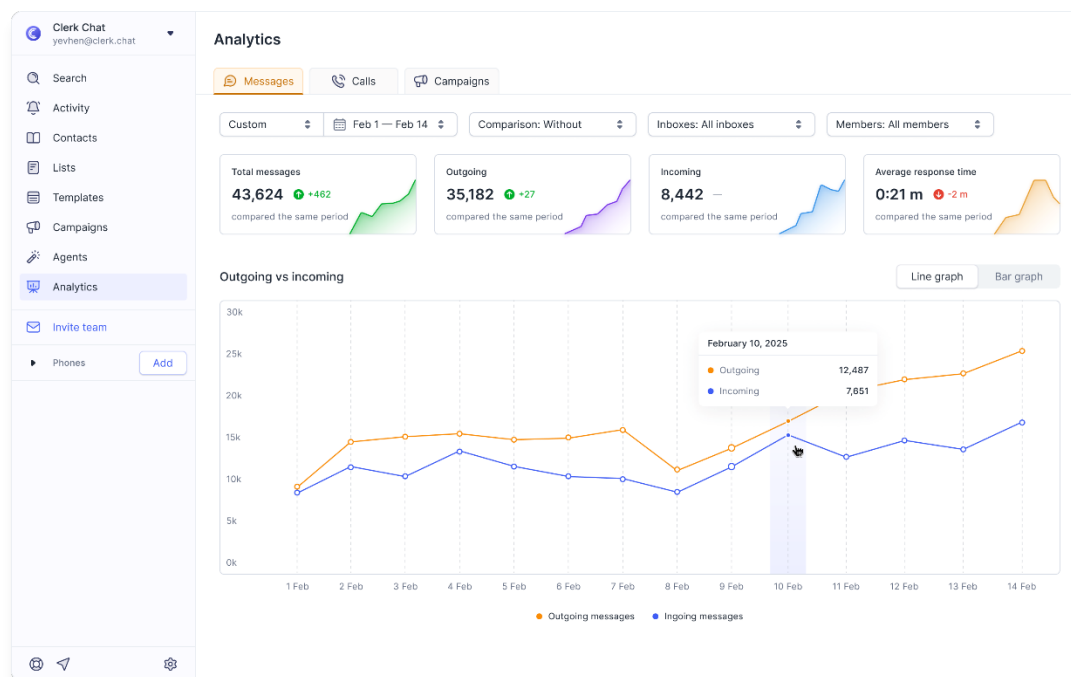
Analytics 101

Filter by Inbox / Phone Number

1. Get analytics for your entire organization, by default

2. Drill-down data by team-member Check who's a champion SMS sender and replier Or maybe who needs some coaching…

3. Drill-down data by inbox / phone number.

4. Check which of your numbers receive the highest volume of messages

5. Check which numbers are suffering on reply-rates and increase your time-to-support
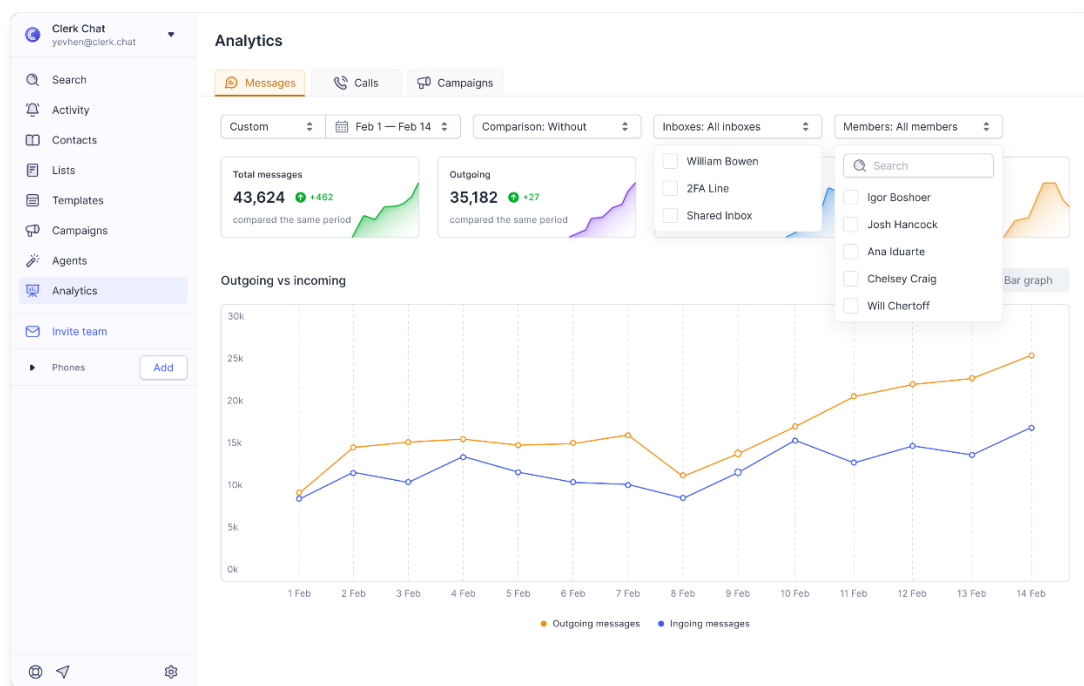
Download Reports

Download any of your reports in CSV format for future use or further review locally.