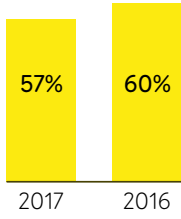
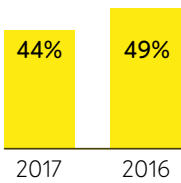


1 - Overall performance is worsening

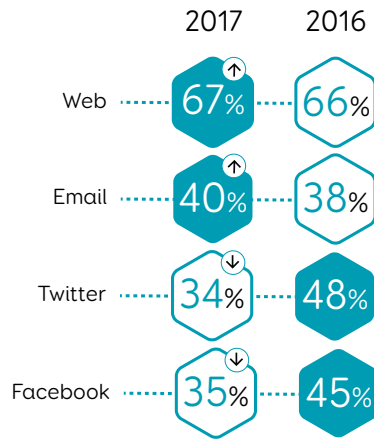
% of answered queries



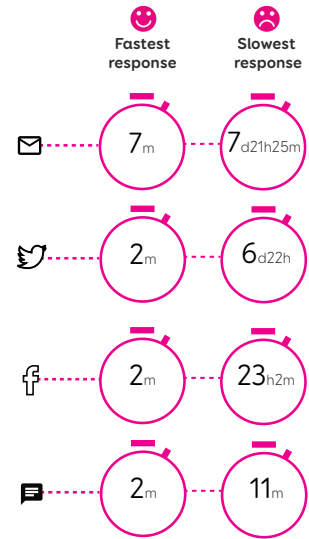
% of answered queries accurately



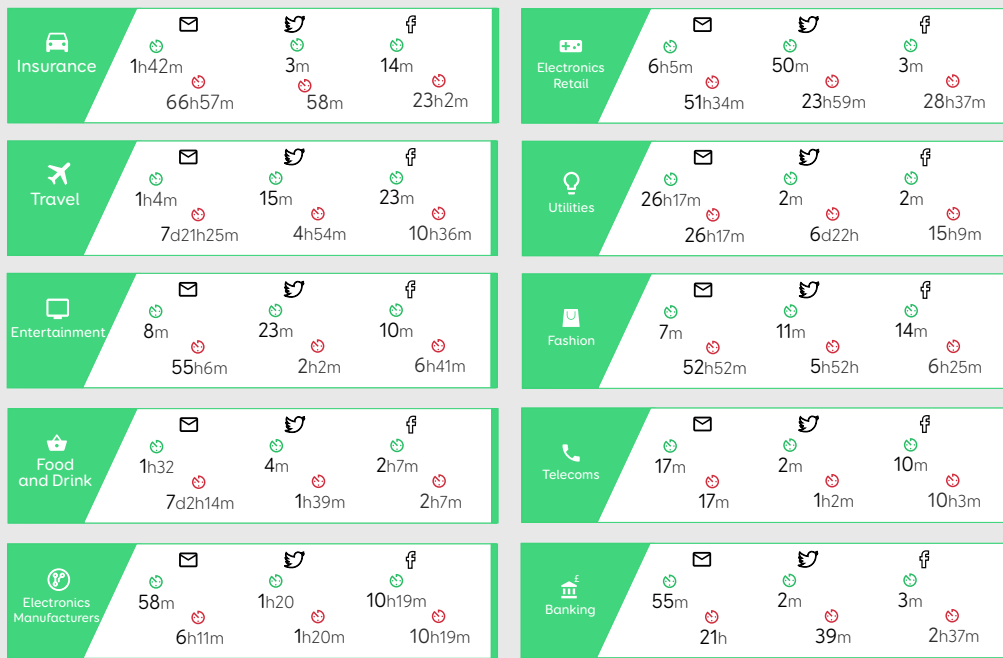
2 - Difference in accuracy on channels



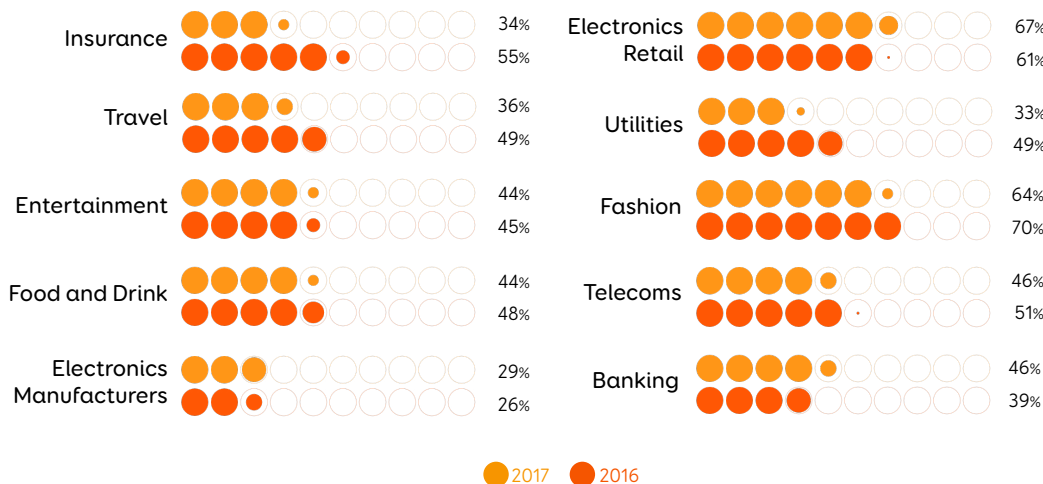
3 - Difference in speed on channels in 2017



4 - Time range between sectors - fastest and slowest by channel



5 - Overall score on web, Twitter, Facebook & email in different sectors



6 - Chat growth

