

Chat Now Report to RECLOs June 2018

Background

The Chat Now service is now nearing the end of its second year. Chat Now is an instant response service to enquiries that come in from the AA website. It went live on 01 Oct 2016 following the recommendation of conference 2016. The aim of the service is to provide information to the public via an instant chat box on the AAGB website.

The service is currently answering approximately 1129 chats per month (6 month average), the majority of which are from suffering alcoholics seeking help. Our primary purpose is to offer the 0800 helpline number, meeting details and information about what AA has to offer to the suffering alcoholic. Often callers contact us where they would have felt uncomfortable making a telephone call. In such cases, our experience is that the suffering alcoholic will respond well to some identification with the responder and clarification of what AA has to offer before being steered towards the helpline or meetings.

Enquiries also include alcoholics from overseas, friend and family, to whom we give contact details for Al Anon, professionals and employers, to whom we offer the relevant contact with AA or GSO. Our Guidelines cover in details our practice when dealing with all such enquiries.

Current

The team has been building steadily over the past two years. Though we have seen a lull in new applicants over the summer so far, applications are picking up again, but we still need more responders.

Our active responder pool is currently 21, of whom 15 are on our regular weekly roster. Our rota has 34 daily half hour slots from 7am to 12 midnight, seven days per week and we currently have 146 of 238 filled. In addition, many vacant shifts are covered by ad hoc responders and it is rare for the service to go unmanned at any time between 7am and 12 midnight or later. The Skype chat group is a very useful and active hub for the service, enabling quick assistance and liaison between responders.

The Chat Now service is provided by a company called PureChat who offer unlimited operators (responders) and are fully GDPR compliant.

Training

Training is given on a one to one basis online, using Skype or telephone in tandem with the PureChat dashboard. Trainee responders receive several sessions with comprehensive one to one support until they feel confident in going live on the service. Our pool of trainers enables flexibility for training schedules and monitoring of experienced responders at the trainee's convenience.

Job Description, qualifications and application forms can be found at <https://www.alcoholics-anonymous.org.uk/Members/Service/Vacancies/Electronic-Communications-Sub~committee>

Or any members interested can simply email chatadmin@aamail.org

RECLOs, please pass it on.

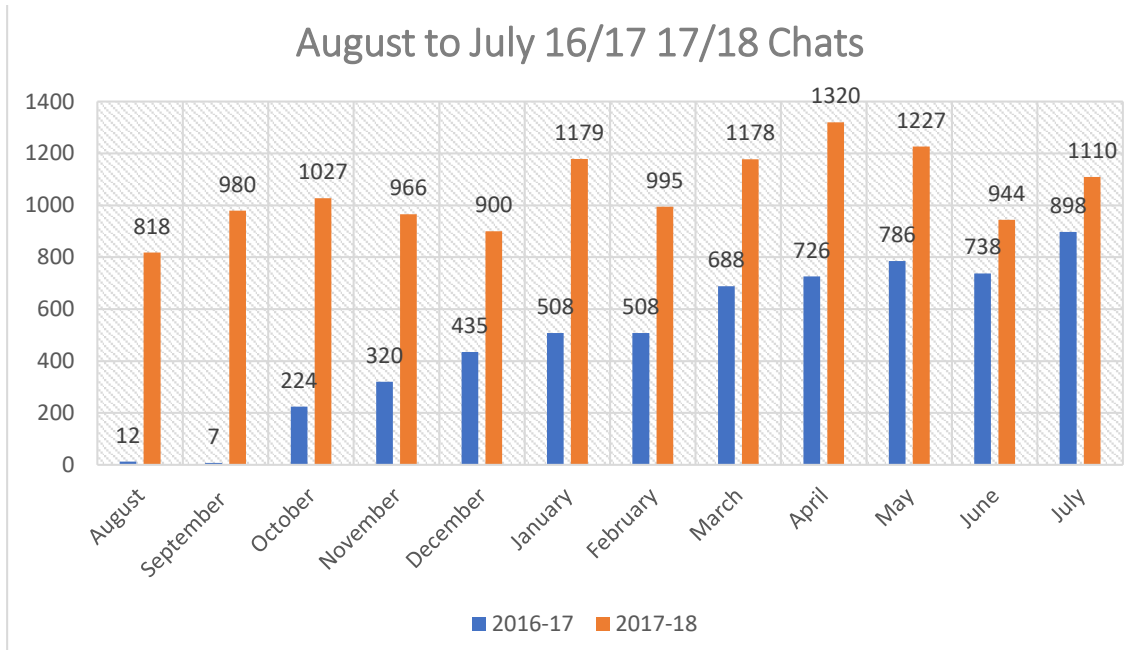
Chat Now Seminar

All responders are invited to a Chat Now seminar in York on 20th October 2018

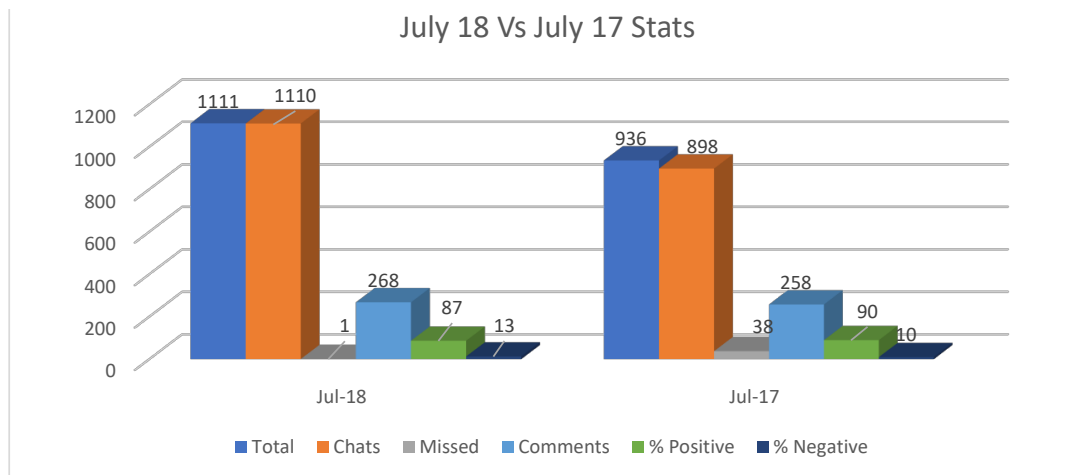
Chat Now Report to RECLOs June 2018

Some Figures!

We have seen a steady increase in chats over the two years as our responder pool has grown and we have increased available hours.



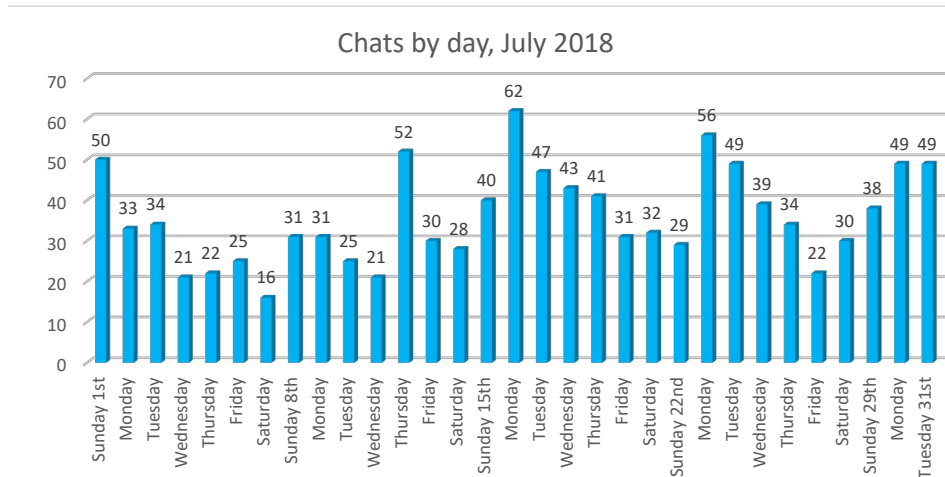
After a dip in June, chats returned to above the yearly average (currently 1053 per month) to 1110 chats answered.



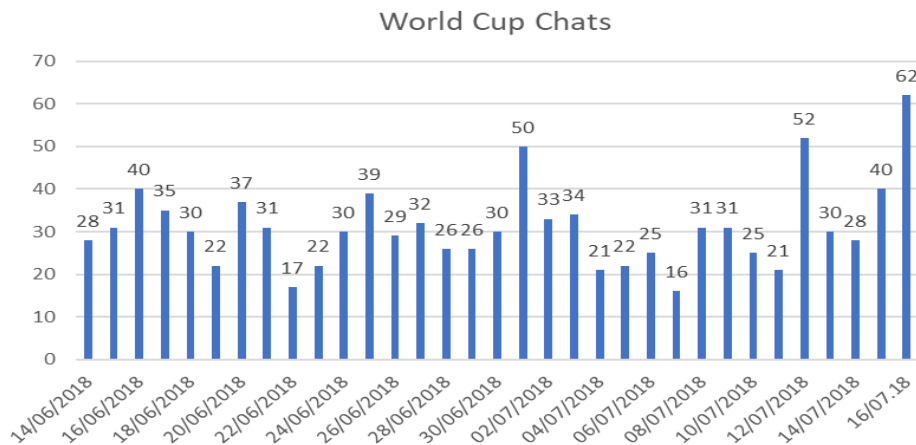
Missed chats have been reduced considerably since the team agreed an update to the Chat Now Guideline changed our optimum response time to 10 seconds. In addition as a safety measure, several responders have text alerts set up to notify them if an incoming chat is going unanswered.

Chat Now Report to RECLOs June 2018

Viewed as daily figures, we see an increase at the start of the working week, unsurprisingly!



We saw a marked dip in June's figures and couldn't help but wonder if the World Cup had an impact on this, so we looked at the figures...



Interestingly, we saw most chat requests on the Monday following the final. Second highest was the day after the England Croatia game....

GDPR

PureChat, our provider, have worked to help all clients comply with GDPR and enable us to completely delete contact records and chat transcripts. We currently delete transcripts at the end of each administrator shift, usually at the end of each day, after which we keep no personal details of those who contact us. Until that time we hold very little personal information; this being a chosen screen name, an ip address and sometimes a town or postcode. We do not request any other information in the chat.

Chat Now Administrators

Our administration and training team currently comprises ECSC member responsible for Chat Now Administration, Admin assistant), Statistician and our pool of 5 trainers. In Service,

Chat Now Administrator
chatadmin@aamail.org