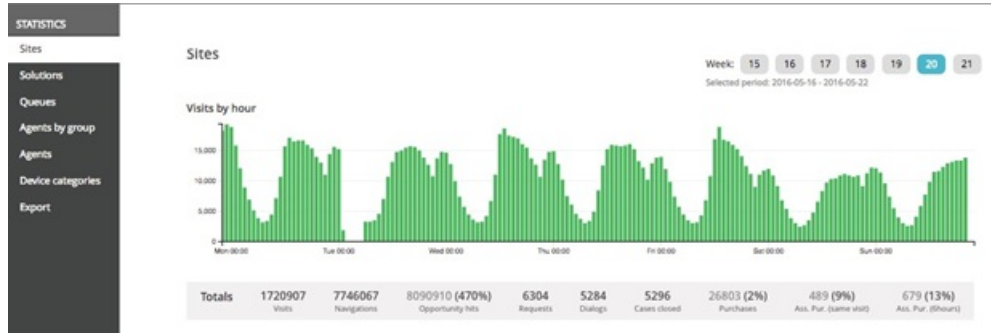


Sites view

The Site view allows you to track the traffic of your website and the number of visitors who were presented with an opportunity. This view also shows the relationship between the number of visitors, the number of people who have requested for help, and how many of them have been in a dialogue. You may also view how many purchases are made during the dialogue and up to 6 hours after the dialogue is completed.



Metrics	Description
Visits	Total number of visitors to the site based on unique session ids
Navigations	Total number of navigations from visitors where an opportunity was evaluated
Opportunity hits	Total number of hits for the opportunities
Requests	Total number visitors who entered the queue
Dialogs	Total number of interactions that have been picked up from the queue [transfers not included]
Cases closed	Total number of cases closed
Purchases	Total number of purchases made on the site
Ass. Pur. (same visit)	Total number of purchases associated to a dialog during the same session
Ass. Pur. (6 hours)	Total number of purchases associated with a dialog within 6 hours after the interaction ended