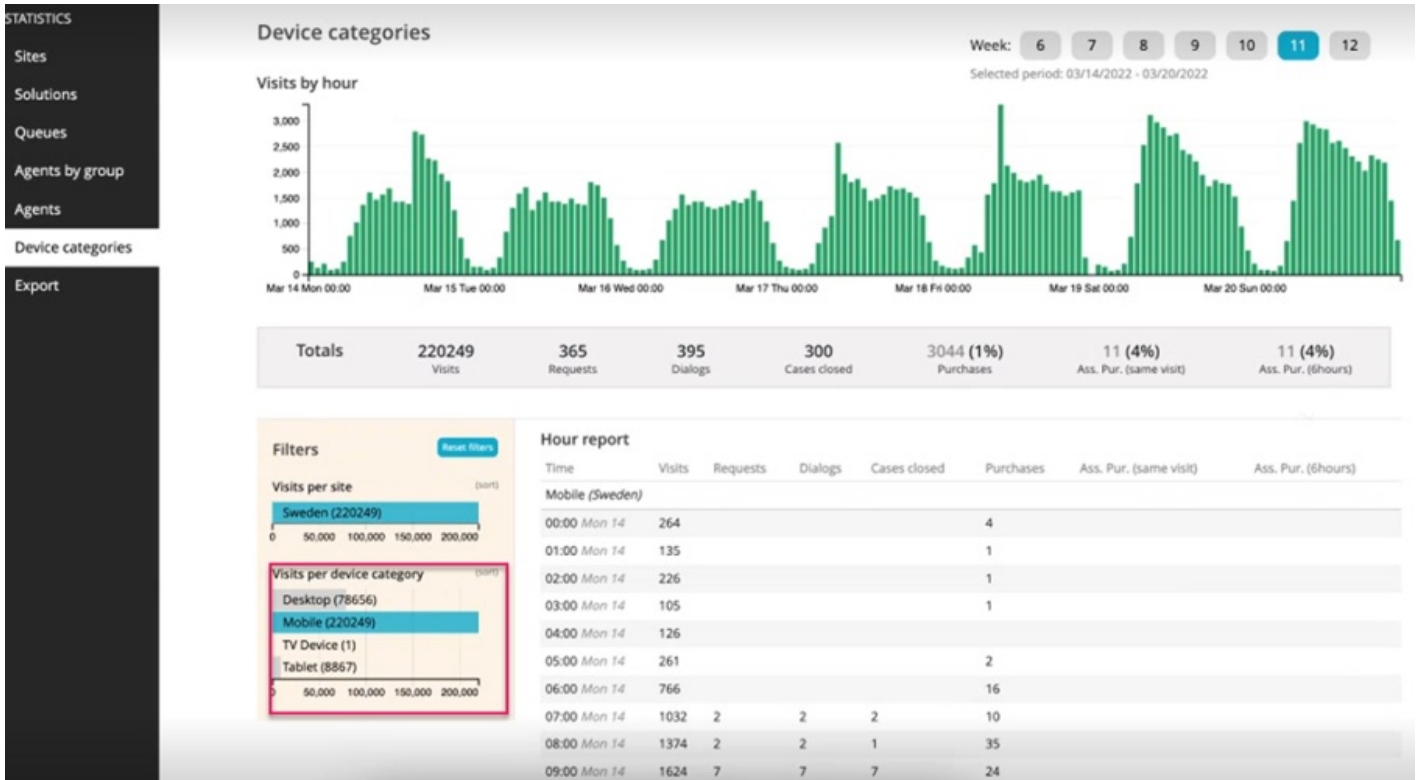


Device categories view

The view allows you to see which devices visitors are using during dialog with an agent and how this affects different values. For example, is there a difference in the Assisted purchase value between different devices? Varies customer device preferences between the countries?



Metrics	Description
Visits	Total number visits to the site
Requests	Total number of visitors that entered the queue for assistance
Dialogs	Total number of dialogs between the agent and the customer
Cases closed	Total number of cases closed
Purchases	Total number of purchases 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 dialog ended