

CANVAS

24/7/365 SUPPORT

1 September - 30 September 2020

82%



CASES SOLVED

of all cases have been successfully solved.

84%



USED LIVE CHAT

of users, use Live Chat to ask and resolve problems.

10%



STAFF TOP TOPIC

of all staff cases were related to files.

21%



STUDENT TOP TOPIC

of all student cases were related to college/school specific items, i.e. login, passwords, enrolments.

10%



WEEKEND CASES

of cases were opened on the weekend.

26%



OUTSIDE OFFICE HOURS

of cases were opened outside office hours (5pm-9am).