

Here2Talk

April 2020 to October 2022

Service	Count
Chats	17,656
Calls	7,195
Total Calls and Chats	24,851

Monthly average speed of answer (seconds)

Service	Average speed of answer (seconds)
Chats	52
Calls	32

Monthly average % of abandoned calls/chats

Service	Average % abandoned
Chats	5.3%
Calls	4.3%

Monthly average duration of call/chat (minutes)

Service	Average duration (minutes)
Chats	25
Calls	42

Total number of app registrations	8,429
--	--------------

Source: LifeWorks

*Only services provided in English are included. Counts for services provided in French are too small to report.