Announcing: Autopilot Ending Metrics to Customer-Facing Dashboard & Feed

Note: The following updates to **rep_convos** and **live_agent_opportunities** will be rolled out by 04/26/2024.

Auto-Pilot Ending Metrics

What is Auto-Pilot Ending?

Customers often become unresponsive once they do not need anything else from the agent. In order for agents to free up their slots to serve other customers waiting in the queue, agents must confirm there is nothing more they can help the customer with before closing the chat. To ensure the customer has a grace period to respond before being disconnected, agents follow a formulaic, multi-step check-in process with the customer prior to ending the chat.

What is the benefit of Auto-Pilot Ending Metrics

This will significantly reduce cognitive load, reduce AHT from current levels, and improve adoption. "Augmented Messages" may increase due to these auto-pilot messages now being included.

More details:
- We added a new field `autopilot_ending_msgs_ct` to the `rep_convos` and `live_agent_opportunities` tables.
- We also included this field in our "Augmented Messages" count

For more information, please refer to [Export Schema Documentation](#)

How to Explore in Historical Insights:
Simply navigate to Historical Insights and witness the expanded reporting capabilities for Autopilot ending messages, providing you with a holistic view of your customer conversation. It has been also added to the *Total Augmented Messages* metric and as a result is part of the Augmentation % calculation.

Navigation: These can be found under Augmentation Usage Dashboard > Autopilot Tab > AP Ending Messages

Happy Analyzing! 🚀📊