



# HELP SCOUT — ANALYTICS

August 2023



All Email Phone

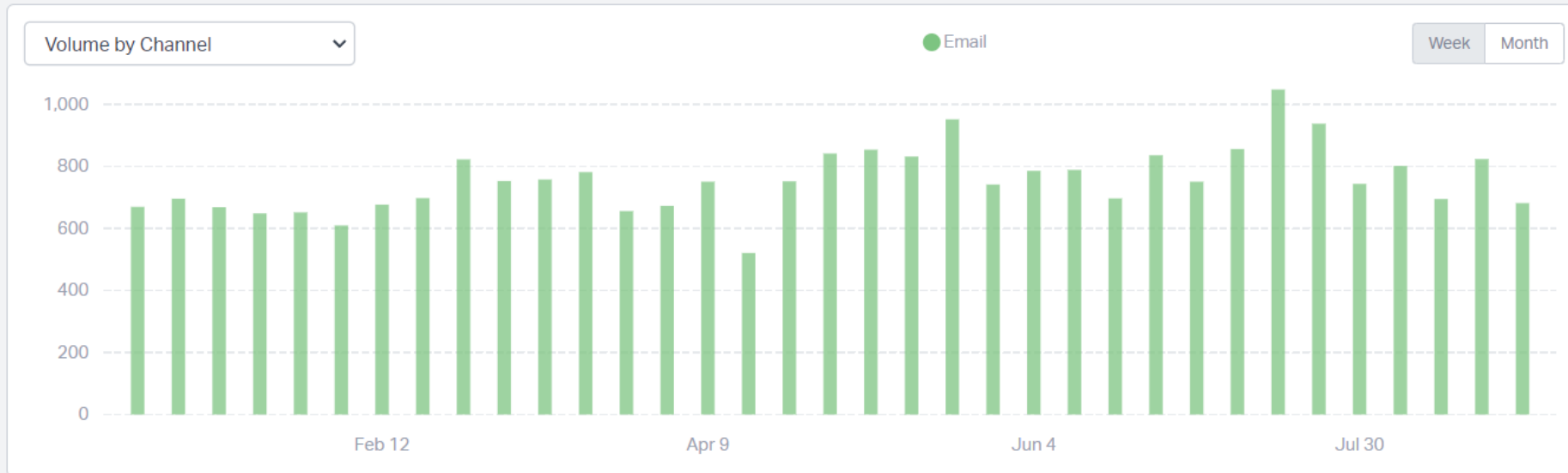
Total Conversations  
**27,006** ▲ +23%

New Conversations  
**26,775** ▲ +23%

Customers  
**3,669** ▲ +26%

Conversations per Day  
**111** ▲ +23%

Busiest Day  
**Thursday**



# YTD - 2023 E-MAIL VOLUME

All Email Phone

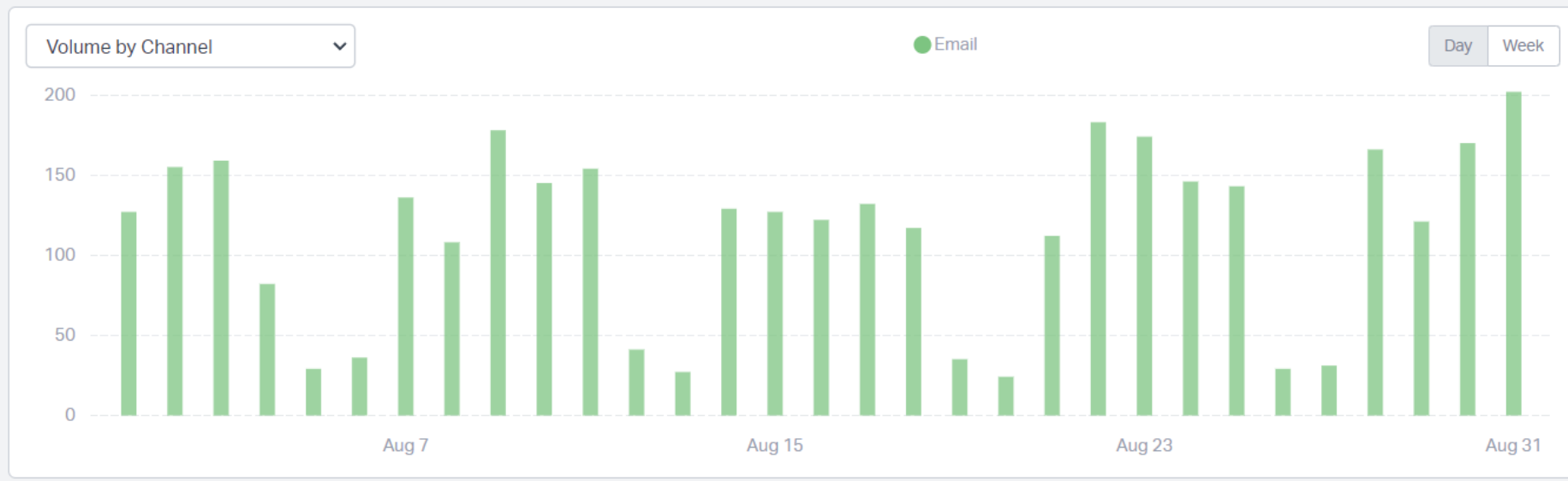
Total Conversations  
**3,837** -5%

New Conversations  
**3,602** -6%

Customers  
**814** -7%

Conversations per Day  
**119** -6%

Busiest Day  
**Wednesday**



# AUGUST - 2023 E-MAIL VOLUME

Customers Helped

391 -2%

Conversations per Day

122 -4%

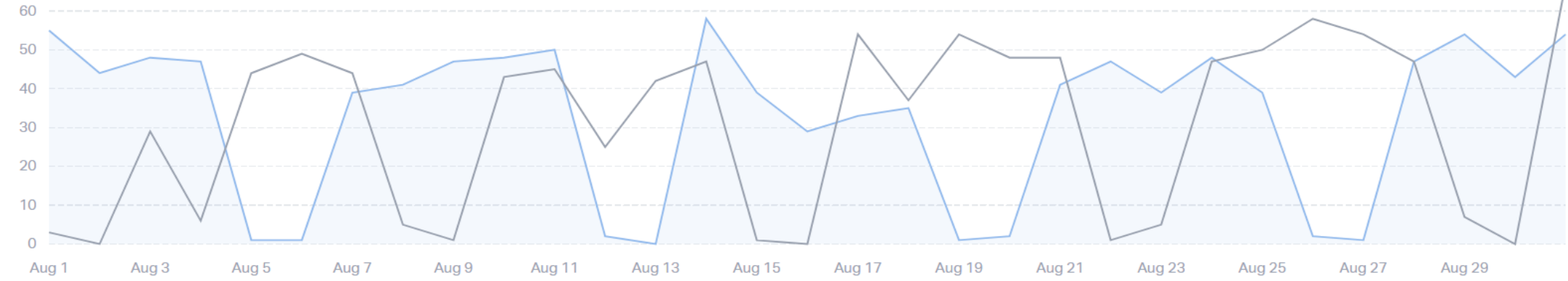
Closed

3,641 -2%

### Customers Helped

● Current ● Previous

Day Week



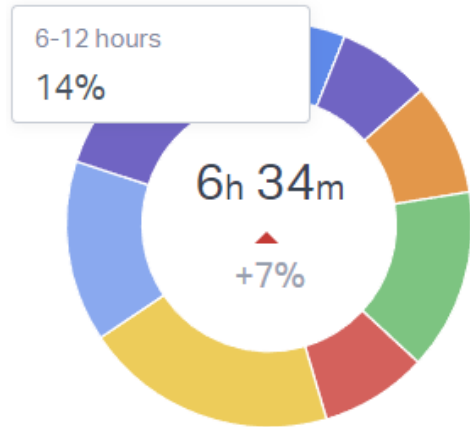
Your Team	Replies	Customers Helped	Happiness Score
Katelyn Ekins	379	95	0
Mariana Chavez	258	92	100
Ivette Villanueva	201	108	0
Jess Franco	185	79	-100
Karla Calderon	128	53	0
Sharee Reyes	91	34	0
Oscar Escarcega	82	22	0



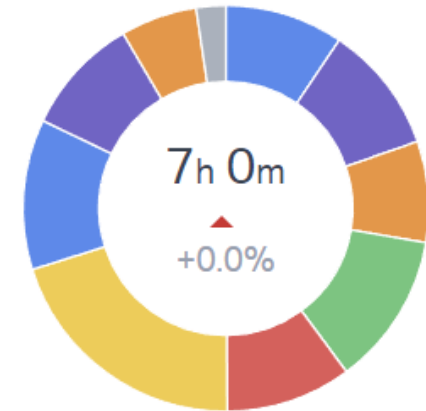
# EMAILS BY EMPLOYEE

# RESPONSE TIME — COMPANY OVER ALL

Response Time



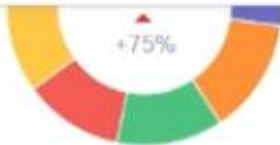
First Response Time



Response Time

**Response Time**

The average amount of time a customer is waiting for a response from your team



First Response Time

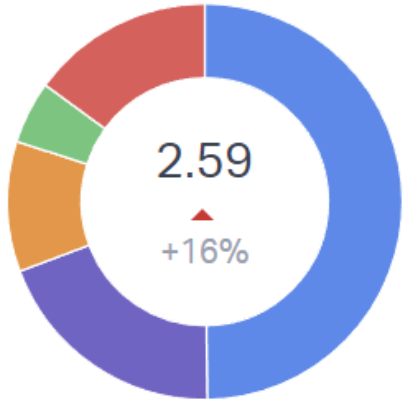
**First Response Time**

The average amount of time a customer is waiting for the first reply from your team; subsequent response times are not included



# RESOLUTION

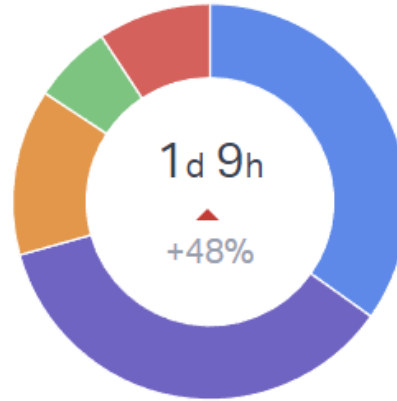
Replies to Resolve



## Replies to Resolve

Number of replies sent to the customer before the conversation is resolved

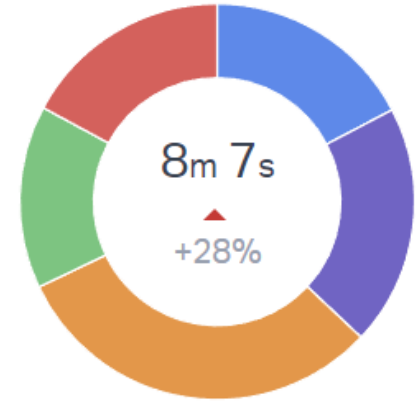
Resolution Time



## Resolution Time

The average amount of time it takes from the time a conversation is created to the time it is resolved. A conversation can only be resolved once and must include a reply.

Handle Time



## Handle Time

This represents the time from when you open the conversation to the time you press **Send**. If you save a draft and come back to it several times, only the final visit before sending will be captured as the handle time.





Katelyn Ekins

847 customers helped since Feb 25, 2021

HAPPINESS SCORE

0 -100

All Channels **Email** Phone Happiness

Office Hours i

Emails Created

48 +20%

Replies Sent

379 +20%

Resolved

88 -3%

Replies to Resolve

3.8 +14%

Response Time

5h 27m -31%

First Response Time

4h 42m -60%

Resolved on First Reply

25% -16%

Handle Time

7m 4s +75%

Replies

● Current ● Previous

Day Week





Mariana Chavez

784 customers helped since Sep 19, 2022

HAPPINESS SCORE

100.0

All Channels **Email** Phone Happiness

Office Hours

Emails Created

10 +25%

Replies Sent

258 +11%

Resolved

99 +11%

Replies to Resolve

2.5 -2%

Response Time

2h 3m -14%

First Response Time

3h 51m +15%

Resolved on First Reply

47% +11%

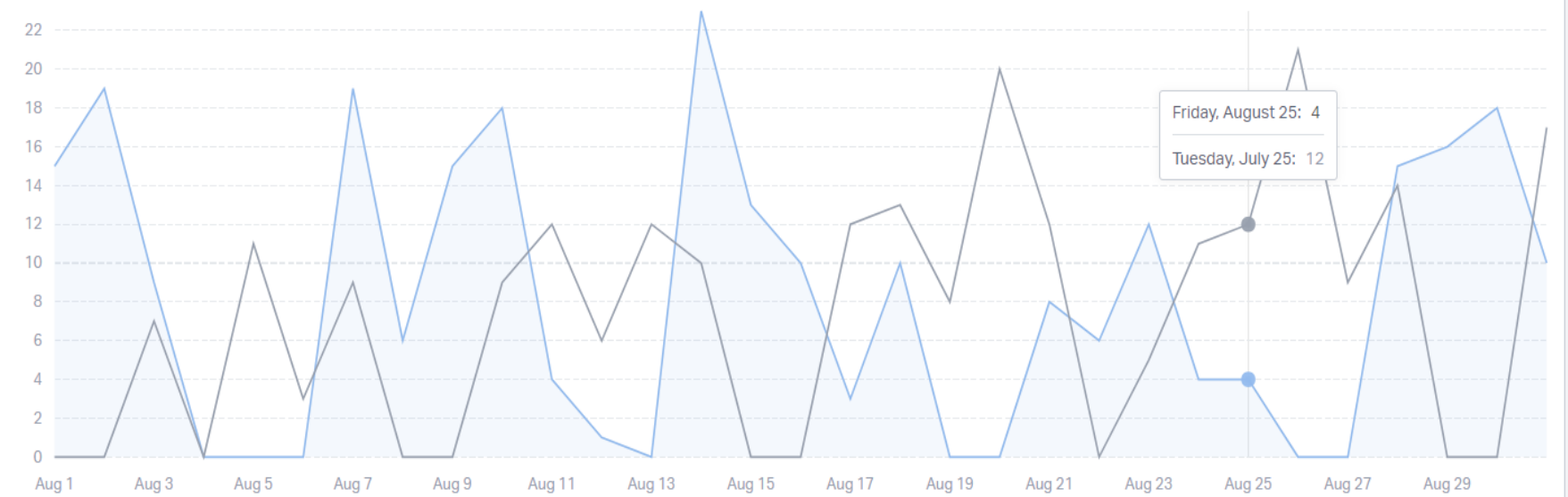
Handle Time

2m 20s -28%

### Replies

● Current ● Previous

Day Week







Ivette Villanueva

360 customers helped since Jun 29, 2023

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours [?](#)

Emails Created

36 -12%

Replies Sent

201 -22%

Resolved

97 -24%

Replies to Resolve

1.8 +18%

Response Time

5h 55m +61%

First Response Time

2h 58m +21%

Resolved on First Reply

68% +1%

Handle Time

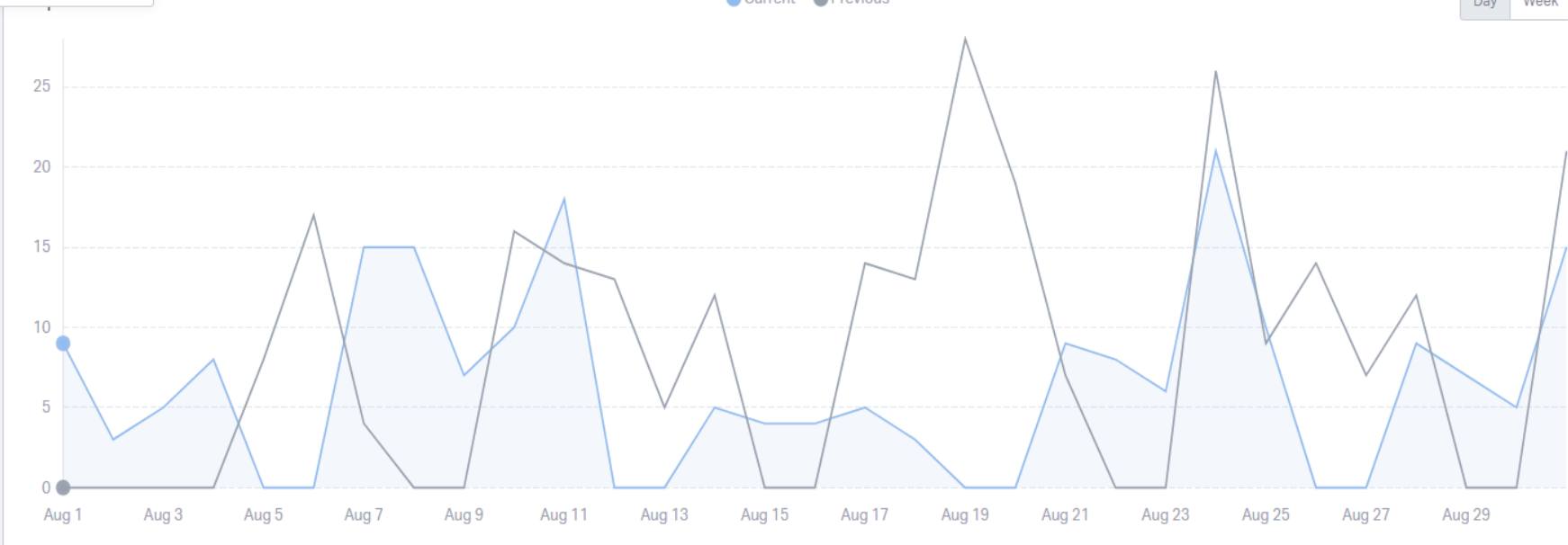
4m 45s +2%

Tuesday, August 1: 9

Saturday, July 1: 0

● Current ● Previous

Day Week





Jess Franco

863 customers helped since Dec 2, 2021

HAPPINESS SCORE

-100

All Channels **Email** Phone Happiness

Office Hours ⓘ

Emails Created

29 +32%

Replies Sent

185 +28%

Resolved

76 +41%

Replies to Resolve

2.4 -14%

Response Time

7h 26m +12%

First Response Time

7h 56m +27%

Resolved on First Reply

54% +8%

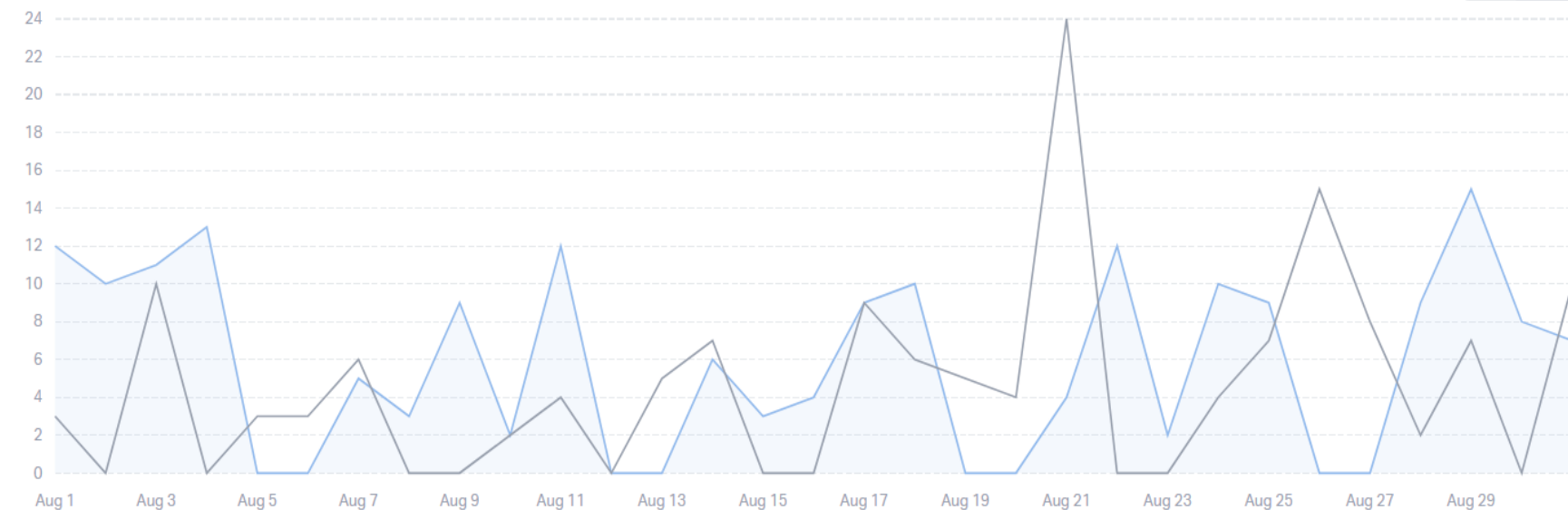
Handle Time

10m 42s +6%

Replies

● Current ● Previous

Day Week





Karla Calderon

914 customers helped since Jan 26, 2022

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours

Emails Created

30 0%

Replies Sent

128 +6.3k%

Resolved

42 0%

Replies to Resolve

3.1 0%

Response Time

8h 35m +34%

First Response Time

5h 26m -79%

Resolved on First Reply

14% 0%

Handle Time

2m 21s -70%

Replies

● Current ● Previous

Day Week





Oscar Escarcega

1,015 customers helped since May 24, 2019

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours [?](#)

Emails Created

25 -7%

Replies Sent

82 -33%

Resolved

61 -30%

Replies to Resolve

1.2 -11%

Response Time

15h 5m +49%

First Response Time

11h 40m +7%

Resolved on First Reply

92% -0.2%

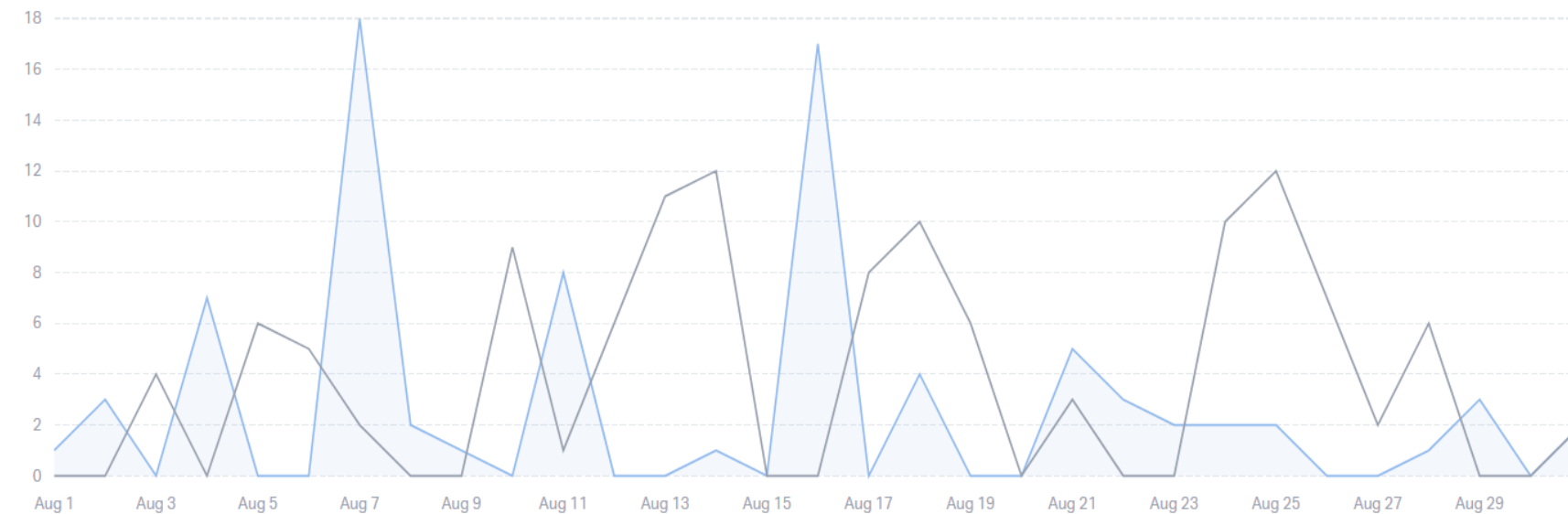
Handle Time

14m 25s +20%

Replies

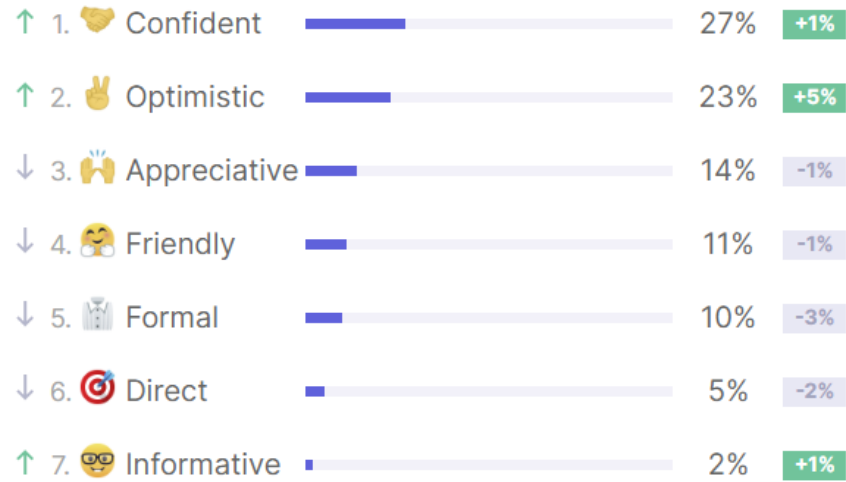
● Current ● Previous

Day Week



## STONE

Some of the tones that were detected in your writing last week:



# KARLA'S GRAMMARLY



## STONE

Some of the tones that were detected in your writing last week:

- |                   |         |
|-------------------|---------|
| 1. 🤔 Confident    | 20%     |
| ↑2. 🎯 Direct      | 19% +1% |
| ↑3. 🏢 Formal      | 12% +1% |
| 4. 🙌 Appreciative | 9%      |
| 5. 🧐 Informative  | 8%      |
| ↑6. 😊 Joyful      | 7% +2%  |
| 7. 😊 Friendly     | 5%      |

# KATELYN'S GRAMMARLY



## TONE

Some of the tones that were detected in your writing last week:

- |                    |          |
|--------------------|----------|
| ↑1. 🤔 Confident    | 34% +6%  |
| ↑2. 🙌 Appreciative | 21% +1%  |
| ↓3. 🧐 Informative  | 10% -3%  |
| ↑4. 🙌 Optimistic   | 10% +6%  |
| ↑5. 😬 Skeptical    | 10% +10% |
| ↓6. 🎯 Direct       | 3% -12%  |
| ↓7. 😊 Friendly     | 3% -5%   |

# OSCAR'S GRAMMARLY



## TONE

Some of the tones that were detected in your writing last week:

- |                     |         |
|---------------------|---------|
| ↓ 1. 🤔 Confident    | 20% -1% |
| ↑ 2. 🏢 Formal       | 16% +1% |
| ↓ 3. 🎯 Direct       | 16% -6% |
| ↑ 4. 🙌 Appreciative | 9% +4%  |
| ↑ 5. 🧐 Informative  | 8% +4%  |
| ↑ 6. 😊 Friendly     | 7% +1%  |
| 7. 🙋 Optimistic     | 5%      |

# JESS'S GRAMMARLY





## TONE

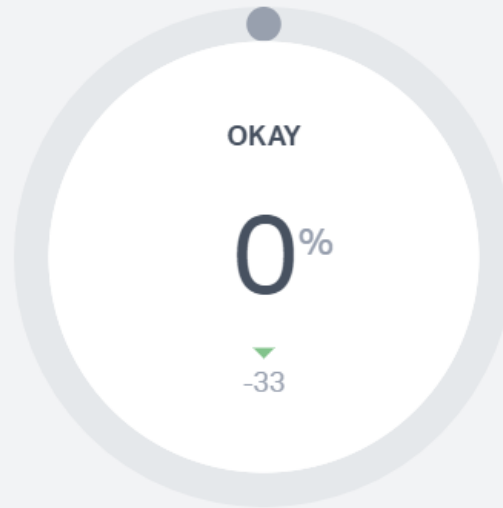
Some of the tones that were detected in your writing last week:

- |                     |         |
|---------------------|---------|
| 1. 🤝 Confident      | 22%     |
| ↑ 2. 🙌 Appreciative | 20% +6% |
| ↑ 3. 🎯 Direct       | 18% +6% |
| ↓ 4. 🧐 Informative  | 13% -1% |
| ↓ 5. 🏢 Formal       | 5% -6%  |
| ↑ 6. 🤔 Curious      | 4% +2%  |
| ↓ 7. 😊 Friendly     | 4% -3%  |

MARIANA  
GRAMMARLY



# HAPPINESS SCORE



HAPPINESS SCORE

based on 6 ratings from 2% of customers



# HAPPINESS SCORE

## Ratings

#	Customer	User	Date	Rating	Comment
159660	Renee Jones	<a href="#">Mariana Chavez</a>	Aug 28	Great	
159517	Oakleigh Harbaugh	<a href="#">Jess Franco</a>	Aug 25	Not Good	
159113	Bessieharbaugh	<a href="#">Mariana Chavez</a>	Aug 23	Great	
157905	Rodney Lewis	<a href="#">Mariana Chavez</a>	Aug 14	Great	
157771	Christopher Mander-Jones	<a href="#">Mariana Chavez</a>	Aug 11	Great	
156885	Richard Garcia	<a href="#">Mariana Chavez</a>	Aug 7	Great	
6 ratings					





**THANK YOU**

