



HELP SCOUT — ANALYTICS

January 2024



All Email Phone

Total Conversations
5,259

New Conversations
5,071

Customers
1,033

Conversations per Day
164

Busiest Day
Tuesday



YTD - 2024 E-MAIL VOLUME

All Email Phone

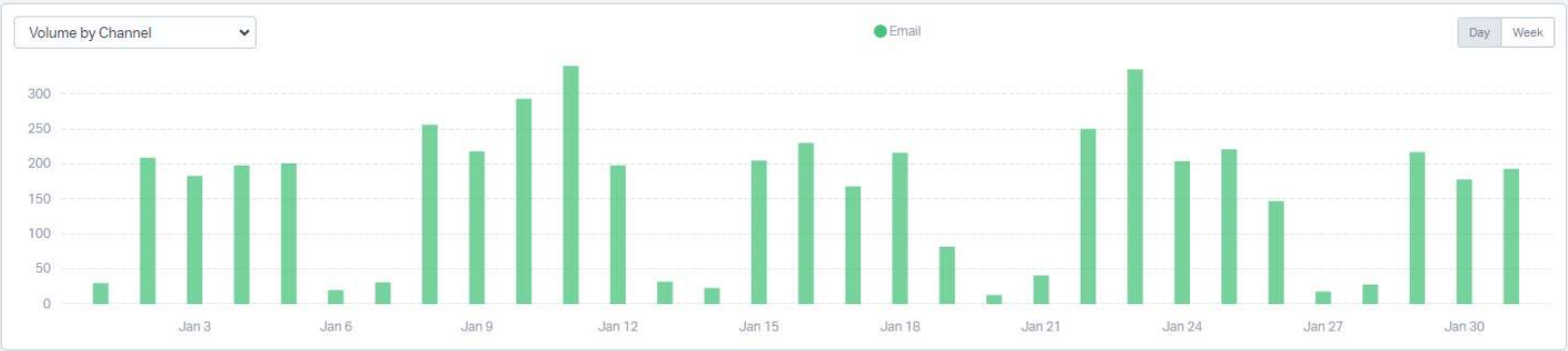
Total Conversations
5,259

Customers
1,033

Busiest Day
Tuesday

New Conversations
5,071

Conversations per Day
164



JANUARY - 2024 E-MAIL VOLUME

Customers Helped

266

Conversations per Day

166

Closed

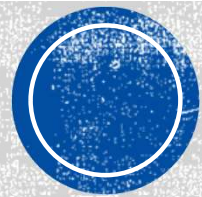
2,688

Customers Helped



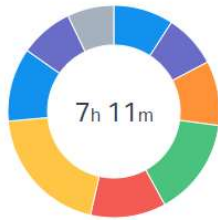
Your Team	Replies	Customers Helped	Happiness Score
Katelyn Ekins	270	79	0
Ivette Villanueva	141	82	100
Mariana Chavez	127	63	0
Jess Franco	81	41	0
Karia Calderon	75	32	0
Karly Serrato	47	7	0
Dafne Gracida	21	10	0
Jason Wolf	15	13	0
Jake Howlett	10	8	0
Bill Rice	7	3	0
Nils Adey	1	1	0

EMAILS BY EMPLOYEE

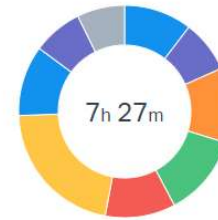


RESPONSE TIME – COMPANY OVER ALL

Response Time



First Response Time



Response Time

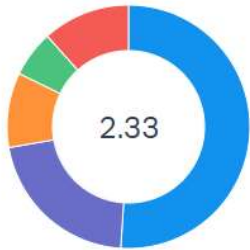


First Response Time



RESOLUTION

Replies to Resolve

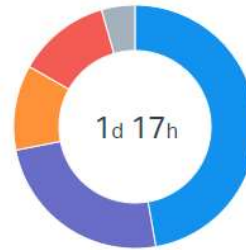


Replies to Resolve

Replies to Resolve

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

Resolution Time

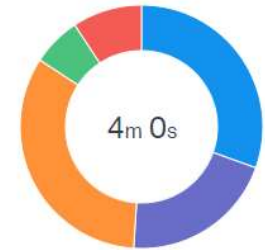


Resolution Time

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.





Mariana Chavez

921 customers helped since Sep 19, 2022

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours ⓘ

Emails Created

6

Replies Sent

127

Resolved

56

Replies to Resolve

2.3

Response Time

9h 48m

First Response Time

2h 5m

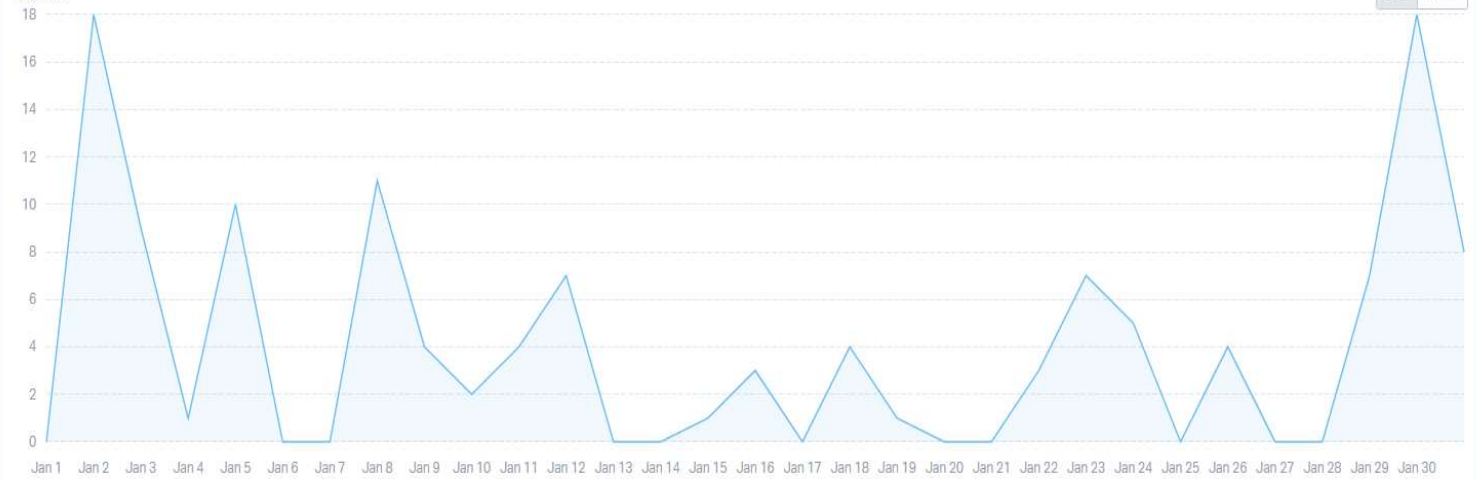
Resolved on First Reply

48%

Handle Time

2m 52s

Replies





Karla Calderon

1,001 customers helped since Jan 26, 2022

HAPPINESS
SCORE

0

All Channels **Email** Phone Happiness

Office Hours [?](#)

Emails Created

20

Replies Sent

75

Resolved

20

Replies to Resolve

1.8

Response Time

10h 28m

First Response Time

13h 23m

Resolved on First Reply

50%

Handle Time

2m 33s

Replies





Katelyn Ekins

1,012 customers helped since Feb 25, 2021

HAPPINESS
SCORE

0

All Channels **Email** Phone Happiness

Office Hours ⓘ

Emails Created

33

Replies Sent

270

Resolved

83

Replies to Resolve

3.3

Response Time

5h 58m

First Response Time

10h 1m

Resolved on First Reply

24%

Handle Time

6m 19s

Replies





Ivette Villanueva

541 customers helped since Jun 29, 2023

HAPPINESS
SCORE
100

All Channels **Email** Phone Happiness

Office Hours [?](#)

Emails Created

28

Replies Sent

141

Resolved

73

Replies to Resolve

1.7

Response Time

2 h 36 m

First Response Time

1 h 11 m

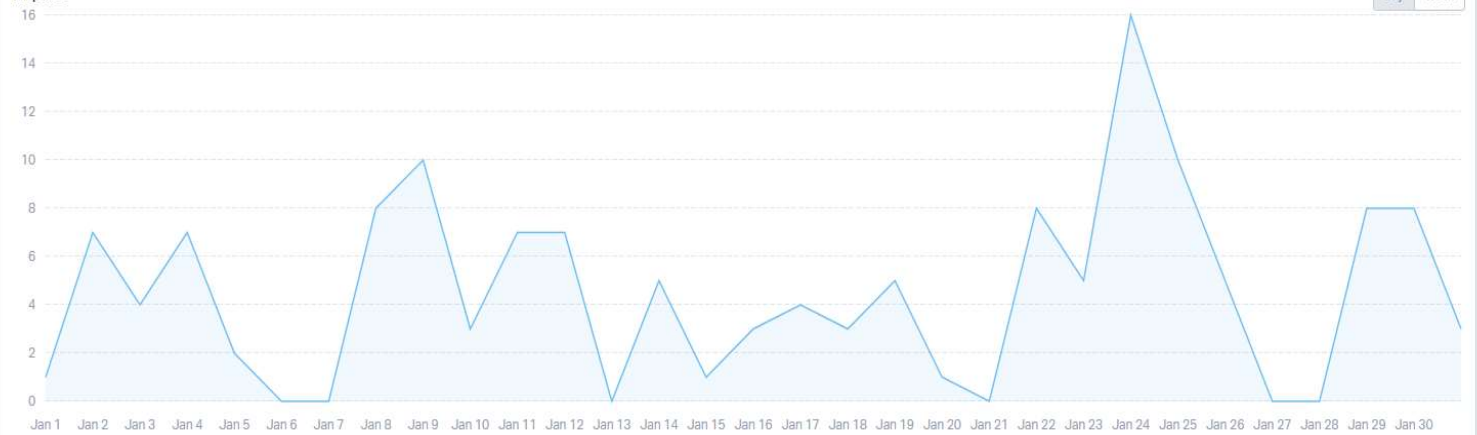
Resolved on First Reply

75%

Handle Time

2 m 20 s

Replies



Karly Serrato

24 customers helped since Nov 30, 2023

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours [?](#)

Emails Created

36

Replies Sent

47

Resolved

5

Replies to Resolve

3.8

Response Time

8h 31m

First Response Time

1h 54m

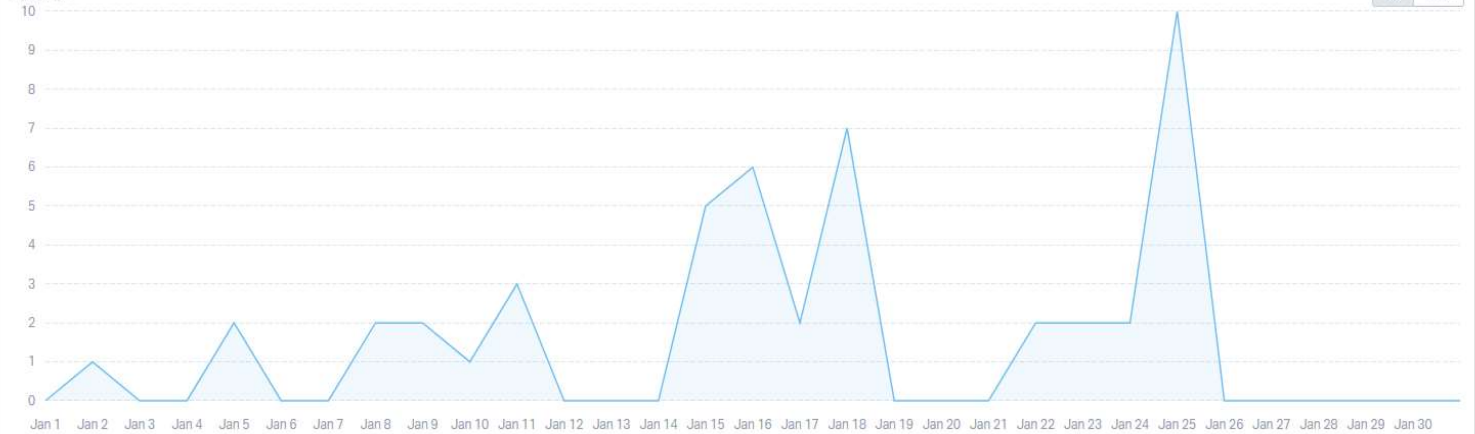
Resolved on First Reply

40%

Handle Time

3m 45s

Replies





Dafne Gracida

155 customers helped since Sep 28, 2023

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours

Emails Created

4

Replies Sent

21

Resolved

14

Replies to Resolve

1.8

Response Time

47 m 9 s

First Response Time

2 h 17 m

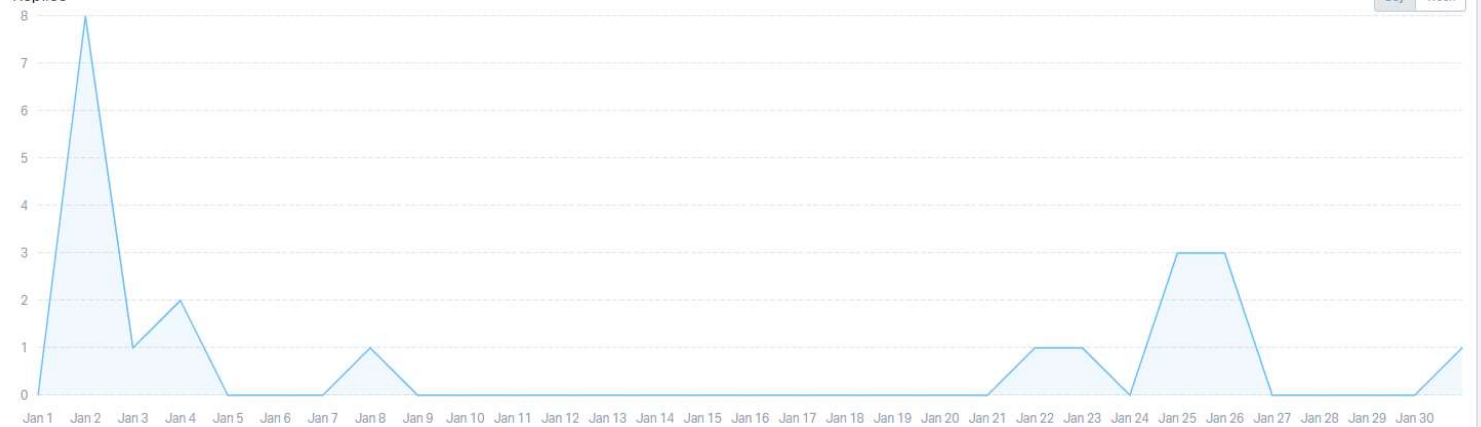
Resolved on First Reply

71%

Handle Time

3 m 18 s

Replies



Jake Howlett

21 customers helped since Nov 28, 2023

HAPPINESS
SCORE
0

All Channels **Email** Phone Happiness

Office Hours ⓘ

Emails Created

72

Replies Sent

10

Resolved

6

Replies to Resolve

1.2

Response Time

4h 5m

First Response Time

1d 11h

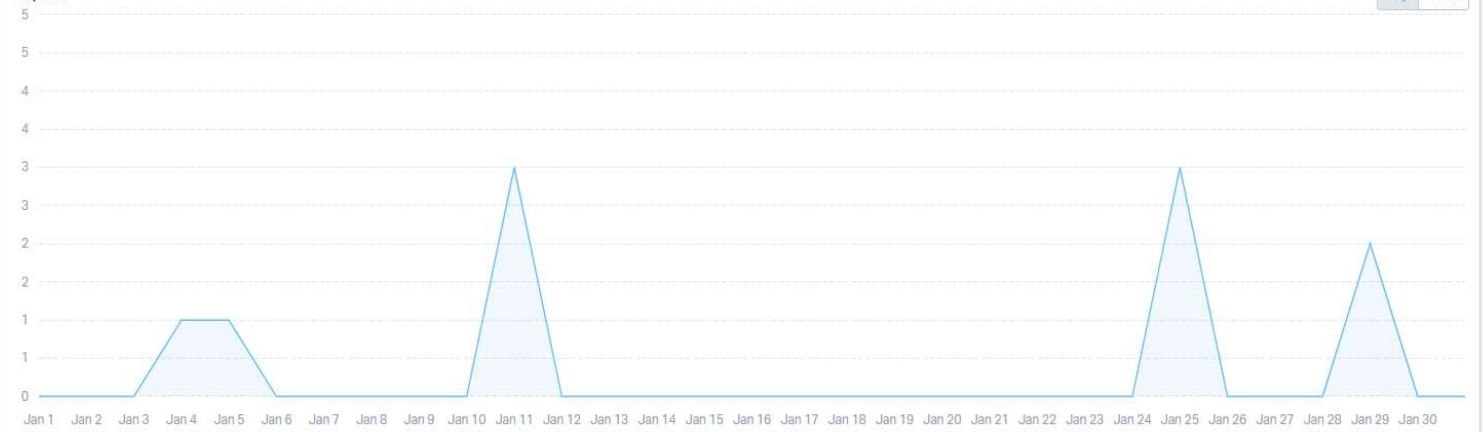
Resolved on First Reply

83%

Handle Time

5m 45s

Replies





Jason Wolf

769 customers helped since May 24, 2019

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours ⓘ

Emails Created

15

Replies Sent

15

Resolved

2

Replies to Resolve

1.0

Response Time

43m 47s

First Response Time

0m 3s

Resolved on First Reply

100%

Handle Time

2m 46s

Replies

Day Week



TONE

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

↑1. 🗨️ Confident	24% +6%
↑2. 🙌 Appreciative	15% +2%
↑3. 🙌 Optimistic	15% +6%
↓4. 🏢 Formal	13% -2%
↓5. 🎯 Direct	11% -2%
↑6. ★ Cooperative	5% +4%
↑7. 😊 Joyful	5% +2%

**KARLA'S
GRAMMARLY**



STONE

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

- | | |
|--------------------|---------|
| ↑1. 🙌 Appreciative | 19%+14% |
| ↓2. 😊 Confident | 19%-12% |
| ↑3. 🧐 Informative | 14%+12% |
| ↑4. 🏢 Formal | 11%+10% |
| ↓5. 🙌 Optimistic | 8%-20% |
| ↓6. 🎯 Direct | 7% -8% |
| ↓7. 😊 Joyful | 7% -7% |

KATELYN'S GRAMMARLY



TONE

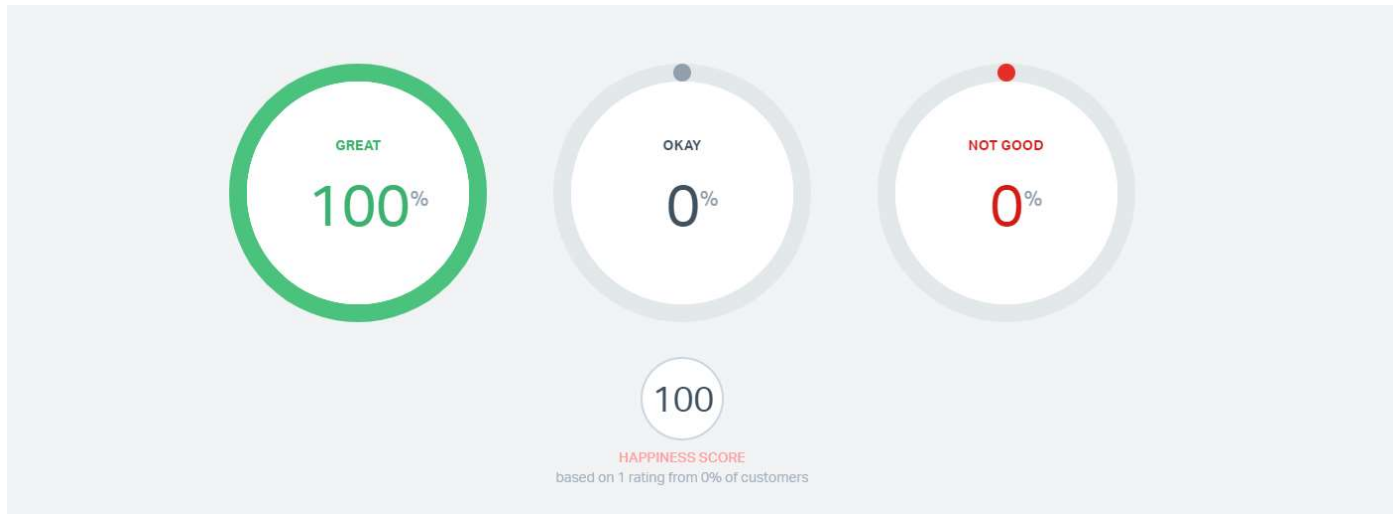
Some of the tones that were detected in your writing last week:

↑1. 🙌 Appreciative	34% +6%
↑2. 🏢 Formal	16% +1%
↑3. 🙌 Optimistic	14% +2%
↑4. 🗣️ Informative	10% +4%
↓5. 🧡 Confident	6% -5%
↑6. 🎯 Direct	5% -1%
↑7. 😊 Joyful	4% +2%

**MARIANA'S
GRAMMARLY**



HAPPINESS SCORE



HAPPINESS SCORE

Ratings

All Great Okay Not Good

#	Customer	User	Date	Rating	Comment
179086	Trevor Bradley	Ivette Villanueva	Jan 9	Great	

1 ratings





THANK YOU

