HELP SCOUT — ANALYTICS

October 2023

| All | Email | Phone |

Total Conversations
37,031

New Conversations
36,786

Customers
4,558

Conversations per Day
121

Busiest Day
Thursday

Volume by Channel ▾

● Email

| Week | Month |

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct |

Chart showing monthly email volume with values approximately: Jan 3,300; Feb 2,800; Mar 3,650; Apr 2,950; May 4,150; Jun 3,700; Jul 4,100; Aug 3,850; Sep 3,350; Oct 4,450

YTD - 2023
E-MAIL VOLUME

All | Email | Phone

Volume by Channel ▾ ● Email Day | Week

Total Conversations
4,795 ▲ +33%

New Conversations
4,596 ▲ +35%

Customers
956 ▲ +23%

Conversations per Day
149 ▲ +33%

Busiest Day
Monday

200
150
100
50
0

Oct 3   Oct 6   Oct 9   Oct 12   Oct 15   Oct 18   Oct 21   Oct 24   Oct 27   Oct 30

OCTOBER- 2023
E-MAIL VOLUME

Customers Helped

Customers Helped
412 ▲ +19%

Conversations per Day
154 ▲ +27%

Closed
4,477 ▲ +32%

● Current ● Previous | Day | Week |

Chart axis values: 60, 50, 40, 30, 20, 10, 0

Dates: Oct 1, Oct 2, Oct 3, Oct 4, Oct 5, Oct 6, Oct 7, Oct 8, Oct 9, Oct 10, Oct 11, Oct 12, Oct 13, Oct 14, Oct 15, Oct 16, Oct 17, Oct 18, Oct 19, Oct 20, Oct 21, Oct 22, Oct 23, Oct 24, Oct 25, Oct 26, Oct 27, Oct 28, Oct 29

Your Team	Replies ⌄	Customers Helped	Happiness Score
Katelyn Ekins	300	81	100
Ivette Villanueva	268	154	0
Karla Calderon	237	90	0
Jess Franco	196	62	0
Mariana Chavez	182	59	100
Dafne Gracida	93	31	0
Oscar Escarcega	34	15	0
Jason Wolf	17	13	0
Susana Mendez	1	1	0

EMAILS BY EMPLOYEE

RESPONSE TIME — COMPANY OVER ALL

Response Time

4h 54m
▼
-26%

First Response Time

4h 23m
▼
-28%
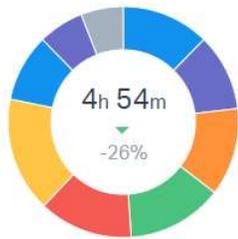
Response Time

Response Time

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

▲
+75%

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

+157%

RESOLUTION

Replies to Resolve

2.85
▲
+9%

Resolution Time

1d 3h
▼
-10%

Handle Time

4m 51s
▼
-9%

Replies to Resolve

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

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

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
1,018 customers helped since Feb 25, 2021

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Emails Created	**Replies Sent**
48 ▲ +17%	300 ▲ +1%
Resolved	**Replies to Resolve**
79 ▼ -8%	4.7 ▲ +36%
Response Time	**First Response Time**
5h 4m ▲ +8%	5h 11m ▲ +48%
Resolved on First Reply	**Handle Time**
14% ▼ -48%	4m 46s ▼ -21%

Replies   ● Current ● Previous   Day | Week

Mariana Chavez

925 customers helped since Sep 19, 2022

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Emails Created	**Replies Sent**
3 ▼ -25%	182 0%
Resolved	**Replies to Resolve**
80 ▲ +3%	2.1 ▼ -14%
Response Time	**First Response Time**
1h 51m ▼ -64%	1h 31m ▼ -7%
Resolved on First Reply	**Handle Time**
56% ▲ +25%	4m 9s ▲ +51%

Replies

● Current ● Previous

Day | Week

22
20
18
16
14
12
10
8
6
4
2
0

Oct 1 Oct 2 Oct 3 Oct 4 Oct 5 Oct 6 Oct 7 Oct 8 Oct 9 Oct 10 Oct 11 Oct 12 Oct 13 Oct 14 Oct 15 Oct 16 Oct 17 Oct 18 Oct 19 Oct 20 Oct 21 Oct 22 Oct 23 Oct 24 Oct 25 Oct 26 Oct 27 Oct 28 Oct 29
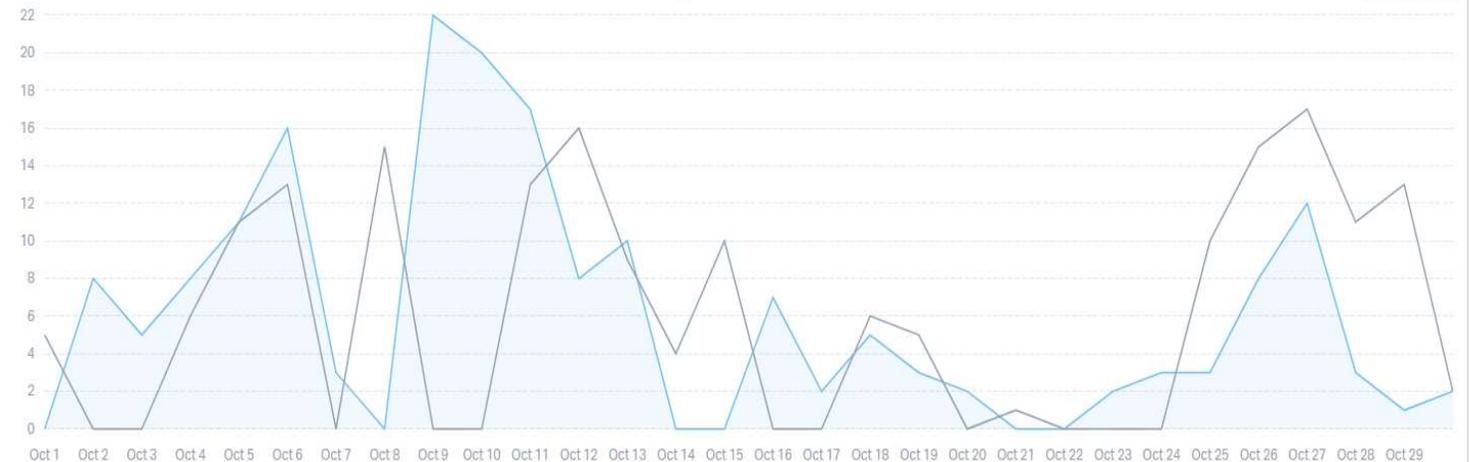
Ivette Villanueva
549 customers helped since Jun 29, 2023

All Channels   **Email**   Phone   Happiness   ☑ Office Hours ⓘ

Emails Created	Replies Sent
66 ▲ +61%	**268** ▲ +30%

Resolved	Replies to Resolve
115 ▲ +34%	**1.9** ▼ -0.1%

Response Time	First Response Time
3h 20m ▼ -50%	**1h 56m** ▼ -30%

Resolved on First Reply	Handle Time
57% ▼ -18%	**3m 8s** ▲ +18%

Replies   ● Current ● Previous   Day | Week

Oct 1, Oct 2, Oct 3, Oct 4, Oct 5, Oct 6, Oct 7, Oct 8, Oct 9, Oct 10, Oct 11, Oct 12, Oct 13, Oct 14, Oct 15, Oct 16, Oct 17, Oct 18, Oct 19, Oct 20, Oct 21, Oct 22, Oct 23, Oct 24, Oct 25, Oct 26, Oct 27, Oct 28, Oct 29

Jess Franco
892 customers helped since Dec 2, 2021

All Channels   Email   Phone   Happiness

☑ Office Hours ⓘ

Emails Created	Replies Sent
15 ▼ -42%	**196** ▲ +13%

Resolved	Replies to Resolve
62 ▲ +24%	**3.5** ▲ +16%

Response Time	First Response Time
7 h **59** m ▼ -18%	**11** h **0** m ▼ -16%

Resolved on First Reply	Handle Time
44% ▼ -1%	**7** m **32** s ▲ +0.3%

Replies

● Current ● Previous

Day | Week

Oct 1 Oct 2 Oct 3 Oct 4 Oct 5 Oct 6 Oct 7 Oct 8 Oct 9 Oct 10 Oct 11 Oct 12 Oct 13 Oct 14 Oct 15 Oct 16 Oct 17 Oct 18 Oct 19 Oct 20 Oct 21 Oct 22 Oct 23 Oct 24 Oct 25 Oct 26 Oct 27 Oct 28 Oct 29

Karla Calderon

1,004 customers helped since Jan 26, 2022

All Channels **Email** Phone Happiness

☑ Office Hours ⓘ

Emails Created	Replies Sent
72 ▲ +177%	**237** ▲ +71%

Resolved	Replies to Resolve
58 ▲ +53%	**3.3** ▲ +3%

Response Time	First Response Time
7 h 16 m ▲ +3%	**5 h 20 m** ▼ -19%

Resolved on First Reply	Handle Time
24% ▼ -39%	**1 m 53 s** ▼ -36%

Replies

● Current ● Previous

Day | Week

Oscar Escarcega
1,016 customers helped since May 24, 2019

All Channels | **Email** | Phone | Happiness

☑ Office Hours ⓘ

Emails Created
156 ▲ +27%

Replies Sent
34 ▼ -40%

Resolved
16 ▼ -47%

Replies to Resolve
1.6 ▲ +4%

Response Time
10h **15**m ▲ +5%

First Response Time
6h **42**m ▲ +23%

Resolved on First Reply
94% ▲ +12%

Handle Time
8m **3**s ▼ -50%

Replies ● Current ● Previous
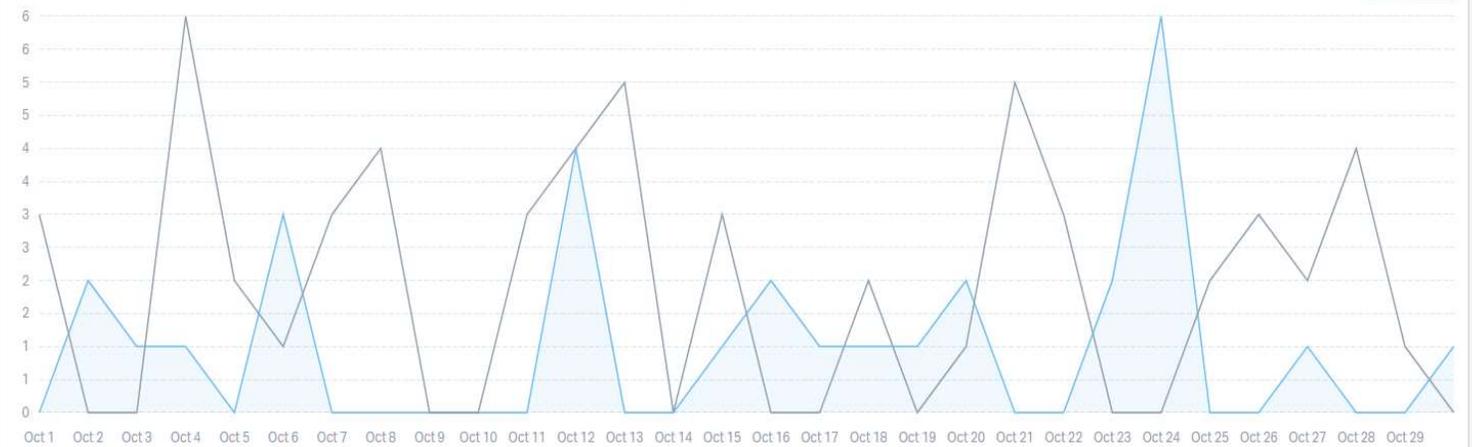
Day | Week

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

↑1. 🙌 Appreciative   28%+28%
↑2. 🎯 Direct   13%+13%
↑3. 👔 Formal   13%+13%
↑4. 🤝 Confident   11%+11%
↑5. 🙂 Joyful   7% +7%
↑6. 🤔 Curious   4% +4%
↑7. ✌️ Optimistic   4% +4%

KARLA'S GRAMMARLY

TONE

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

↑1. 👔 Formal   15% +7%

2. 🙌 Appreciative   15%

↓3. 😐 Confident   14% -4%

↓4. 🤓 Informative   10% -1%

↑5. 🙂 Joyful   7% +3%

↑6. 🤔 Curious   6% +3%

↓7. 🎯 Direct   6% -9%

KATELYN'S GRAMMARLY

TONE

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

↑1. 🙌 Appreciative	28%	+1%
↓2. 🧡 Confident	16%	-15%
↑3. 🤓 Informative	16%	+16%
↑4. 🤔 Curious	8%	+4%
↓5. 🎯 Direct	8%	-4%
6. ✌️ Optimistic	8%	
↑7. ☝️ Assertive	4%	+4%

OSCAR'S GRAMMARLY

TONE

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

1. Confident	26%	
↓2. Direct	22%	-2%
↓3. Formal	13%	-9%
↑4. Friendly	6%	+4%
↑5. Optimistic	6%	+3%
↑6. Curious	6%	+1%
↑7. Informative	6%	+3%

JESS'S GRAMMARLY

TONE

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

↑1. Appreciative	28%+28%
↑2. Direct	13%+13%
↑3. Formal	13%+13%
↑4. Confident	11%+11%
↑5. Joyful	7% +7%
↑6. Curious	4% +4%
↑7. Optimistic	4% +4%

MARIANA GRAMMARLY

HAPPINESS SCORE

GREAT

100%

0

OKAY

0%

0

NOT GOOD

0%

0
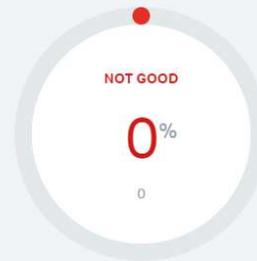
100   0

HAPPINESS SCORE

based on 4 ratings from 1% of customers

HAPPINESS SCORE

Ratings

All | Great | Okay | Not Good

#	Customer	User	Date	Rating	Comment
166948	Brandan Poulsen	Katelyn Ekins	Oct 18, '23	Great	
166232	Paul Krueger	Mariana Chavez	Oct 13, '23	Great	
165418	todd_reed@icloud.com	Katelyn Ekins	Oct 10, '23	Great	
164480	Nancy Coyne	Katelyn Ekins	Oct 6, '23	Great	Thank you!

4 ratings

THANK YOU