



HELP SCOUT — ANALYTICS

April 2023



All Email Phone

Total Conversations
12,179 +11%

New Conversations
11,972 +11%

Customers
1,951 +16%

Conversations per Day
101 +11%

Busiest Day
Monday



YTD - 2023 E-MAIL VOLUME

All Email Phone

Total Conversations
2,986 ▼
-18%

New Conversations
2,811 ▼
-19%

Customers
738 ▼
-7%

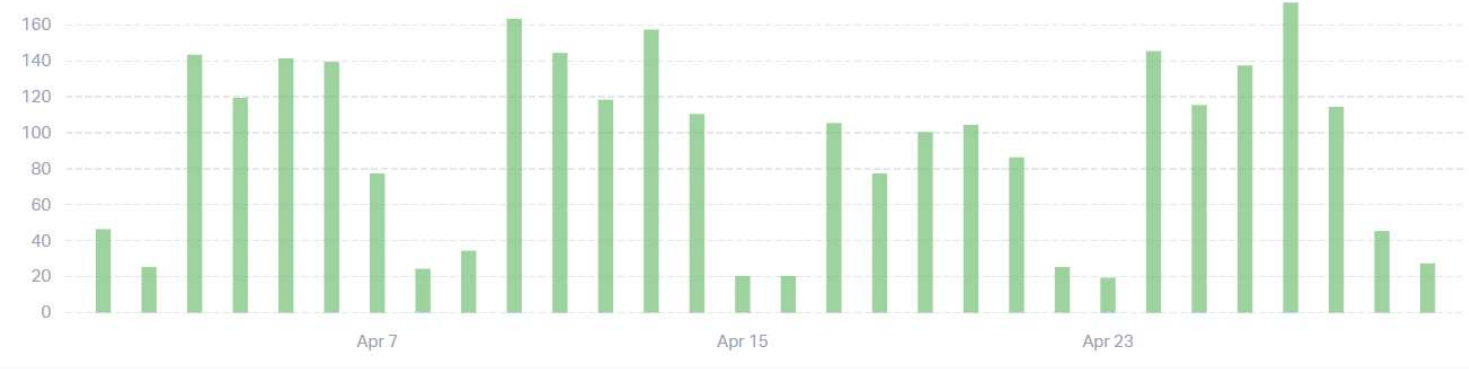
Conversations per Day
96 ▼
-18%

Busiest Day
Thursday

Volume by Channel

● Email

Day Week



APRIL - 2022 E-MAIL VOLUME

Customers Helped
319 -14%

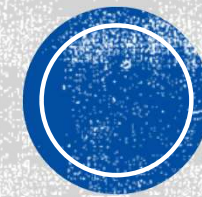
Conversations per Day
97 -20%

Closed
2,903 -20%



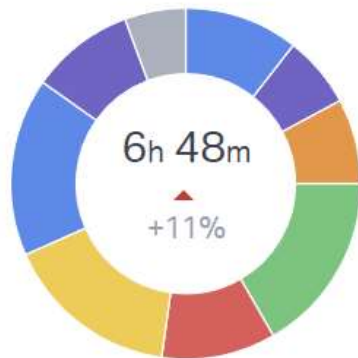
Your Team	Replies ▾	Customers Helped	Happiness Score
Karla Calderon	243	98	-100
Mariana Chavez	197	82	100
Katelyn Ekins	135	53	0
Oscar Escarcega	133	47	0
Mario Reyes	90	62	100
Jess Franco	79	33	100
Jason "Wolf"	66	31	0
Sharee Reyes	26	20	0

EMAILS BY EMPLOYEE



RESPONSE TIME – COMPANY OVER ALL

Response Time



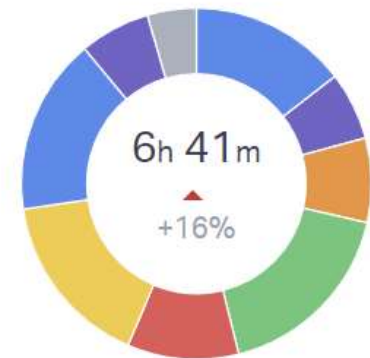
Response Time

Response Time

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



First Response Time



First Response Time

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

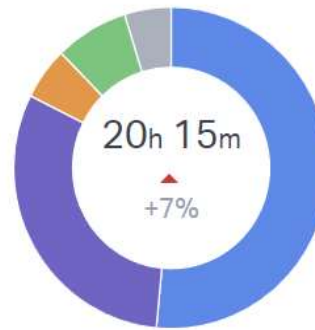
Replies to Resolve



Replies to Resolve

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

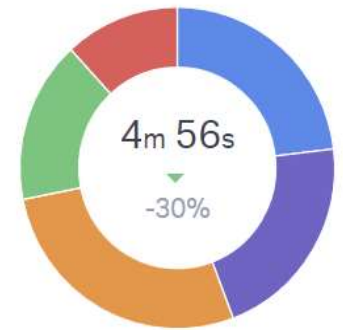
Resolution Time



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.





Karla Calderon

771 customers helped since Jan 26, 2022

HAPPINESS SCORE

-100

All Channels **Email** Phone Happiness

Office Hours [?](#)

Emails Created

56 -2%

Replies Sent

243 +7%

Resolved

64 -14%

Replies to Resolve

2.5 +8%

Response Time

6h 9m -4%

First Response Time

3h 18m -27%

Resolved on First Reply

44% +16%

Handle Time

2m 48s +26%

Replies

● Current ● Previous

Day Week





Mariana Chavez

428 customers helped since Sep 19, 2022

HAPPINESS SCORE

100

All Channels **Email** Phone Happiness

Office Hours

Emails Created

17 +6%

Replies Sent

197 -15%

Resolved

78 -26%

Replies to Resolve

2.4 +13%

Response Time

5 h 0 m +38%

First Response Time

2 h 31 m -41%

Resolved on First Reply

55% -10%

Handle Time

3 m 3 s +3%

Replies

● Current ● Previous

Day Week





Katelyn Ekins

638 customers helped since Feb 25, 2021

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours [?](#)

Emails Created

17 -65%

Replies Sent

135 -37%

Resolved

48 -39%

Replies to Resolve

2.2 -6%

Response Time

7 h 29 m -13%

First Response Time

6 h 47 m +40%

Resolved on First Reply

52% +29%

Handle Time

4 m 18 s -83%

Replies

● Current ● Previous

Day Week





Oscar Escarcega

969 customers helped since May 24, 2019

HAPPINESS SCORE

0 ▼ -100

All Channels **Email** Phone Happiness

Office Hours ?

Emails Created

27 ▼ -40%

Replies Sent

133 ▼ -0.7%

Resolved

97 ▲ +14%

Replies to Resolve

1.2 ▼ -11%

Response Time

7 h 22 m ▼ -18%

First Response Time

5 h 20 m ▼ -30%

Resolved on First Reply

91% ▲ +6%

Handle Time

8 m 1 s ▼ -73%

Replies

● Current ● Previous

Day Week



Mario Reyes

89 customers helped since Apr 9, 2023

HAPPINESS SCORE

100

All Channels **Email** Phone Happiness

Office Hours [?](#)

Emails Created

24 0%

Replies Sent

90 0%

Resolved

49 0%

Replies to Resolve

1.2 0%

Response Time

1 h 35 m 0%

First Response Time

45 m 42 s 0%

Resolved on First Reply

82% 0%

Handle Time

6 m 2 s 0%

Replies

● Current ● Previous

Day Week





Jess Franco

730 customers helped since Dec 2, 2021

HAPPINESS SCORE

100

All Channels **Email** Phone Happiness

Office Hours [i](#)

Emails Created

12 -64%

Replies Sent

79 -53%

Resolved

25 -63%

Replies to Resolve

2.9 +39%

Response Time

10h 22m +59%

First Response Time

12h 33m +106%

Resolved on First Reply

32% -19%

Handle Time

11m 3s -8%

Replies

● Current ● Previous

Day Week





Sharee Reyes

760 customers helped since Nov 29, 2021

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours [?](#)

Emails Created

6 -82%

Replies Sent

26 -68%

Resolved

15 -56%

Replies to Resolve

1.3 -19%

Response Time

16h 55m +127%

First Response Time

1d 6h +656%

Resolved on First Reply

80% +51%

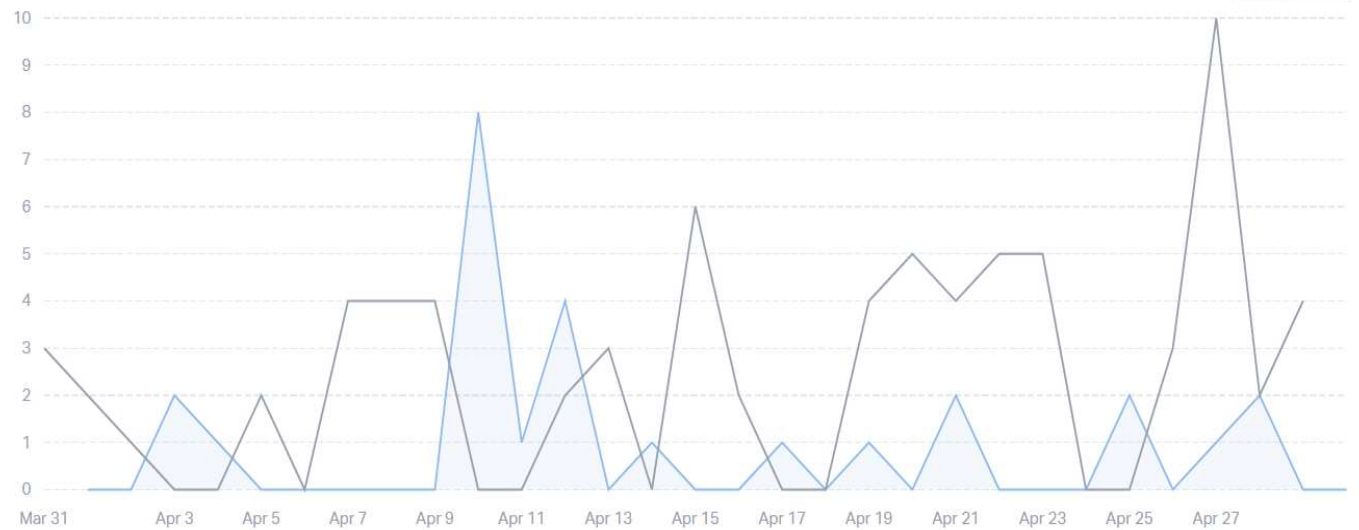
Handle Time

27m 54s +73%

Replies

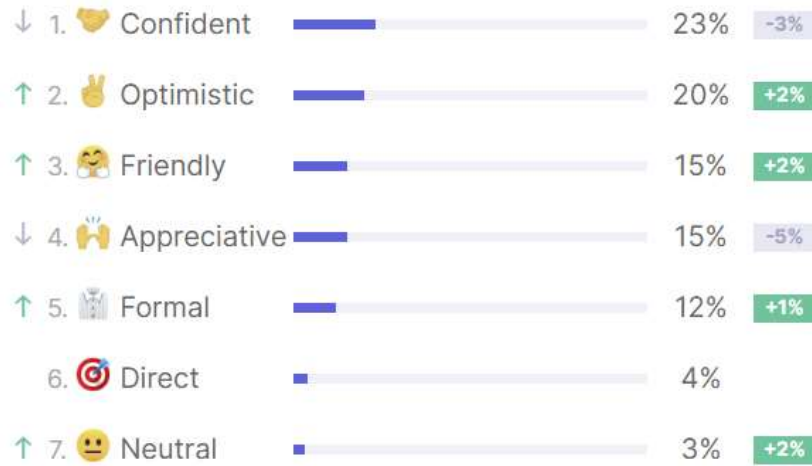
● Current ● Previous

Day Week



TONE

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



KARLA'S GRAMMARLY



TONE

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

↑1. 🙌 Appreciative	19% +6%
↑2. 🏢 Formal	19% +8%
3. 🧐 Informative	13%
↓4. 🤝 Confident	12% -1%
↑5. 😊 Joyful	8% +2%
6. 🙌 Optimistic	8%
↓7. 🎯 Direct	6% -6%

KATELYN'S GRAMMARLY



TONE

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

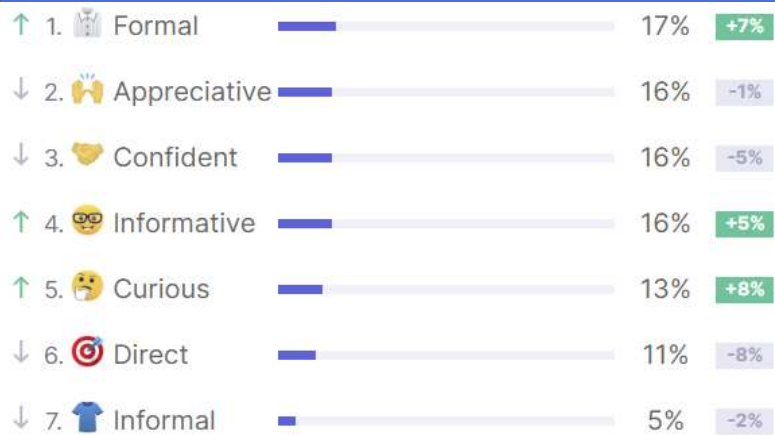
- | | |
|--------------------|---------|
| ↑1. 🤔 Confident | 27%+12% |
| ↓2. 🙌 Appreciative | 15% -1% |
| ↓3. 🎯 Direct | 8% -4% |
| ↓4. 🧐 Informative | 8% -5% |
| ↑5. 🙌 Optimistic | 8%+2% |
| ↑6. 😍 Admiring | 4%+3% |
| ↓7. 🙌 Assertive | 4% -6% |

OSCAR'S GRAMMARLY

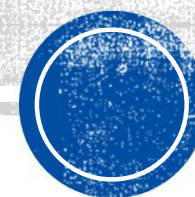


TONE

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



SHAREES GRAMMARLY



TONE

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

1. 🤔 Confident	27%
↑ 2. 🏢 Formal	21% +9%
↑ 3. 🧐 Informative	15% +9%
↓ 4. 🎯 Direct	12% -6%
↑ 5. 🤔 Curious	8% +4%
↓ 6. 😊 Friendly	6% -3%
↓ 7. 🙌 Appreciative	3% -1%

JESS'S GRAMMARLY



TONE

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

↑1. 🙌 Appreciative	26%+10%
↓2. 🧐 Informative	25% -4%
↓3. 🧑 Formal	10% -2%
↑4. 🙏 Confident	9%+2%
↑5. 🎯 Direct	8%+1%
↑6. ★ Cooperative	5%+4%
↓7. 👉 Assertive	4% -9%

MARIO'S GRAMMARLY

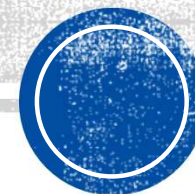


TONE

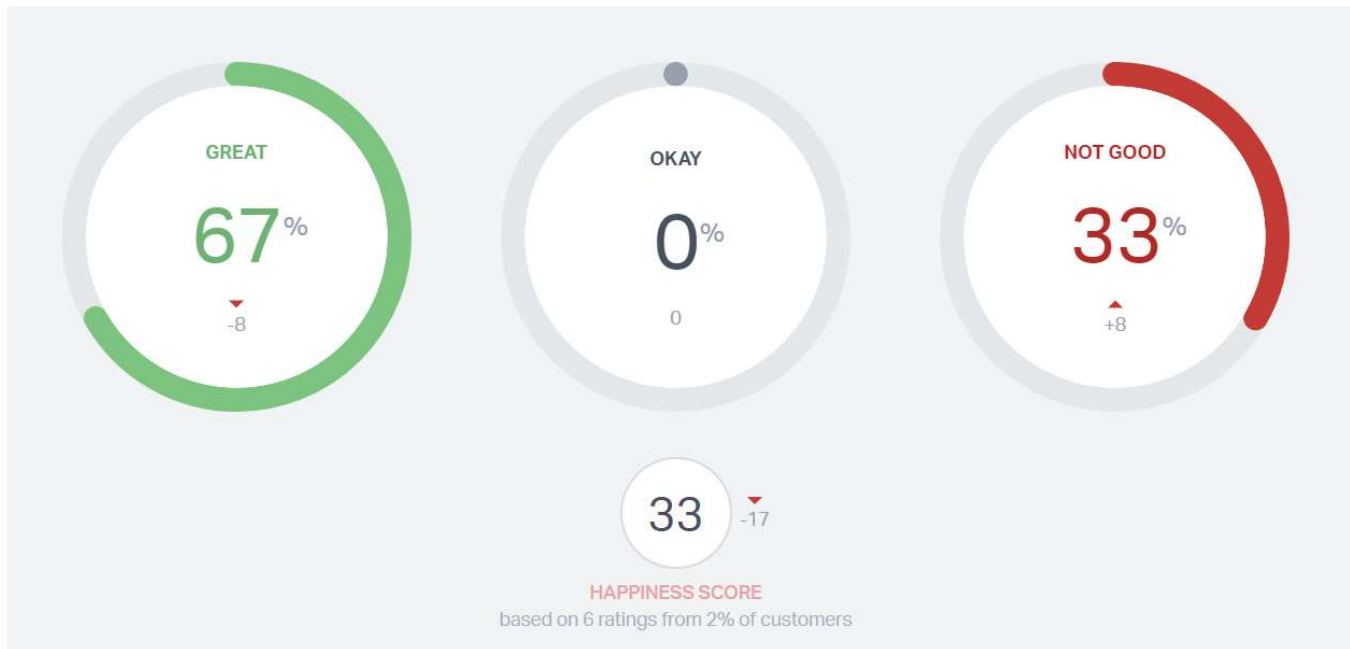
Some of the tones that were detected in your writing last week:

- | | |
|--------------------|---------|
| ↑1. 🙌 Appreciative | 28%+14% |
| ↓2. 🙏 Confident | 19% -4% |
| ↑3. 🏢 Formal | 9%+3% |
| ↓4. 🧐 Informative | 9% -1% |
| ↓5. 🎯 Direct | 6%-16% |
| ↑6. 🙌 Optimistic | 6%+3% |
| ↑7. 😊 Friendly | 5%+2% |

MARIANA
GRAMMARLY



HAPPINESS SCORE



HAPPINESS SCORE

Ratings

All Great Okay Not Good

#	Customer	User	Date	Rating	Comment
142875	Cinthya Yanez	Karla Calderon	Apr 28	Not Good	🔴🔴🔴🔴
142419	Justin White	Karla Calderon	Apr 25	Not Good	Groundhogs in the back yard
142145	Chandler Christensen	Mariana Chavez	Apr 20	Great	
141639	Jacqueline Roettger	Mariana Chavez	Apr 13	Great	
141700	Carlos Medina Hueyatla	Mario Reyes	Apr 14	Great	
141144	Vir Singh	Jess Franco	Apr 11	Great	





THANK YOU

