



HELP SCOUT ANALYTICS

APRIL 2025

All Email Phone

Total Conversations

18,595

Customers

2,511

Busiest Day

Tuesday

New Conversations

18,316

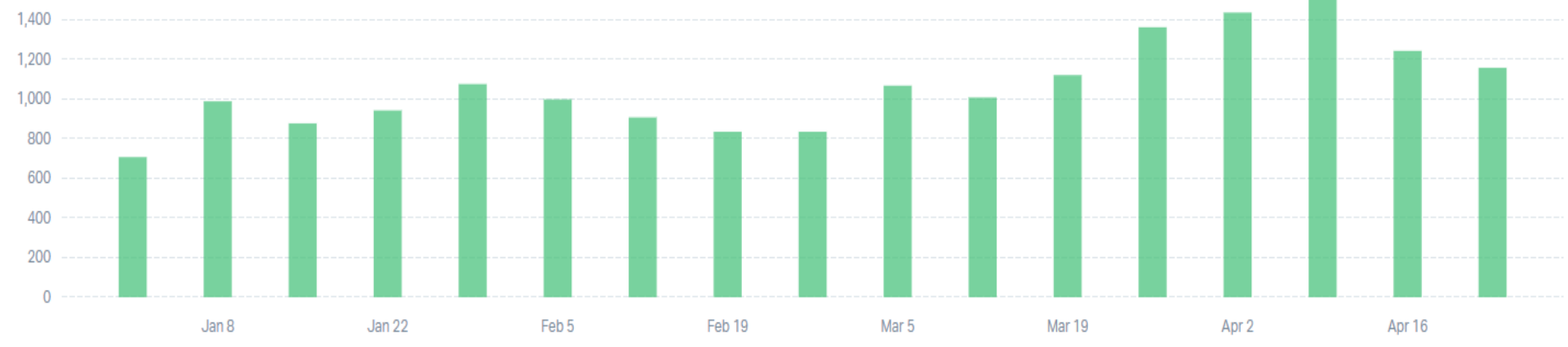
Conversations per Day

156

Volume by Channel

Email

Week Month



YTD - 2025

E-MAIL VOLUME



All Email Phone

Total Conversations

5,957

Customers

1,068

Busiest Day

Tuesday

New Conversations

5,717

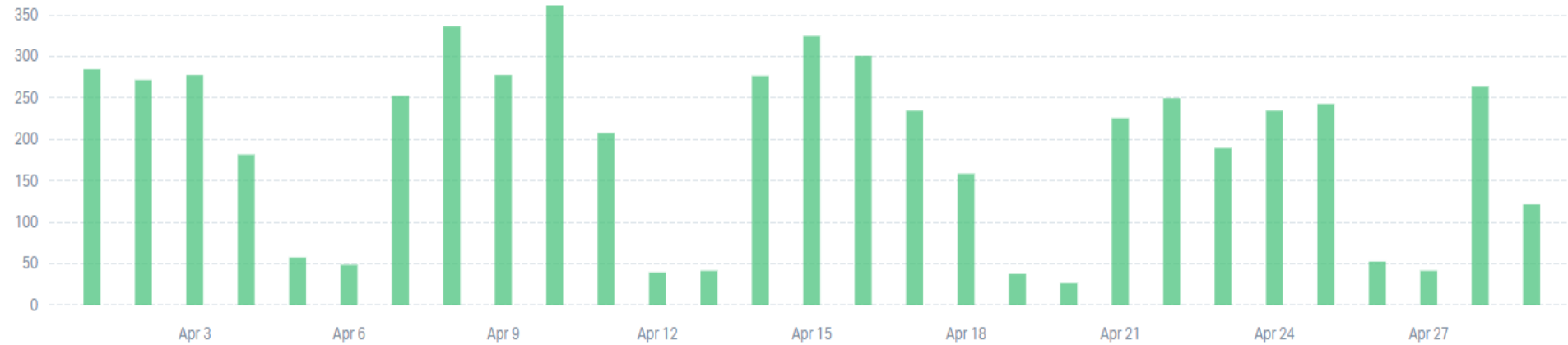
Conversations per Day

198

Volume by Channel

Email

Day Week



APRIL 2025

E-MAIL VOLUME

Customers Helped

378

Conversations per Day

200

Closed

4,349



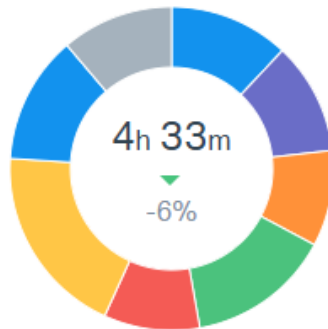
Your Team	Replies ▼	Customers Helped	Happiness Score
Jessie McDougal	266	101	0
Katelyn Ekins	251	74	0
Mariana Chavez	245	114	100
Ivette Villanueva	170	94	0
Karla Calderon	93	42	0
Stacy Washburn	70	36	0
Jason Wolf	10	2	0
Bill Rice	1	1	0

EMAILS BY EMPLOYEE

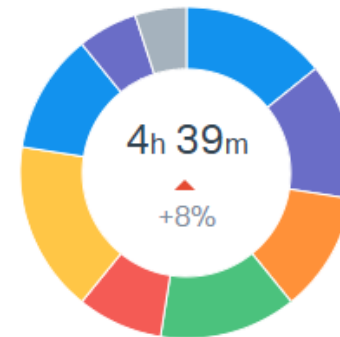


RESPONSE TIME – COMPANY OVER ALL

Response Time



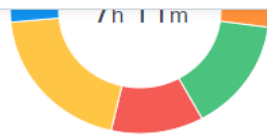
First Response Time



Response Time

Response Time

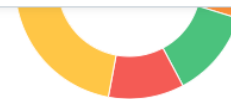
The average amount of time a customer is waiting for a response from your team



First Response Time

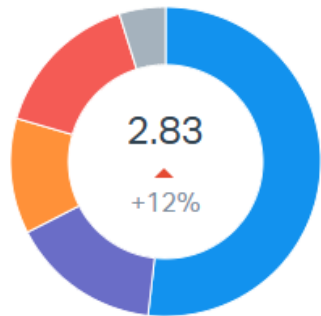
First Response Time

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

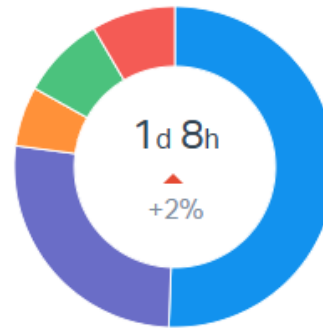


RESOLUTION:

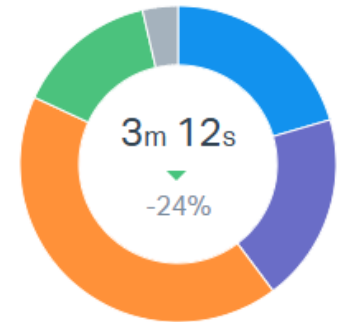
Replies to Resolve



Resolution Time



Handle Time



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

1,393 customers helped since Feb 25, 2021

HAPPINESS
SCORE

0

All Channels Email Phone Happiness

☒ Office Hours ⓘ

Emails Created

24

Replies Sent

251

Resolved

56

Replies to Resolve

4.7

Response Time

6 h 58 m

First Response Time

5 h 19 m

Resolved on First Reply

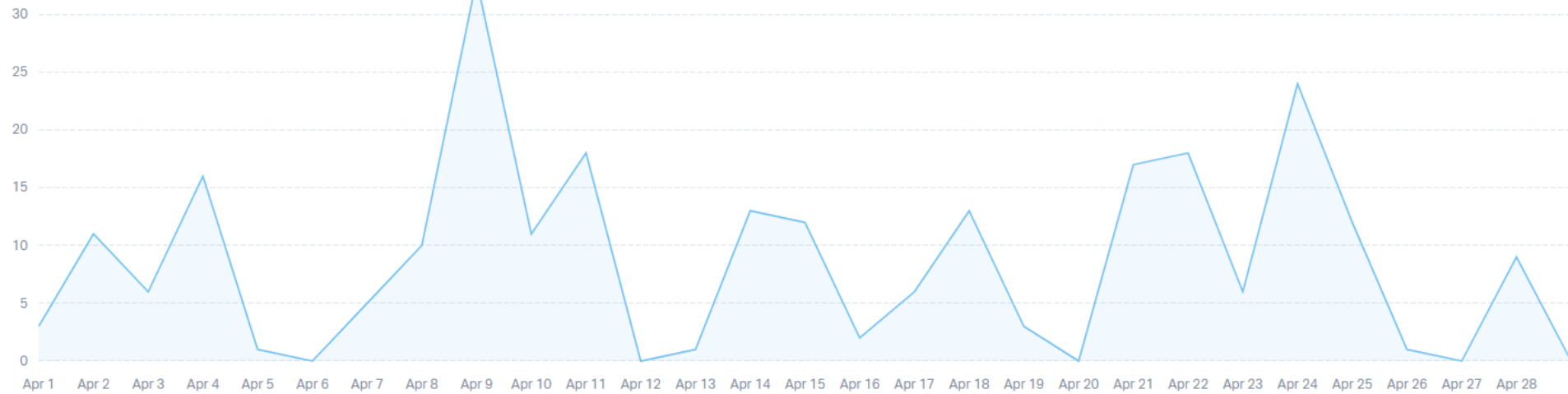
20%

Handle Time

7 m 11 s

Replies

Day Week





Ivette Villanueva

957 customers helped since Jun 29, 2023

HAPPINESS
SCORE

-100

All Channels Email Phone Happiness

☒ Office Hours ⓘ

Emails Created

48

Replies Sent

180

Resolved

83

Replies to Resolve

1.5

Response Time

2 h 44 m

First Response Time

1 h 5 m

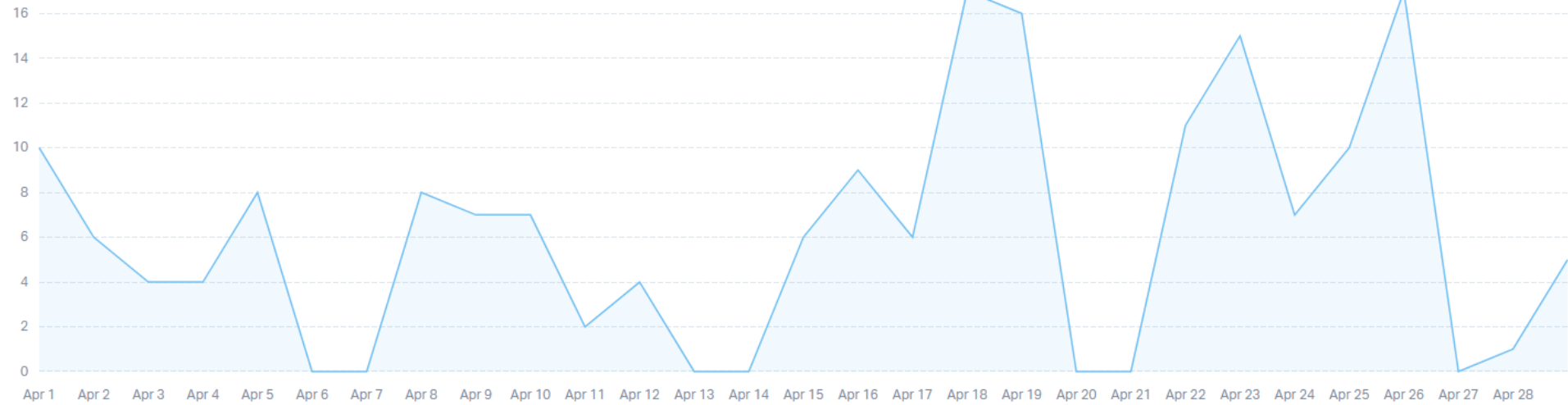
Resolved on First Reply

70%

Handle Time

4 m 37 s

Replies





Mariana Chavez

1,315 customers helped since Sep 19, 2022

HAPPINESS
SCORE

100

All Channels Email Phone Happiness

☒ Office Hours

Emails Created

11

Replies Sent

245

Resolved

112

Replies to Resolve

2.7

Response Time

4 h 50 m

First Response Time

2 h 32 m

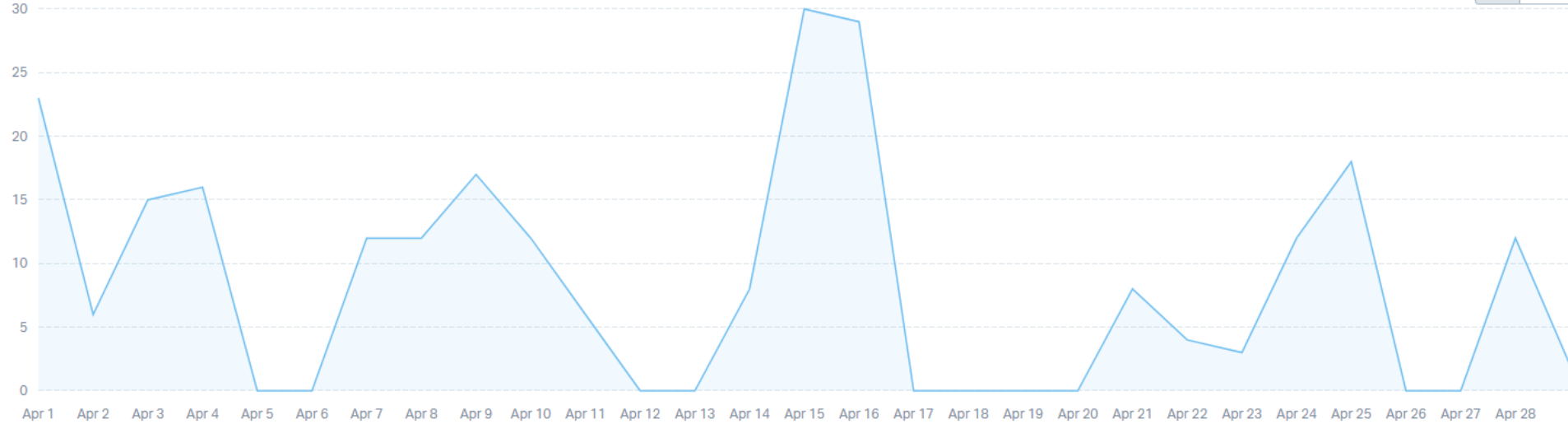
Resolved on First Reply

51%

Handle Time

3 m 58 s

Replies





Karla Calderon

1,237 customers helped since Jan 26, 2022

HAPPINESS
SCORE

0

All Channels Email Phone Happiness

☒ Office Hours

Emails Created

141

Replies Sent

93

Resolved

19

Replies to Resolve

2.7

Response Time

14h 59m

First Response Time

4h 2m

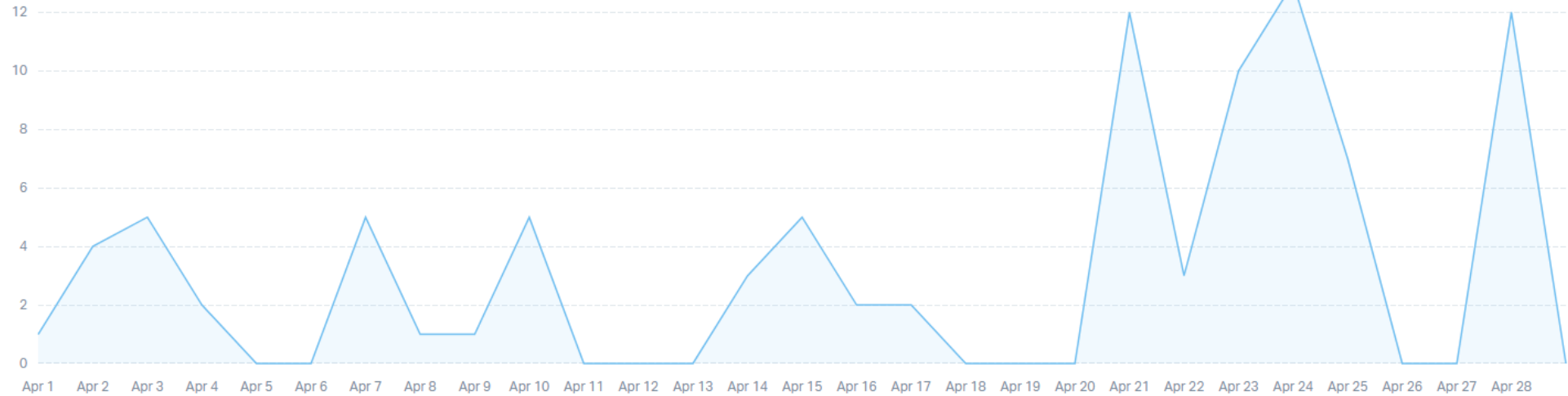
Resolved on First Reply

26%

Handle Time

3m 16s

Replies





Jessie McDougal

317 customers helped since Oct 18, 2024

HAPPINESS
SCORE

0

All Channels Email Phone Happiness

☒ Office Hours

Emails Created

13

Resolved

102

Response Time

2 h 49 m

Resolved on First Reply

60%

Replies Sent

266

Replies to Resolve

2.3

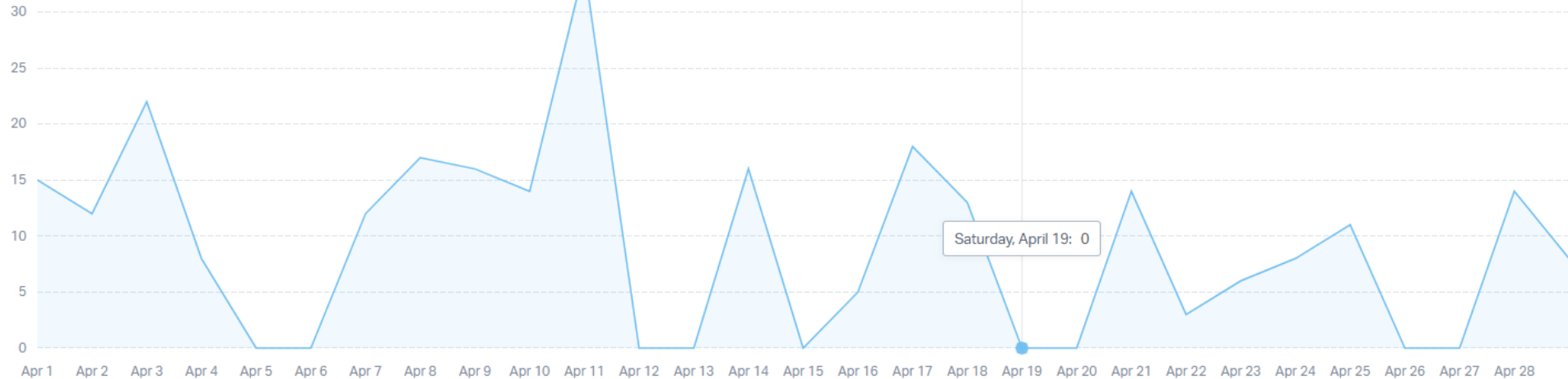
First Response Time

3 h 30 m

Handle Time

3 m 3 s

Replies





Stacy Washburn

94 customers helped since Dec 31, 2024

HAPPINESS
SCORE

0

All Channels Email Phone Happiness

☒ Office Hours

Emails Created

28

Replies Sent

70

Resolved

21

Replies to Resolve

2.7

Response Time

6 h 34 m

First Response Time

6 h 35 m

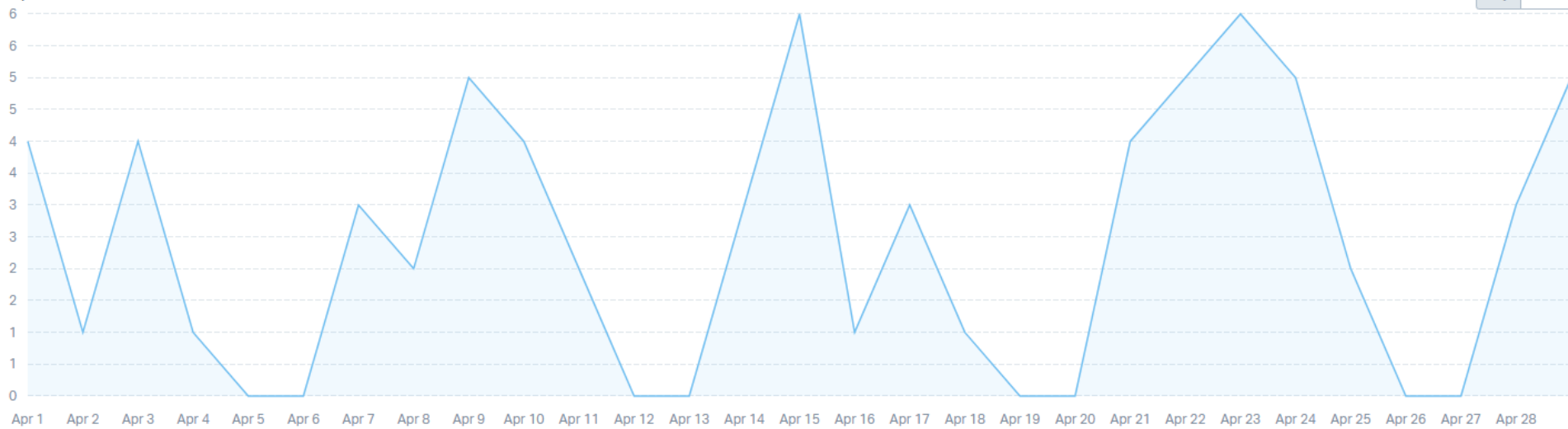
Resolved on First Reply

38%

Handle Time

4 m 23 s

Replies





Jason Wolf

861 customers helped since May 24, 2019

HAPPINESS
SCORE

0

All Channels Email Phone Happiness

☒ Office Hours ⓘ

Emails Created

44

Replies Sent

10

Resolved

1

Replies to Resolve

1.0

Response Time

1 h 16 m

First Response Time

0 m 0 s

Resolved on First Reply

100%

Handle Time

1 m 51 s

Replies

Day Week



KATELYN'S GRAMMARLY

Tone

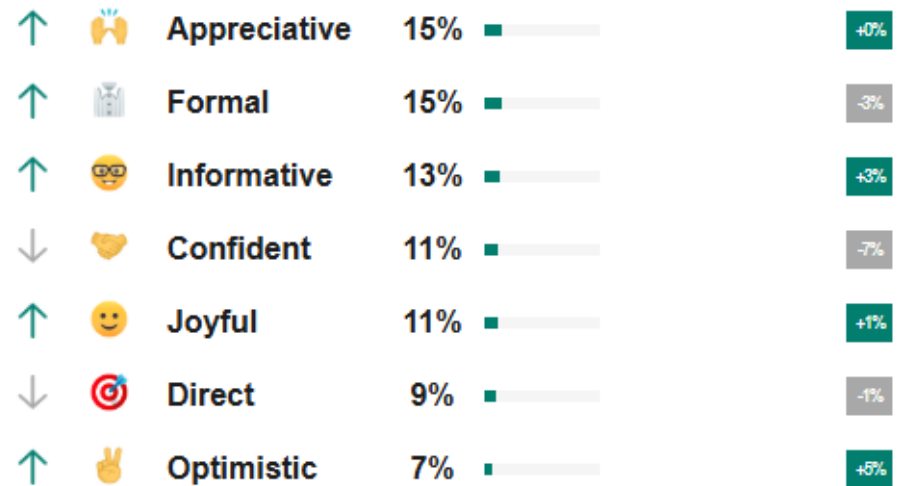
These tones were detected in your writing last week:

↑ 🙌	Appreciative	21%+7%
↓ 🙄	Confident	19%-5%
↑ 🎯	Direct	9%-1%
↑ 🧑	Formal	8%-1%
↑ 😊	Joyful	8%-2%
↓ 🧐	Informative	7%-4%
↑ 🙋	Assertive	6%+2%

IVETTE'S GRAMMARLY

Tone

These tones were detected in your writing last week:



MARIANA'S GRAMMARLY

Tone

These tones were detected in your writing last week:

↑👉	Confident	24%+2%
↑🧐	Informative	18%+7%
↑👔	Formal	16%+7%
↓👏	Appreciative	14%-6%
↓🎯	Direct	11%-5%
↑👉	Optimistic	4%+0%
↑👉	Assertive	3%+1%

KARLA'S GRAMMARLY

Tone

These tones were detected in your writing last week:

↑💪	Confident	26%+3%
↑🧐	Informative	16%+1%
↓👔	Formal	11%-7%
↑🎯	Direct	9%-6%
↑😊	Friendly	8%-1%
↑👏	Appreciative	8%+2%
↓👉	Optimistic	6%+0%

JESSIE'S GRAMMARLY

Tone

These tones were detected in your writing last week:

↑	👉	Confident	22%+3%
↓	👏	Appreciative	22%-4%
↑	👔	Formal	11%+2%
↓	🎯	Direct	10%+0%
↑	😊	Friendly	7%+4%
↑	😄	Joyful	7%-1%
↓	🧐	Informative	5%-3%



Thank you!

