



# HELP SCOUT — ANALYTICS

August 2022



All Email Phone

Total Conversations  
**25,672** +62%

New Conversations  
**20,237** +29%

Customers  
**2,833** +15%

Conversations per Day  
**105** +62%

Busiest Day  
**Wednesday**

Volume by Channel

Email

Week Month



**YTD - 2022  
E-MAIL VOLUME**



**AUGUST - 2022**  
**E-MAIL VOLUME**

Customers Helped

328

-4%

Conversations per Day

98

+3%

Closed

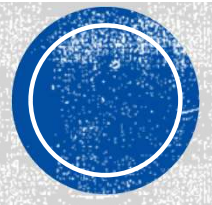
3,017

+4%



Your Team	Replies ▾	Customers Helped	Happiness Score
Karla Calderon	364	145	100
Jess Franco	200	82	0
Katelyn Ekins	146	38	0
Sofi Peredo	132	65	0
Sharee Reyes	100	65	0
Oscar Escarcega	89	46	100
Jason "Wolf"	45	27	0

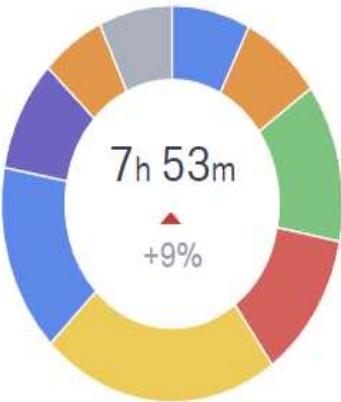
# EMAILS BY EMPLOYEE





# RESPONSE TIME — COMPANY OVER ALL

Response Time

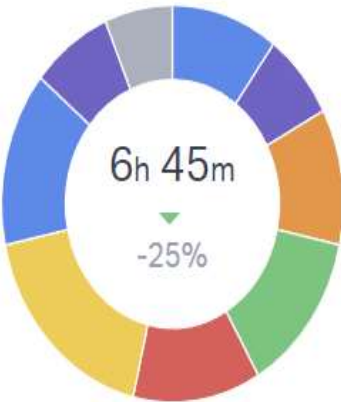


**Response Time**

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



First Response Time



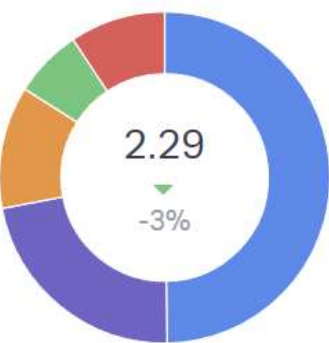
**First Response Time**

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



# RESOLUTION

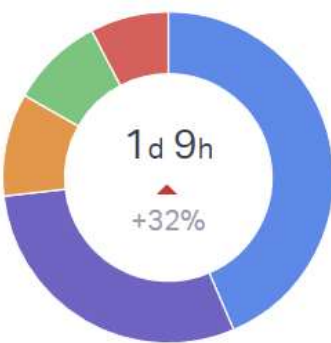
Replies to Resolve



Replies to Resolve

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

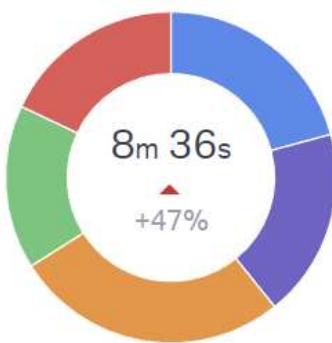
Resolution Time



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.





Karla Calderon

475 customers helped since Jan 26, 2022

HAPPINESS  
SCORE

100 <sub>0</sub>

All Channels **Email** Phone Happiness

☒ Office Hours

Emails Created

64 -26%

Replies Sent

364 -10%

Resolved

141 -0.7%

Replies to Resolve

2.3 +4%

Response Time

7 h 34 m -10%

First Response Time

3 h 56 m +17%

Resolved on First Reply

47% -10%

Handle Time

2 m 48 s -10%

Replies

● Current ● Previous

Day Week





Jess Franco

489 customers helped since Dec 2, 2021

HAPPINESS  
SCORE

0 -100

All Channels

Email

Phone

Happiness

☒ Office Hours

Emails Created

24 -8%

Replies Sent

200 -33%

Resolved

85 -27%

Replies to Resolve

2.3 -0.7%

Response Time

6h 57m +31%

First Response Time

6h 36m +16%

Resolved on First Reply

47% +11%

Handle Time

8m 45s +61%

### Replies

● Current ● Previous

Day Week







Katelyn Ekins

450 customers helped since Feb 25, 2021

HAPPINESS  
SCORE

0 -100

All Channels

Email

Phone

Happiness

☒ Office Hours [?](#)

Emails Created

31 +82%

Replies Sent

146 +47%

Resolved

27 -13%

Replies to Resolve

3.0 -15%

Response Time

11 h 39 m +23%

First Response Time

9 h 7 m -30%

Resolved on First Reply

41% +15%

Handle Time

14 m 16 s +102%

Replies

● Current ● Previous

Day Week





Sofi Peredo

150 customers helped since Mar 8, 2022

HAPPINESS  
SCORE

0 -100

All Channels Email Phone Happiness

☒ Office Hours ⓘ

Emails Created

57 +159%

Replies Sent

132 +110%

Resolved

49 +145%

Replies to Resolve

2.3 -39%

Response Time

7 h 9 m +136%

First Response Time

3 h 14 m -68%

Resolved on First Reply

41% +63%

Handle Time

9 m 39 s +45%

Replies

● Current ● Previous

Day Week





Sharee Reyes

428 customers helped since Nov 29, 2021

HAPPINESS  
SCORE

0 -100

All Channels

Email

Phone

Happiness

☒ Office Hours ⓘ

Emails Created

33 -6%

Replies Sent

100 +15%

Resolved

42 +50%

Replies to Resolve

2.4 +6%

Response Time

7 h 53 m +8%

First Response Time

5 h 28 m +47%

Resolved on First Reply

55% +18%

Handle Time

1 h 9 m +332%

Replies

● Current ● Previous

Day Week





Oscar Escarcega

895 customers helped since May 24, 2019

HAPPINESS  
SCORE

100 <sub>0</sub>

All Channels **Email** Phone Happiness

☒ Office Hours [?](#)

Emails Created

6 ▼ -67%

Replies Sent

89 ▼ -2%

Resolved

46 ▲ +5%

Replies to Resolve

2.0 ▼ -1%

Response Time

7 h 8 m ▼ -16%

First Response Time

5 h 26 m ▼ -23%

Resolved on First Reply

70% ▲ +22%

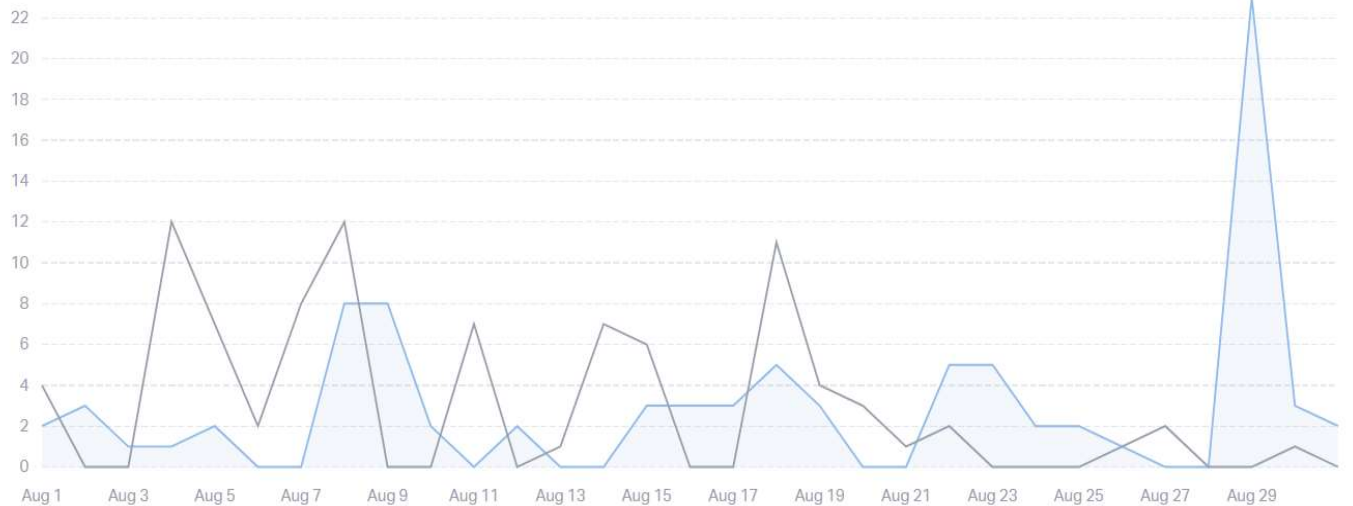
Handle Time

14 m 43 s ▼ -5%

Replies

● Current ● Previous

Day Week







Jason "Wolf"

540 customers helped since May 24, 2019

HAPPINESS  
SCORE

0

All Channels

Email

Phone

Happiness

☒ Office Hours [i](#)

Emails Created

173 +24%

Replies Sent

45 +15%

Resolved

28 +22%

Replies to Resolve

1.8 +28%

Response Time

4 h 34 m -56%

First Response Time

1 h 6 m -69%

Resolved on First Reply

57% -23%

Handle Time

4 m 35 s +9%

Replies

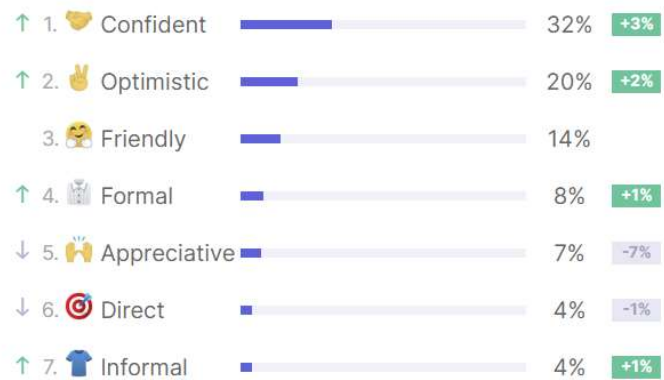
● Current ● Previous

Day Week



## TONE

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

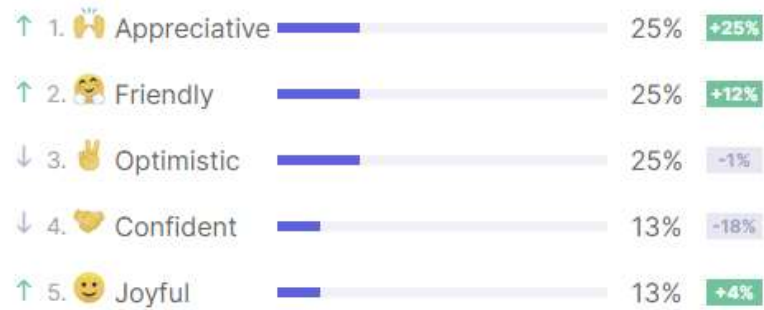


# KARLA'S GRAMMARLY



## TONE

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

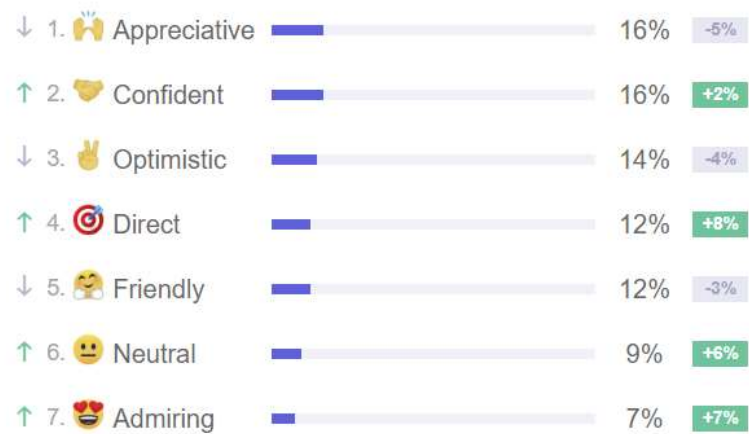


# KATELYN'S GRAMMARLY



## TONE

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



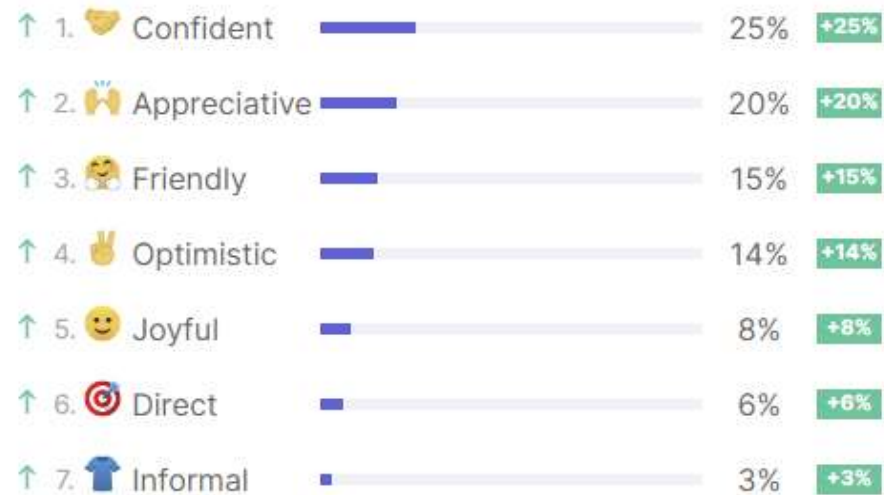
# OSCAR'S GRAMMARLY





## TONE

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

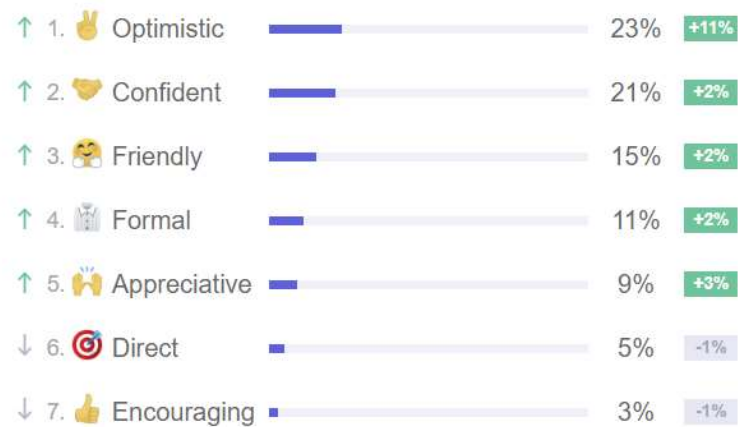


# SHAREES GRAMMARLY



## tone

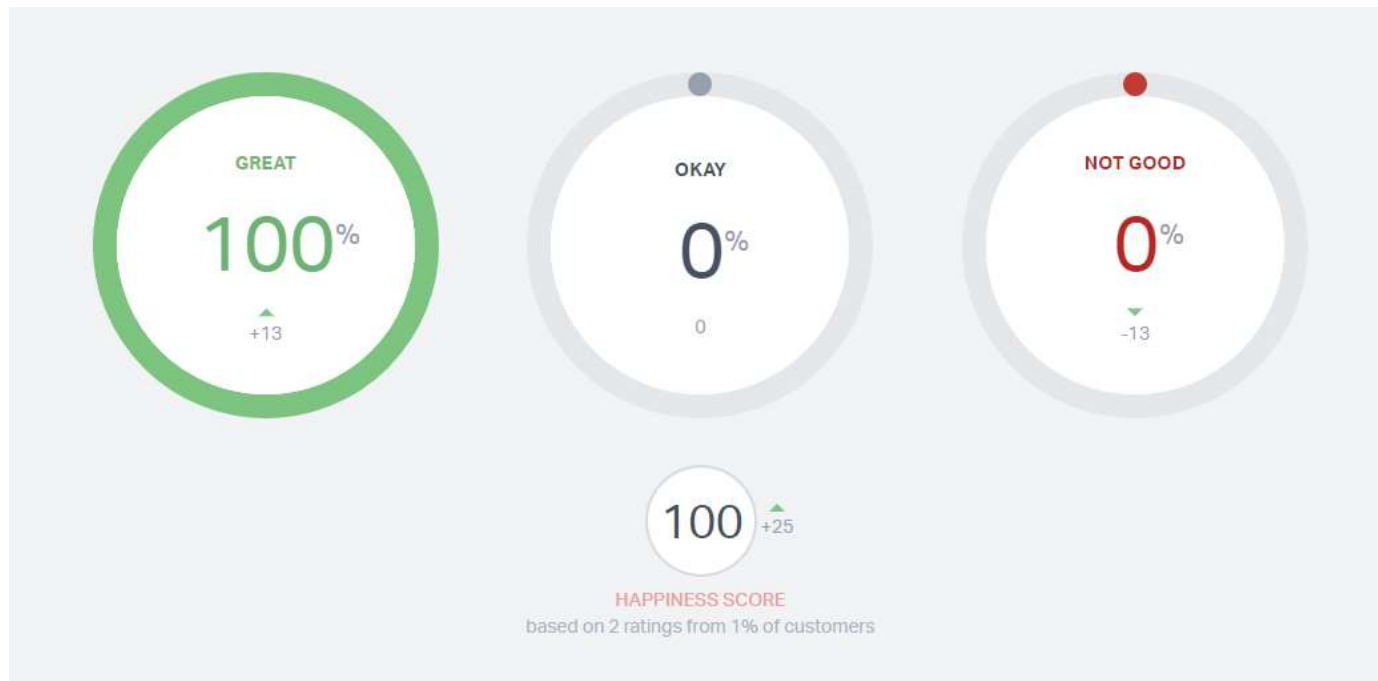
Some of the tones that were detected in your writing last week:



# JESS'S GRAMMARLY



# HAPPINESS SCORE



# HAPPINESS SCORE

## Ratings

#	Customer	User	Date	Rating	Comment
<a href="#">113298</a>	Mike Purkey	<a href="#">Oscar Escarcega</a>	Aug 31	Great	
<a href="#">115301</a>	Roy Rubin	<a href="#">Karla Calderon</a>	Aug 22	Great	Thank you
2 ratings					







**THANK YOU**

