HELP SCOUT — ANALYTICS

UTAH PROPERTY SOLUTIONS

December 2022

All | Email | Phone

Total Conversations
36,552 ▲ +53%

New Conversations
31,106 ▲ +34%

Customers
4,007 ▼ -3%

Conversations per Day
100 ▲ +54%

Busiest Day
Wednesday

Volume by Channel ⌄　　　　　　● Email　　　　　Week | Month

3,000

2,500

2,000

1,500

1,000

500

0
　　　　Feb　　　　　Apr　　　　　Jun　　　　　Aug　　　　　Oct　　　　　Dec

YTD - 2022
E-MAIL VOLUME

DECEMBER - 2022
E-MAIL VOLUME

Customers Helped

Customers Helped
296 ▼ -3%

Conversations per Day
97 ▼ -10%

Closed
3,047 ▼ -5%

● Current ● Previous

Day | Week

Nov 30 Dec 2 Dec 3 Dec 4 Dec 5 Dec 6 Dec 7 Dec 8 Dec 9 Dec 10 Dec 11 Dec 12 Dec 13 Dec 14 Dec 15 Dec 16 Dec 17 Dec 18 Dec 19 Dec 20 Dec 21 Dec 22 Dec 23 Dec 24 Dec 25 Dec 26 Dec 27 Dec 28 Dec 29
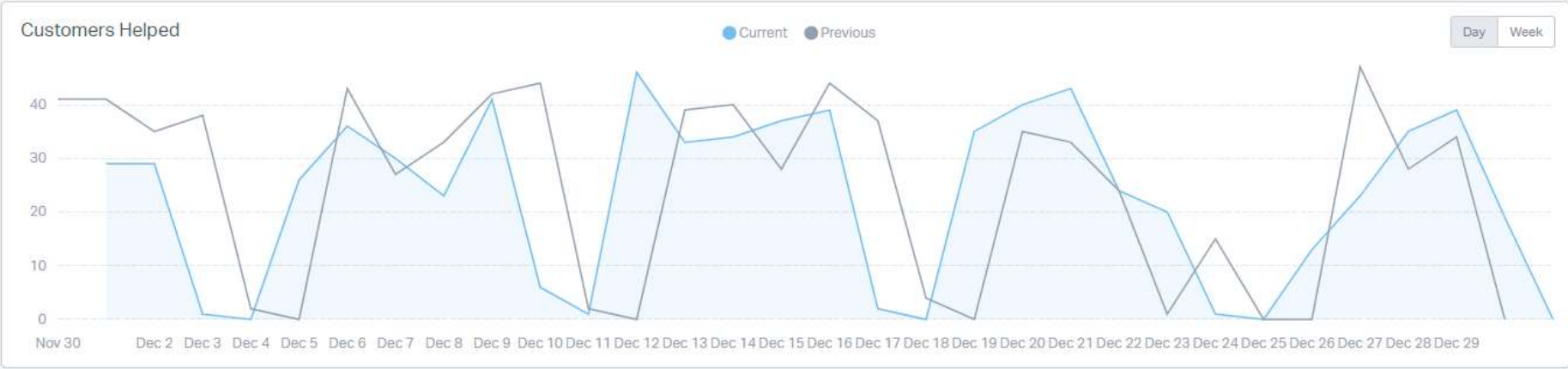
Your Team	Replies ⌄	Customers Helped	Happiness Score
Katelyn Ekins	249	57	0
Jess Franco	182	73	100
Karla Calderon	157	66	100
Mariana Chavez	146	77	0
Sharee Reyes	141	87	0
Oscar Escarcega	14	9	100
Jason "Wolf"	6	4	0

EMAILS BY EMPLOYEE

RESPONSE TIME — COMPANY OVER ALL

Response Time

6h 38m
▼
-4%

First Response Time

6h 8m
▼
-4%
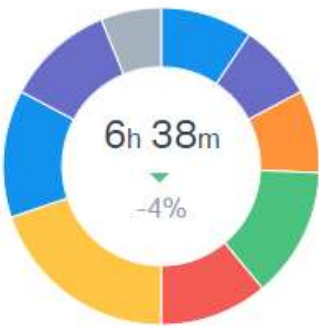
Response Time

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

2.72
▲
+7%

Resolution Time

1d 10h
▲
+16%

Handle Time

5m 56s
▼
-52%

Replies to Resolve

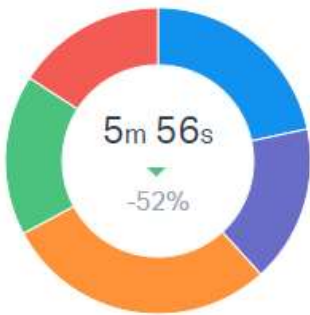Number of replies sent to the customer before the conversation is resolved
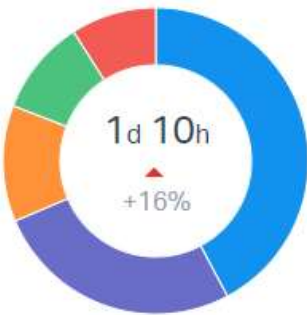
Resolution Time

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

544 customers helped since Feb 25, 2021

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Emails Created

46 ▲ +28%

Replies Sent

249 ▲ +56%

Resolved

52 ▲ +18%

Replies to Resolve

4.6 ▲ +44%

Response Time

7 h 48 m ▼ -27%

First Response Time

5 h 59 m ▼ -41%

Resolved on First Reply

21% ▼ -22%

Handle Time

5 m 26 s ▲ +11%

Replies   ● Current   ● Previous   Day | Week

Jess Franco
645 customers helped since Dec 2, 2021

HAPPINESS SCORE
100 o

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

☑ Office Hours ⓘ

Emails Created
18 ▼ -38%

Replies Sent
182 ▲ +18%

Resolved
73 ▲ +62%

Replies to Resolve
2.7 ▼ -9%

Response Time
5h 40m ▼ -18%

First Response Time
5h 20m ▼ -24%

Resolved on First Reply
40% ▲ +28%

Handle Time
7m 22s ▼ -8%

Replies

● Current ● Previous

Day | Week

20
18
16
14
12
10
8
6
4
2
0

Nov 30 | Dec 3 | Dec 5 | Dec 7 | Dec 9 | Dec 11 | Dec 13 | Dec 15 | Dec 17 | Dec 19 | Dec 21 | Dec 23 | Dec 25 | Dec 27 | Dec 29

Karla Calderon
616 customers helped since Jan 26, 2022

All Channels | Email | Phone | Happiness

☑ Office Hours ⓘ

Emails Created
41 ▼ -32%

Replies Sent
157 ▼ -36%

Resolved
51 ▼ -37%

Replies to Resolve
2.5 ▼ -26%

Response Time
6h 32m ▼ -18%

First Response Time
4h 52m ▼ -16%

Resolved on First Reply
29% ▼ -0.7%

Handle Time
2m 11s ▼ -9%

Replies

● Current ● Previous

Day | Week

18
16
14
12
10
8
6
4
2
0

Nov 30 · Dec 3 · Dec 5 · Dec 7 · Dec 9 · Dec 11 · Dec 13 · Dec 15 · Dec 17 · Dec 19 · Dec 21 · Dec 23 · Dec 25 · Dec 27 · Dec 29

Mariana Chavez
178 customers helped since Sep 19, 2022

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Emails Created	Replies Sent
24 ▼ -8%	146 ▼ -18%

Resolved	Replies to Resolve
54 ▼ -41%	1.8 ▼ -2%

Response Time	First Response Time
5h 56m ▲ +81%	4h 1m ▲ +5%

Resolved on First Reply	Handle Time
65% ▼ -0.0%	3m 15s ▼ -5%

Replies   ● Current ● Previous   Day | Week

Sharee Reyes

649 customers helped since Nov 29, 2021

HAPPINESS
SCORE

0 ₀

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Emails Created

49 ▲ +133%

Replies Sent

141 ▼ -25%

Resolved

39 ▼ -40%

Replies to Resolve

2.0 ▼ -20%

Response Time

6_h 50_m ▲ +23%

First Response Time

5_h 3_m ▲ +28%

Resolved on First Reply

59% ▲ +42%

Handle Time

13_m 25_s ▼ -26%

Replies

● Current ● Previous

Day | Week

Oscar Escarcega

919 customers helped since May 24, 2019

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Emails Created

4 ▼ -33%

Replies Sent

14 ▼ -75%

Resolved

5 ▼ -85%

Replies to Resolve

2.8 ▲ +87%

Response Time

7 h 6 m ▲ +4%

First Response Time

8 h 33 m ▲ +78%

Resolved on First Reply

80% ▲ +5%

Handle Time

17 m 15 s ▼ -63%

Replies   ● Current ● Previous   Day | Week

Jason "Wolf"

568 customers helped since May 24, 2019

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

☑ Office Hours ⓘ

Emails Created
132 ▼ -60%

Replies Sent
6 ▼ -33%

Resolved
3 ▼ -63%

Replies to Resolve
1.3 ▲ +33%

Response Time
1 m **11** s ▼ -99%

First Response Time
0 m **35** s ▲ +32.0k%

Resolved on First Reply
67% ▼ -33%

Handle Time
2 m **4** s 0%

Replies

● Current ● Previous

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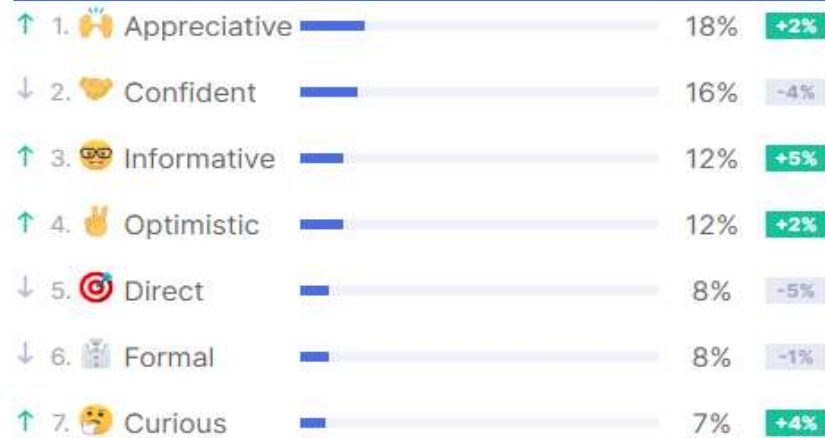
TONE
Some of the tones that were detected in your writing last week:

↓1. ❤️ Confident   19% -8%
↑2. 🙌 Appreciative   14%+10%
↑3. 👔 Formal   13% +6%
↑4. 🤓 Informative   12% +5%
↓5. 🎯 Direct   8%-12%
↑6. 😊 Joyful   8% +2%
↓7. ✌️ Optimistic   6% -1%

KATELYN'S GRAMMARLY

TONE

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

↑1. 🤝 Confident — 33% +5%
↑2. 🙌 Appreciative — 17%+17%
↑3. 🤓 Informative — 17% +2%
↑4. 🙂 Joyful — 17%+17%
↑5. ✌️ Optimistic — 17% +2%

OSCAR'S GRAMMARLY
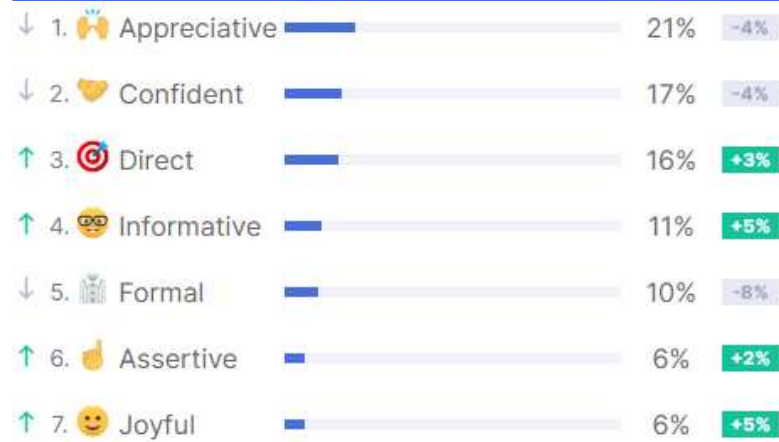
TONE

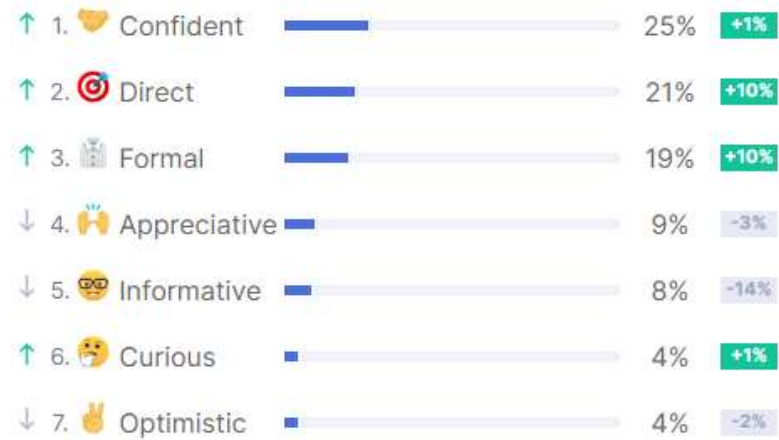Some of the tones that were detected in your writing last week:

↓ 1. 🙌 Appreciative		21%	-4%
↓ 2. 🤝 Confident		17%	-4%
↑ 3. 🎯 Direct		16%	+3%
↑ 4. 🤓 Informative		11%	+5%
↓ 5. 👔 Formal		10%	-8%
↑ 6. ☝️ Assertive		6%	+2%
↑ 7. 🙂 Joyful		6%	+5%

SHAREES GRAMMARLY

TONE

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

↑ 1. 🤠 Confident ▬▬ 25% +1%
↑ 2. 🎯 Direct ▬▬ 21% +10%
↑ 3. 👔 Formal ▬▬ 19% +10%
↓ 4. 🙌 Appreciative ▬ 9% -3%
↓ 5. 🤓 Informative ▬ 8% -14%
↑ 6. 🤔 Curious ▪ 4% +1%
↓ 7. ✌️ Optimistic ▪ 4% -2%

JESS'S GRAMMARLY

HAPPINESS SCORE
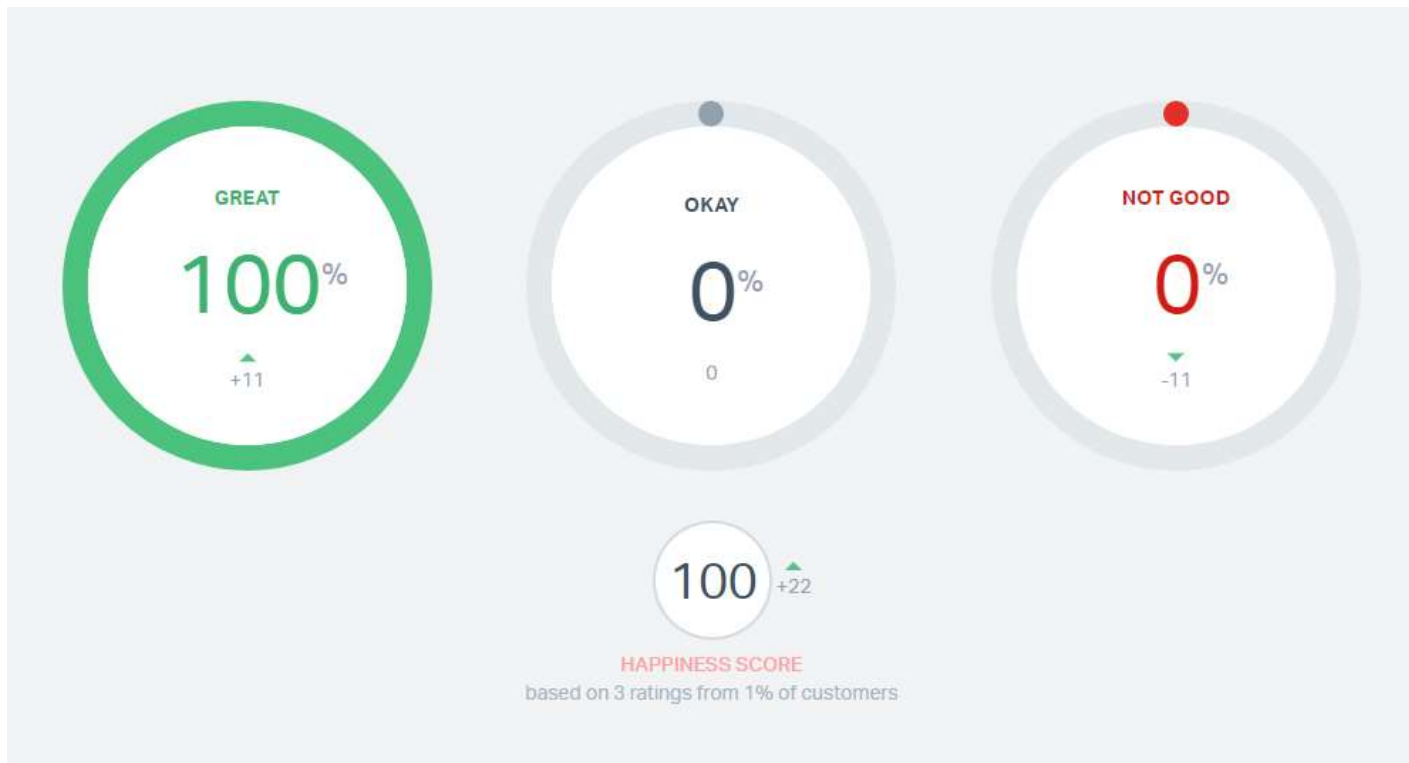
HAPPINESS SCORE

Ratings

					All	Great	Okay	Not Good

#	Customer	User	Date	Rating	Comment
128817	Jordan Peine	Oscar Escarcega	Dec 23, '22	Great	Looking good in that signature mr. Operations manager!😉
128405	Deeanna McNeil	Jess Franco	Dec 20, '22	Great	
125944	Amy Clark	Karla Calderon	Dec 3, '22	Great	

THANK YOU