



# HELP SCOUT — ANALYTICS

December 2023



All Email Phone

Total Conversations

45,385

Customers

5,519

Busiest Day

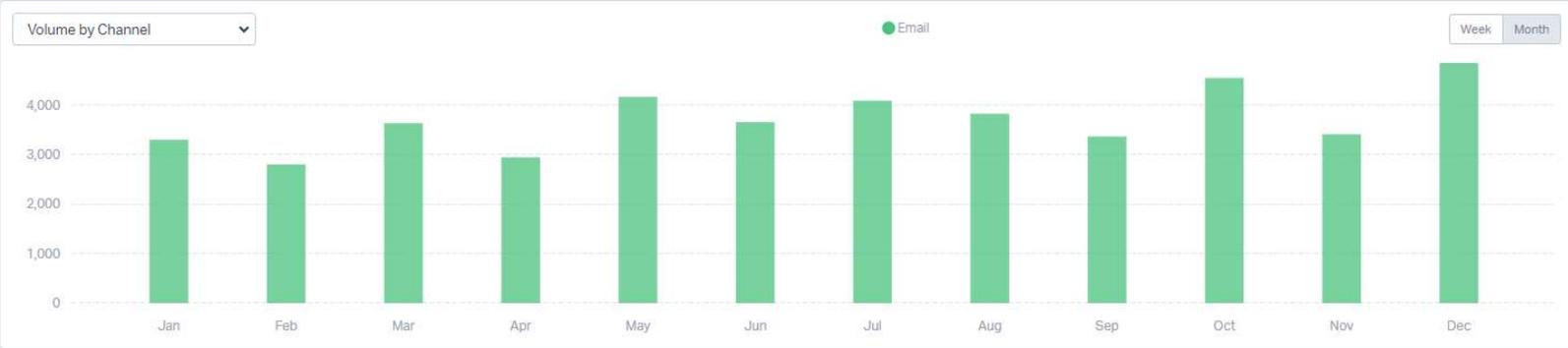
Wednesday

New Conversations

45,139

Conversations per Day

124



# YTD - 2023 E-MAIL VOLUME

All Email Phone

Total Conversations  
5,066 +13%

New Conversations  
4,897 +42%

Customers  
1,011 +12%

Conversations per Day  
158 +13%

Busiest Day  
Wednesday



# NOVEMBER- 2023 E-MAIL VOLUME

Customers Helped

315 ▲ +0.6%

Conversations per Day

160 ▲ +35%

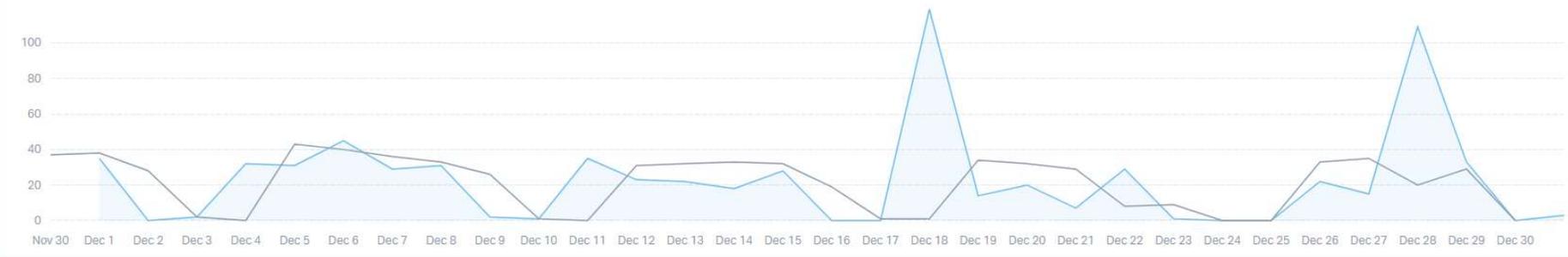
Closed

2,424 ▼ -43%

### Customers Helped

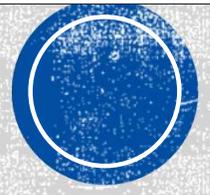
● Current ● Previous

Day Week



Your Team	Replies ▼	Customers Helped	Happiness Score
Katelyn Ekins	402	156	0
Ivette Villanueva	159	89	0
Jess Franco	84	47	0
Karla Calderon	73	28	100
Mariana Chavez	72	34	0
Dafne Gracida	51	23	0
Karly Serrato	25	1	0
Jason Wolf	12	11	0
Bill Rice	5	2	0
Jake Howlett	3	3	0
Nils Adey	0	0	0

# EMAILS BY EMPLOYEE

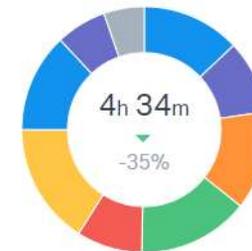


# RESPONSE TIME — COMPANY OVER ALL

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

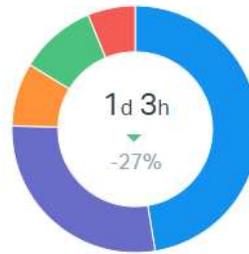
Replies to Resolve



## 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**

1,018 customers helped since Feb 25, 2021

HAPPINESS SCORE

0.0

All Channels **Email** Phone Happiness

Office Hours ⓘ

Emails Created

**123** +251%

Replies Sent

**402** +76%

Resolved

**88** +16%

Replies to Resolve

**3.0** -5%

Response Time

**4h 46m** -56%

First Response Time

**5h 32m** +14%

Resolved on First Reply

**17%** -46%

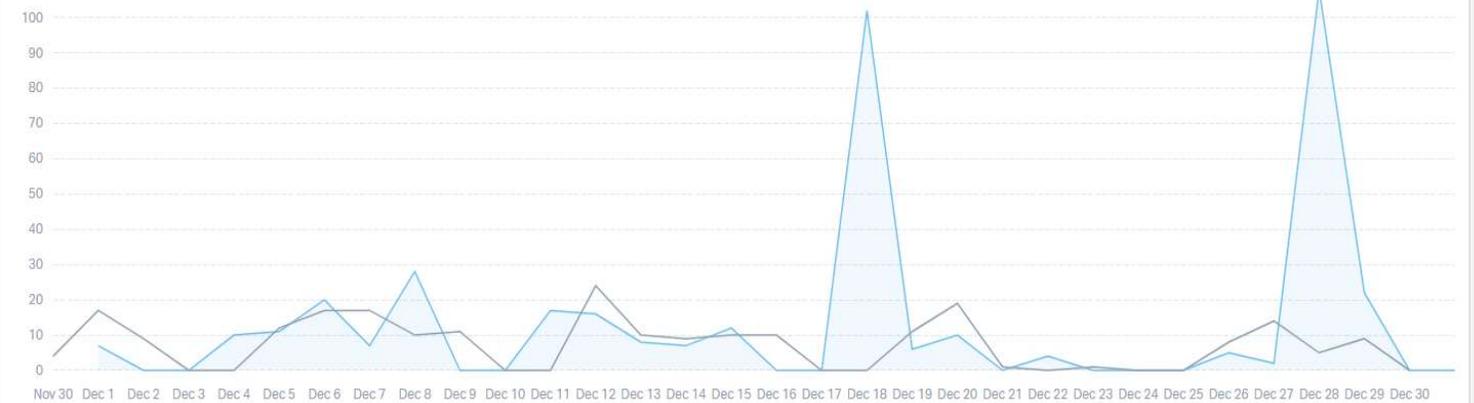
Handle Time

**2m 58s** -29%

### Replies

● Current ● Previous

Day Week





Mariana Chavez

925 customers helped since Sep 19, 2022

HAPPINESS SCORE

0.0

All Channels **Email** Phone Happiness

Office Hours [?](#)

Emails Created

4 +100%

Replies Sent

72 +3%

Resolved

27 0%

Replies to Resolve

2.4 -8%

Response Time

2h 51m -52%

First Response Time

9h 48m +188%

Resolved on First Reply

63% +42%

Handle Time

4m 0s +22%

Replies

● Current ● Previous

Day Week





Ivette Villanueva

549 customers helped since Jun 29, 2023

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours ⓘ

Emails Created

34 -28%

Replies Sent

159 -29%

Resolved

78 -24%

Replies to Resolve

1.6 -12%

Response Time

3h 23m +25%

First Response Time

2h 7m +78%

Resolved on First Reply

71% +7%

Handle Time

4m 54s +45%

Replies

● Current ● Previous

Day Week





Jess Franco

892 customers helped since Dec 2, 2021

HAPPINESS SCORE

0.0

All Channels **Email** Phone Happiness

Office Hours ⓘ

Emails Created

13 +8%

Replies Sent

84 -12%

Resolved

39 -9%

Replies to Resolve

2.0 -20%

Response Time

9h 4m +13%

First Response Time

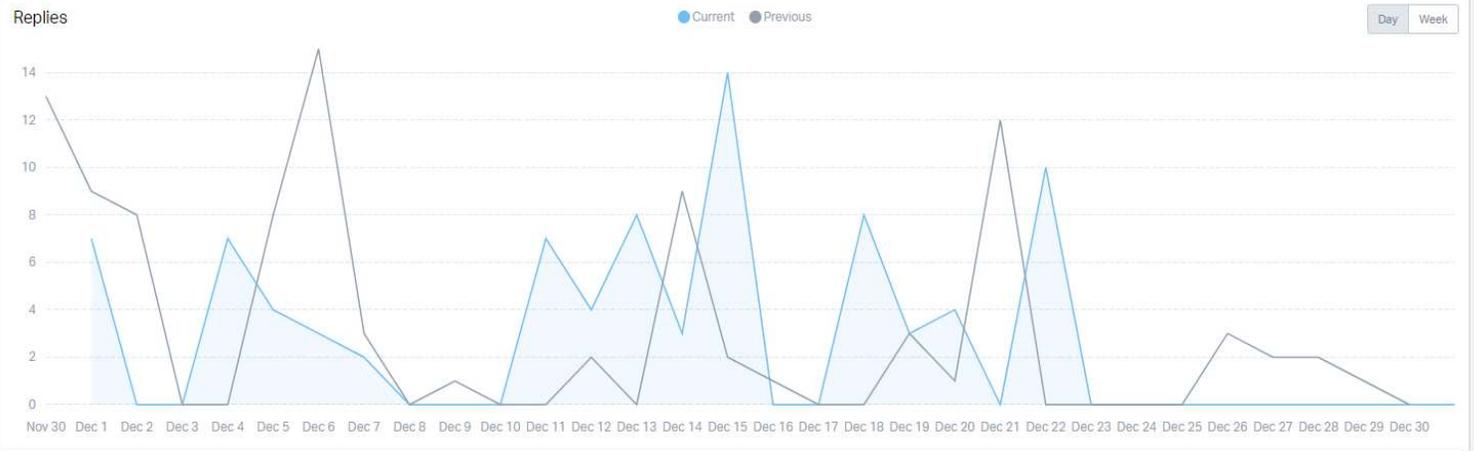
10h 15m -14%

Resolved on First Reply

77% +38%

Handle Time

11m 47s +45%





Karla Calderon

1,004 customers helped since Jan 26, 2022

HAPPINESS SCORE  
100

All Channels **Email** Phone Happiness

Office Hours

Emails Created

19 -76%

Replies Sent

73 -58%

Resolved

26 -40%

Replies to Resolve

2.5 -11%

Response Time

12h 15m -37%

First Response Time

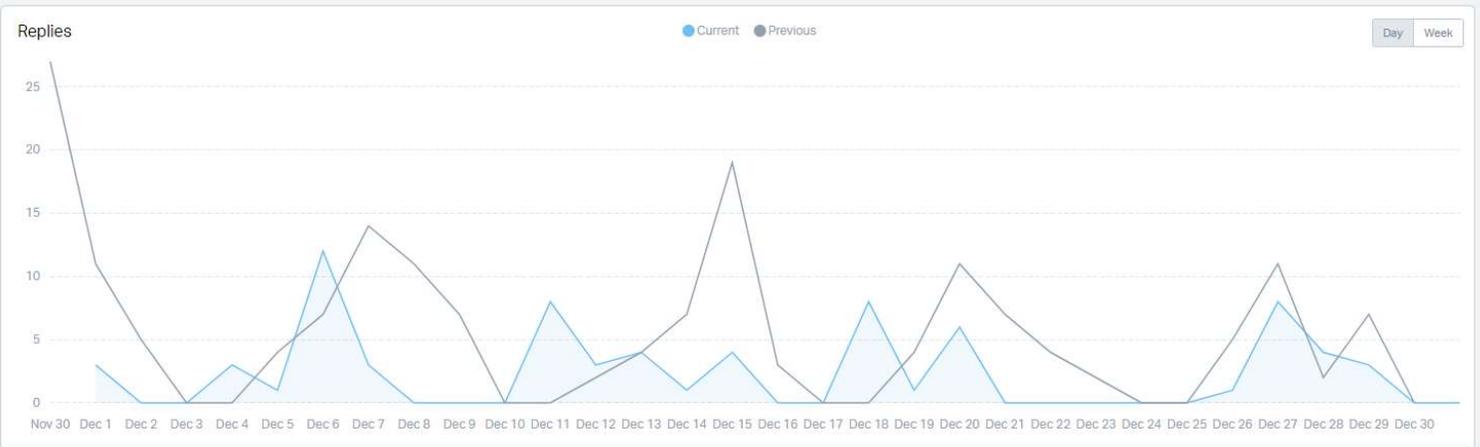
12h 5m +358%

Resolved on First Reply

42% +30%

Handle Time

1m 24s -29%





Dafne Gracida

165 customers helped since Sep 28, 2023

HAPPINESS SCORE

0

-100

All Channels | Email | Phone | Happiness

Office Hours ⓘ

Customers Helped

23

-4%

Total Conversations

498

-7%

Conversations per Day

1

-21%

Busiest Day

Monday

Closed

418

-4%

Customers Helped

● Current ● Previous

Day | Week



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

- |                     |         |
|---------------------|---------|
| ↓ 1. 😊 Confident    | 23% -1% |
| ↓ 2. 🙌 Optimistic   | 12% -2% |
| ↑ 3. 🤔 Curious      | 11%+11% |
| ↓ 4. 🎯 Direct       | 11% -3% |
| ↓ 5. 🙏 Appreciative | 11% -1% |
| ↓ 6. 📄 Formal       | 8% -1%  |
| ↑ 7. 😊 Friendly     | 6% +6%  |

**KARLA'S  
GRAMMARLY**



**TO NE**

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

- |                     |         |
|---------------------|---------|
| ↓ 1. 🧡 Confident    | 18% -4% |
| ↑ 2. 🏢 Formal       | 15%+15% |
| ↑ 3. 🎯 Direct       | 14%+14% |
| ↑ 4. 🙌 Appreciative | 13%+13% |
| ↑ 5. 🗣️ Informative | 10%+10% |
| ↓ 6. 🙌 Optimistic   | 8% -2%  |
| ↓ 7. 🙌 Assertive    | 5% -3%  |

# KATELYN'S GRAMMARLY



## TONE

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

- |                    |         |
|--------------------|---------|
| ↑1. 🙌 Appreciative | 15%+15% |
| ↓2. 🤝 Confident    | 15% -8% |
| ↑3. 😄 Joyful       | 15%+15% |
| ↑4. 🧐 Informative  | 11%+11% |
| ↓5. 🎯 Direct       | 9% -8%  |
| ↓6. 🏢 Formal       | 8% -1%  |
| ↓7. 🙌 Optimistic   | 8% -2%  |

**JESS'S  
GRAMMARLY**



## TONE

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

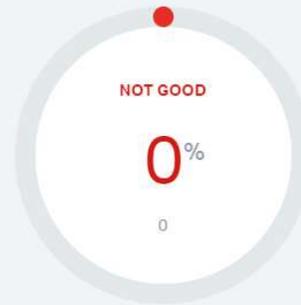
- |                    |         |
|--------------------|---------|
| ↑1. 🧐 Informative  | 24%+24% |
| ↓2. 🏢 Formal       | 20% -4% |
| ↓3. 🤝 Confident    | 19% -5% |
| ↑4. 🙌 Appreciative | 13%+13% |
| ↑5. 🎯 Direct       | 8% +8%  |
| ↑6. 👉 Assertive    | 3% +3%  |
| ↑7. 🤔 Curious      | 3% +3%  |



**MARIANA  
GRAMMARLY**



# HAPPINESS SCORE



**HAPPINESS SCORE**  
based on 1 rating from 0% of customers



# HAPPINESS SCORE

Ratings

All Great Okay Not Good

#	Customer	User	Date	Rating	Comment
174606	jrogersworks@gmail.com	Karla Calderon	Dec 13, '23	Great	

1 ratings





**THANK YOU**

