



HELP SCOUT — ANALYTICS

February 2023





**YTD - 2023
E-MAIL VOLUME**

All Email Phone

Total Conversations

2,808 -3%

Customers

716 -2%

Busiest Day

Monday

New Conversations

2,652 -2%

Conversations per Day

96 -3%



FEBRUARY - 2022
E-MAIL VOLUME

Customers Helped

355 +0.9%

Conversations per Day

99 -3%

Closed

2,745 -5%

Customers Helped

● Current ● Previous

Day Week



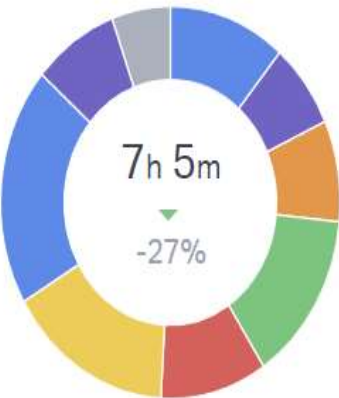
Your Team	Replies ▾	Customers Helped	Happiness Score
Karla Calderon	219	98	0
Mariana Chavez	188	82	100
Katelyn Ekins	164	71	0
Jess Franco	118	51	-100
Cindy Llanes	105	77	100
Oscar Escarcega	67	32	0
Sharee Reyes	50	28	0
Jason "Wolf"	46	27	0

EMAILS BY EMPLOYEE



RESPONSE TIME — COMPANY OVER ALL

Response Time



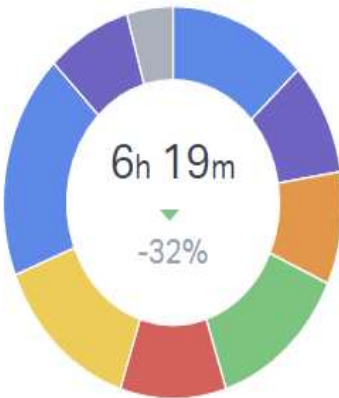
Response Time

Response Time

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



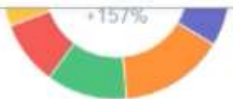
First Response Time



First Response Time

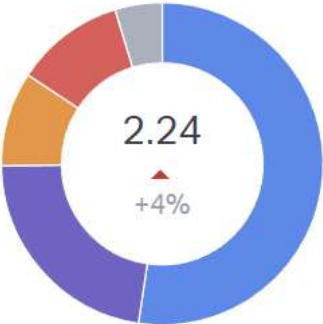
First Response Time

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



RESOLUTION

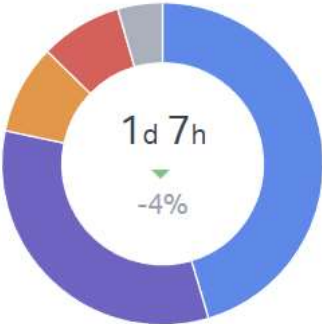
Replies to Resolve



Replies to Resolve

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

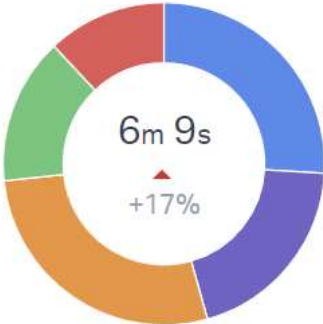
Resolution Time



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

0 -100

All Channels **Email** Phone Happiness

☒ Office Hours [?](#)

Emails Created

65 +5%

Replies Sent

219 +1%

Resolved

71 +9%

Replies to Resolve

3.1 +21%

Response Time

7h 44m -63%

First Response Time

3h 53m -46%

Resolved on First Reply

21% -24%

Handle Time

1m 50s -30%

Replies

● Current ● Previous

Day Week





Mariana Chavez

427 customers helped since Sep 19, 2022

HAPPINESS
SCORE

100.0

All Channels

Email

Phone

Happiness

☒ Office Hours [?](#)

Emails Created

13 +8%

Replies Sent

188 +19%

Resolved

86 +2%

Replies to Resolve

2.2 +35%

Response Time

3h 5m -56%

First Response Time

2h 53m +12%

Resolved on First Reply

53% -25%

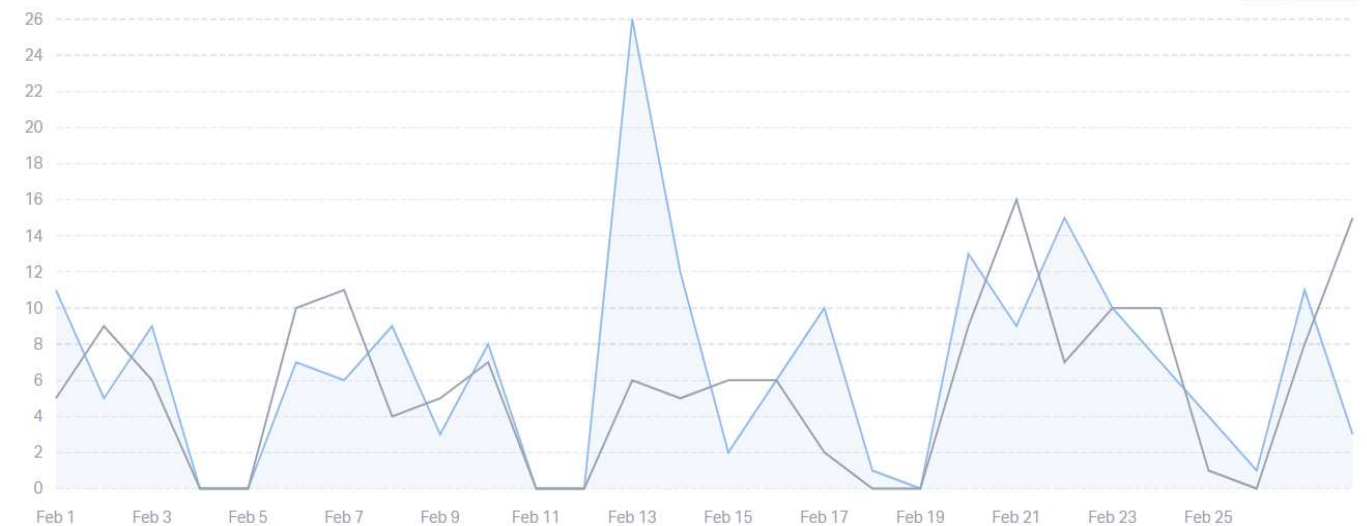
Handle Time

3m 1s -0.1%

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

42 +40%

Replies Sent

164 +9%

Resolved

59 +40%

Replies to Resolve

2.3 -36%

Response Time

11 h 14 m +38%

First Response Time

8 h 51 m -51%

Resolved on First Reply

47% +99%

Handle Time

4 m 44 s -33%

Replies

● Current ● Previous

Day Week





Jess Franco

730 customers helped since Dec 2, 2021

HAPPINESS
SCORE

-100₀

All Channels Email Phone Happiness

☒ Office Hours ⓘ

Emails Created

16 -24%

Replies Sent

118 -51%

Resolved

47 -48%

Replies to Resolve

3.2 +33%

Response Time

10h 9m +93%

First Response Time

11h 42m +83%

Resolved on First Reply

34% -37%

Handle Time

18m 52s +129%

Replies

● Current ● Previous

Day Week





Oscar Escarcega

969 customers helped since May 24, 2019

HAPPINESS
SCORE

0₀

All Channels Email Phone Happiness

☒ Office Hours

Emails Created

12 +9%

Replies Sent

67 +52%

Resolved

39 +129%

Replies to Resolve

1.5 +12%

Response Time

8h 8m -2%

First Response Time

6h 15m +133%

Resolved on First Reply

90% +27%

Handle Time

7m 12s -48%

Replies

Current Previous

Day Week





Sharee Reyes

760 customers helped since Nov 29, 2021

HAPPINESS
SCORE

0 -100

All Channels Email Phone Happiness

☒ Office Hours ⓘ

Emails Created

12 -37%

Replies Sent

50 -55%

Resolved

23 -65%

Replies to Resolve

2.1 +41%

Response Time

2 h 23 m -55%

First Response Time

4 h 30 m +191%

Resolved on First Reply

57% -28%

Handle Time

24 m 44 s +90%

Replies

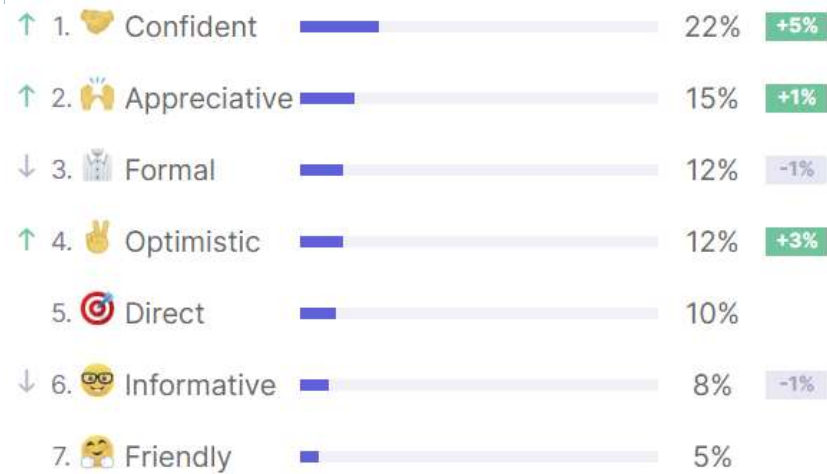
● Current ● Previous

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. 🤔 Confident | 18% |
| ↑ 2. 🙌 Appreciative | 13% +3% |
| ↑ 3. 🧐 Informative | 11% +2% |
| 4. 🏢 Formal | 8% |
| ↑ 5. 🤔 Curious | 7% +3% |
| ↑ 6. 😊 Friendly | 7% +4% |
| ↑ 7. 👉 Assertive | 6% +3% |

KATELYN'S GRAMMARLY



TONE

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

↑1. 🤔 Confident	21%+5%
↑2. 📄 Formal	19%+15%
↓3. 🙌 Appreciative	12%-13%
↑4. 🙌 Assertive	12%+12%
↓5. 🎯 Direct	12% -9%
↓6. 🤔 Curious	10% -3%
↓7. 😊 Friendly	10% -7%

OSCAR'S GRAMMARLY



TONE

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

↑ 1.	👔	Formal	<div><div></div></div>	26%	+10%
↑ 2.	🧐	Informative	<div><div></div></div>	18%	+12%
↑ 3.	🎯	Direct	<div><div></div></div>	15%	+7%
↓ 4.	👏	Appreciative	<div><div></div></div>	15%	-5%
↓ 5.	💪	Confident	<div><div></div></div>	10%	-13%
↓ 6.	🤔	Curious	<div><div></div></div>	7%	-1%
↓ 7.	👕	Informal	<div><div></div></div>	3%	-3%

SHAREES GRAMMARLY



TONE

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

↓1. 🤔 Confident	23% -2%
↑2. 🏢 Formal	20% +2%
↑3. 🧐 Informative	17% +3%
↓4. 🎯 Direct	14% -2%
↑5. 🙌 Appreciative	7% +1%
6. 👉 Assertive	3%
↑7. 🙌 Optimistic	3% +1%

JESS'S GRAMMARLY



TONE

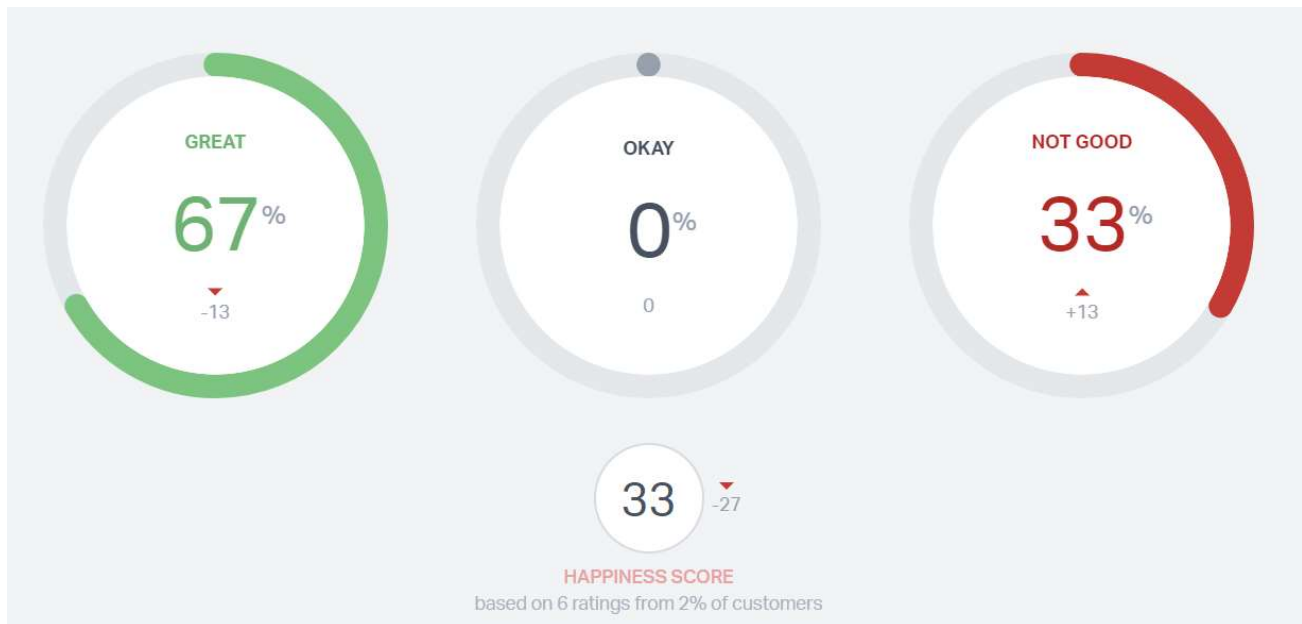
Some of the tones that were detected in your writing last week:

1. 🙌 Appreciative	26%
↓ 2. 📄 Formal	9% -3%
↓ 3. 😊 Confident	9% -4%
↑ 4. 🙌 Optimistic	9% +3%
↑ 5. 🧐 Informative	8% +1%
↑ 6. 🙌 Assertive	7% +6%
↑ 7. 🤔 Curious	7% +6%

MARIANA GRAMMARLY



HAPPINESS SCORE



HAPPINESS SCORE

Ratings

All Great Okay Not Good

#	Customer	User	Date	Rating	Comment
135601	Service Team - Utah Property Solutions	Cindy Llanes	Feb 22	Great	
135040	briellereimann@gmail.com	Mariana Chavez	Feb 17	Great	
135044	Ethan Goodman	Jess Franco	Feb 24	Not Good	Bullshit
134861	Frances Baldwin	Mariana Chavez	Feb 16	Great	
134439	Michael Wright	Karla Calderon	Feb 15	Great	Thanks Karla for the kind remarks. I have been a very satisfied customer and appreciate the great service from all your staff. I will definitely refer any business to your company that I can. Take care and have a blessed day!
129837	Afrah Mohasin	Karla Calderon	Feb 2	Not Good	





THANK YOU

