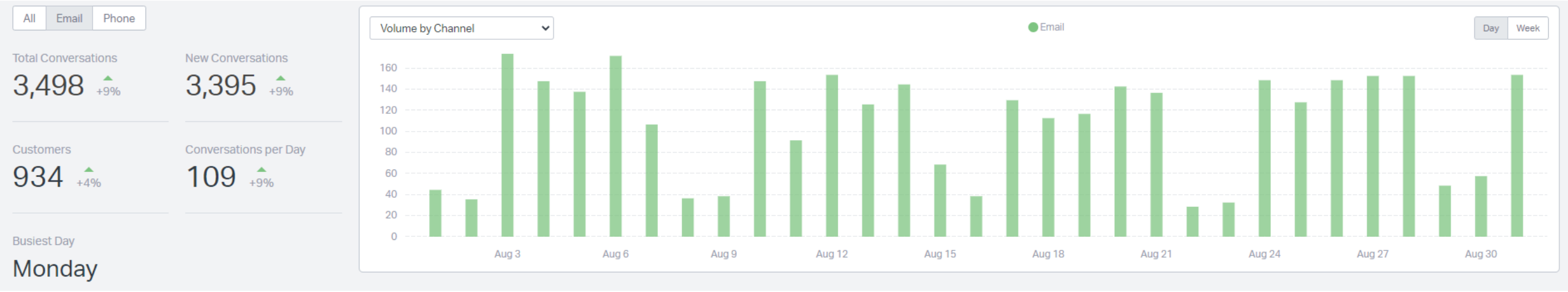
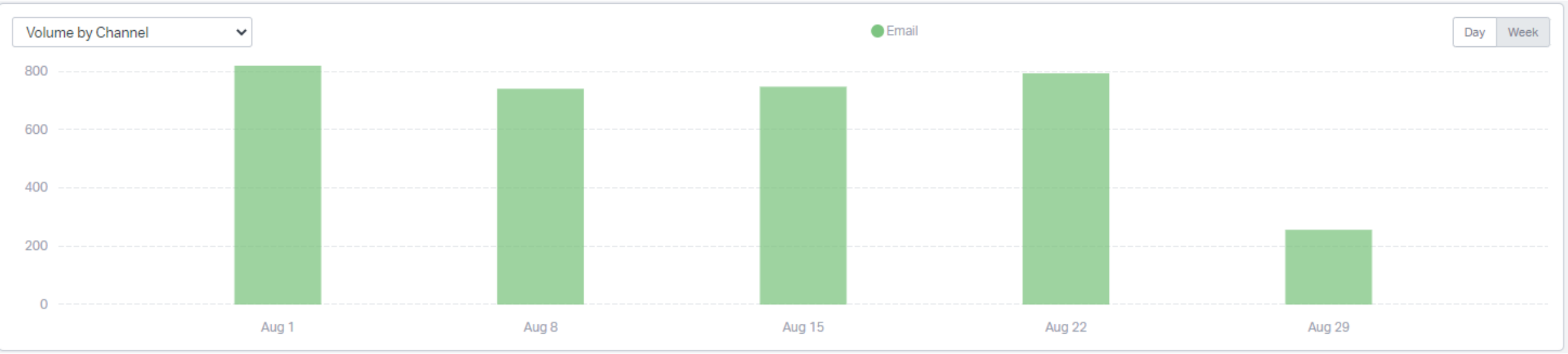
HELP SCOUT – ANALITICS

AUGUST, 2020

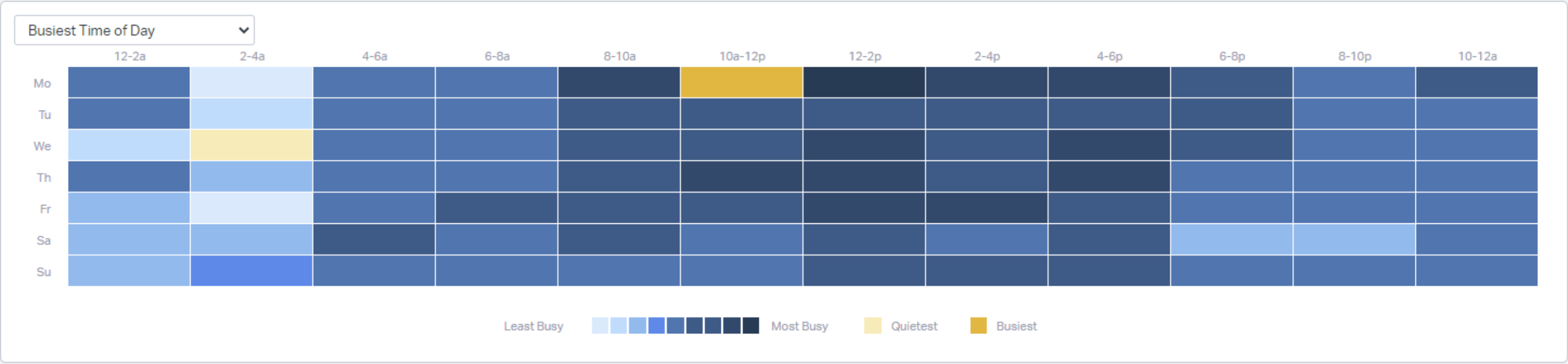


AUGUST - 2020
E-MAIL VOLUME



E-MAIL VOLUME BY WEEK

E-MAIL VOLUME BY DAY AND TIME



EMAILS BY EMPLOYEE

Customers Helped
444 -16%

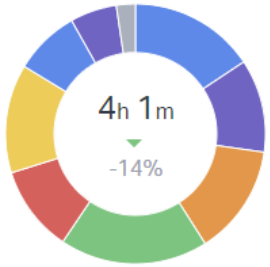
Conversations per Day
118 +5%

Closed
3,616 +5%

Your Team	Replies	Customers Helped	Happiness Score
Ana Jasso	535	221	100
Ivett Villanueva	429	194	100
Rebecca Morris	147	66	100
Oscar Escarcega	96	45	0
Jason Wolf	33	24	0
Moe Dhedhy	8	3	0

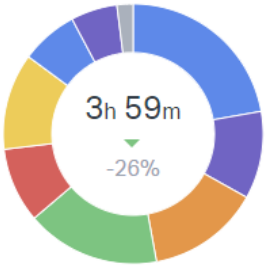
RESPONSE TIME – COMPANY OVER ALL

Response Time



Time	%	Δ
< 15 min	16%	-1%
15-30 min	12%	2%
30-60 min	14%	-0%
1-2 hours	18%	2%
2-3 hours	11%	<1%
3-6 hours	14%	-2%
6-12 hours	8%	-1%
12-24 hours	6%	<1%
1-2 days	2%	<1%
2+ days	<1%	-2%

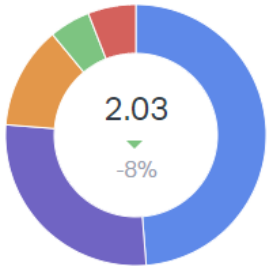
First Response Time



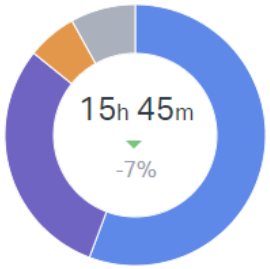
Time	%	Δ
< 15 min	22%	2%
15-30 min	11%	-1%
30-60 min	14%	-0%
1-2 hours	17%	2%
2-3 hours	9%	-1%
3-6 hours	12%	-2%
6-12 hours	7%	-2%
12-24 hours	6%	3%
1-2 days	<1%	-0%
2+ days	1%	-0%

RESOLUTION

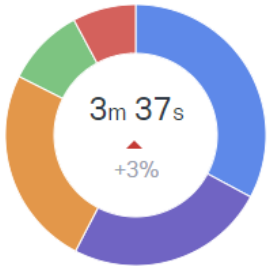
Replies to Resolve



Resolution Time



Handle Time



Replies	%	Δ	Resolution Time
1	49%	4%	2h 21m
2	28%	-1%	16h 22m
3	13%	2%	24h 58m
4	5%	-3%	1d 14h
5+	6%	-3%	3d 11h

Time	%	Δ
< 4 hours	56%	4%
4-24 hours	30%	-2%
1-2 days	6%	-3%
2-4 days	4%	1%
4+ days	4%	-0%

Time	%	Δ
< 1 min	33%	2%
1-2 min	25%	1%
2-5 min	25%	-3%
5-10 min	10%	-1%
10 min+	8%	2%

Ana Jasso

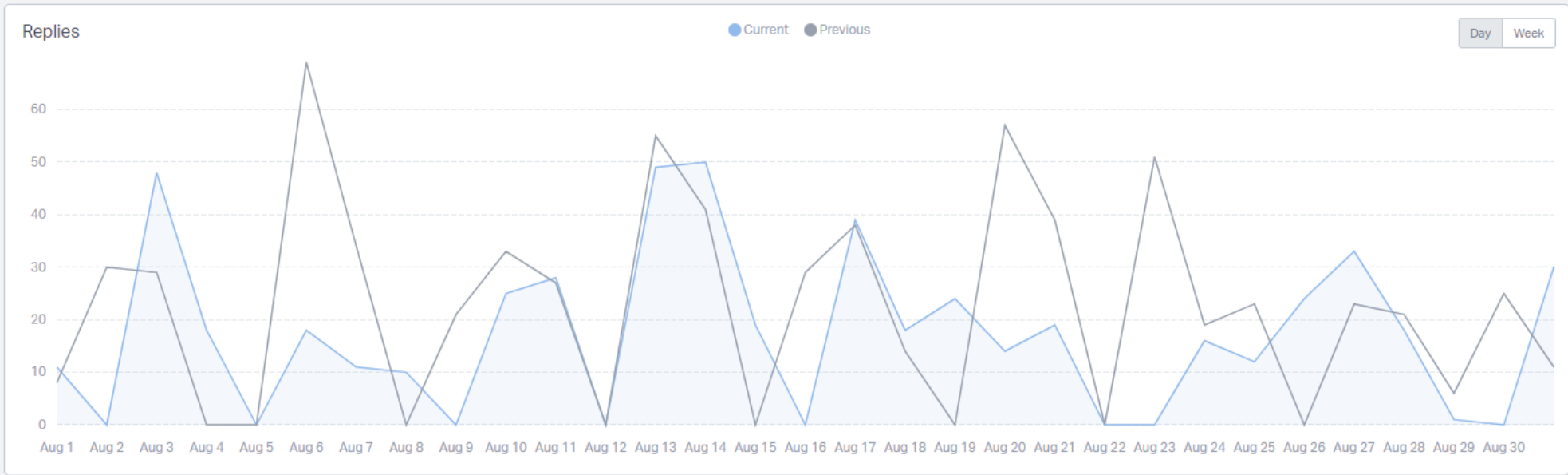
1,045 customers helped since Apr 28, 2020

HAPPINESS SCORE
100 +400

All Channels | Email | Phone | Happiness

Office Hours

Emails Created 168 -41%	Replies Sent 535 -24%
Resolved 177 +0.6%	Replies to Resolve 2.2 -10%
Response Time 1 h 45 m -22%	First Response Time 1 h 12 m +7%
Resolved on First Reply 37% +26%	Handle Time 1 m 51 s -12%



Ivett Villanueva

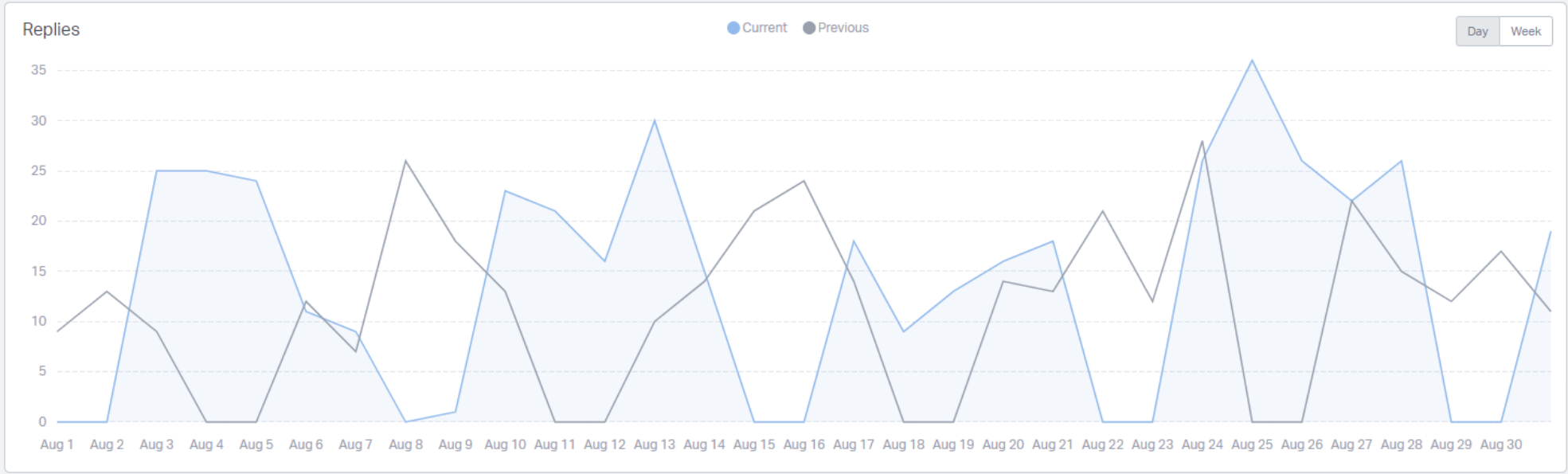
587 customers helped since Feb 3, 2020

HAPPINESS SCORE
100 +200

All Channels | Email | Phone | Happiness

Office Hours

Emails Created 106 +15%	Replies Sent 429 +21%
Resolved 178 +14%	Replies to Resolve 1.7 -4%
Response Time 4h 15m -14%	First Response Time 2h 37m -2%
Resolved on First Reply 60% -0.1%	Handle Time 4m 12s +4%



Rebecca Morris

460 customers helped since Sep 15, 2019

HAPPINESS SCORE
100 0

All Channels | Email | Phone | Happiness

Office Hours

Emails Created
45 -22%

Replies Sent
147 -25%

Resolved
55 -36%

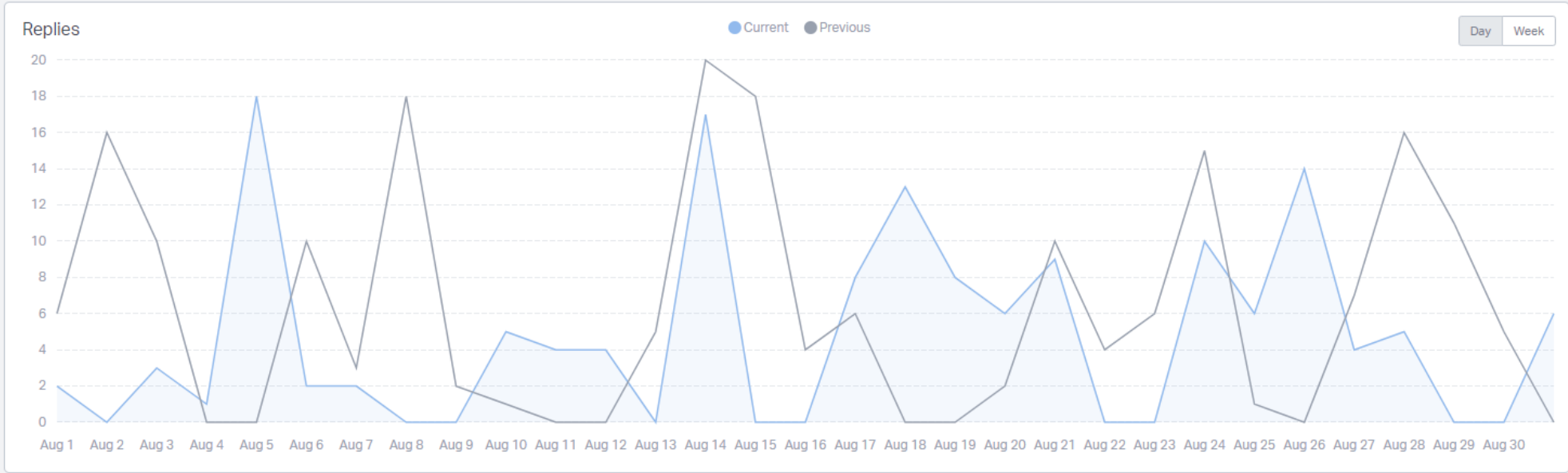
Replies to Resolve
2.5 +11%

Response Time
7 h 51 m +17%

First Response Time
4 h 53 m -14%

Resolved on First Reply
44% -6%

Handle Time
5 m 14 s +120%



Oscar Escarcega

487 customers helped since May 24, 2019

HAPPINESS SCORE
0 0

All Channels | Email | Phone | Happiness

Office Hours

Emails Created
35 -24%

Replies Sent
96 -19%

Resolved
42 -18%

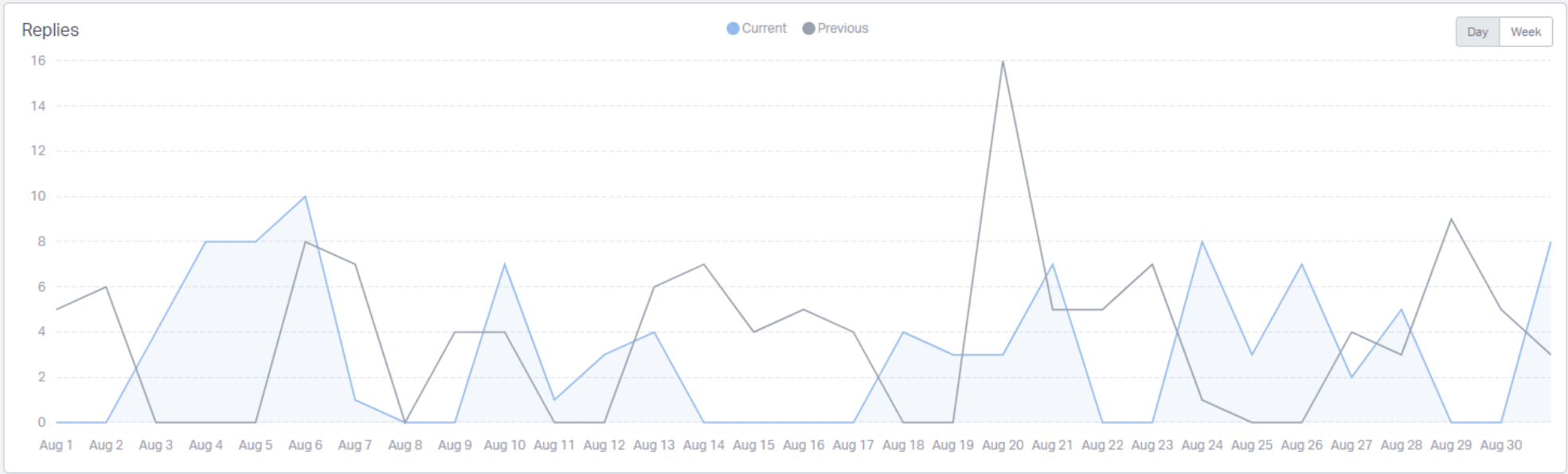
Replies to Resolve
1.8 -8%

Response Time
7 h 21 m -20%

First Response Time
6 h 57 m +39%

Resolved on First Reply
62% +21%

Handle Time
6 m 47 s -20%



Jason Wolf

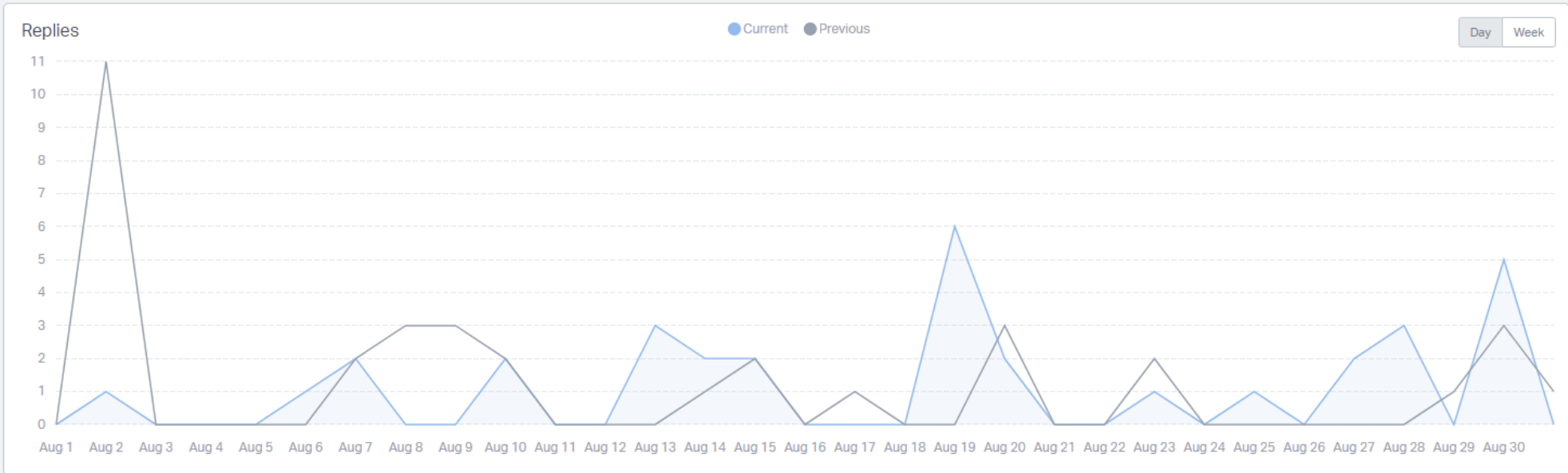
197 customers helped since May 24, 2019

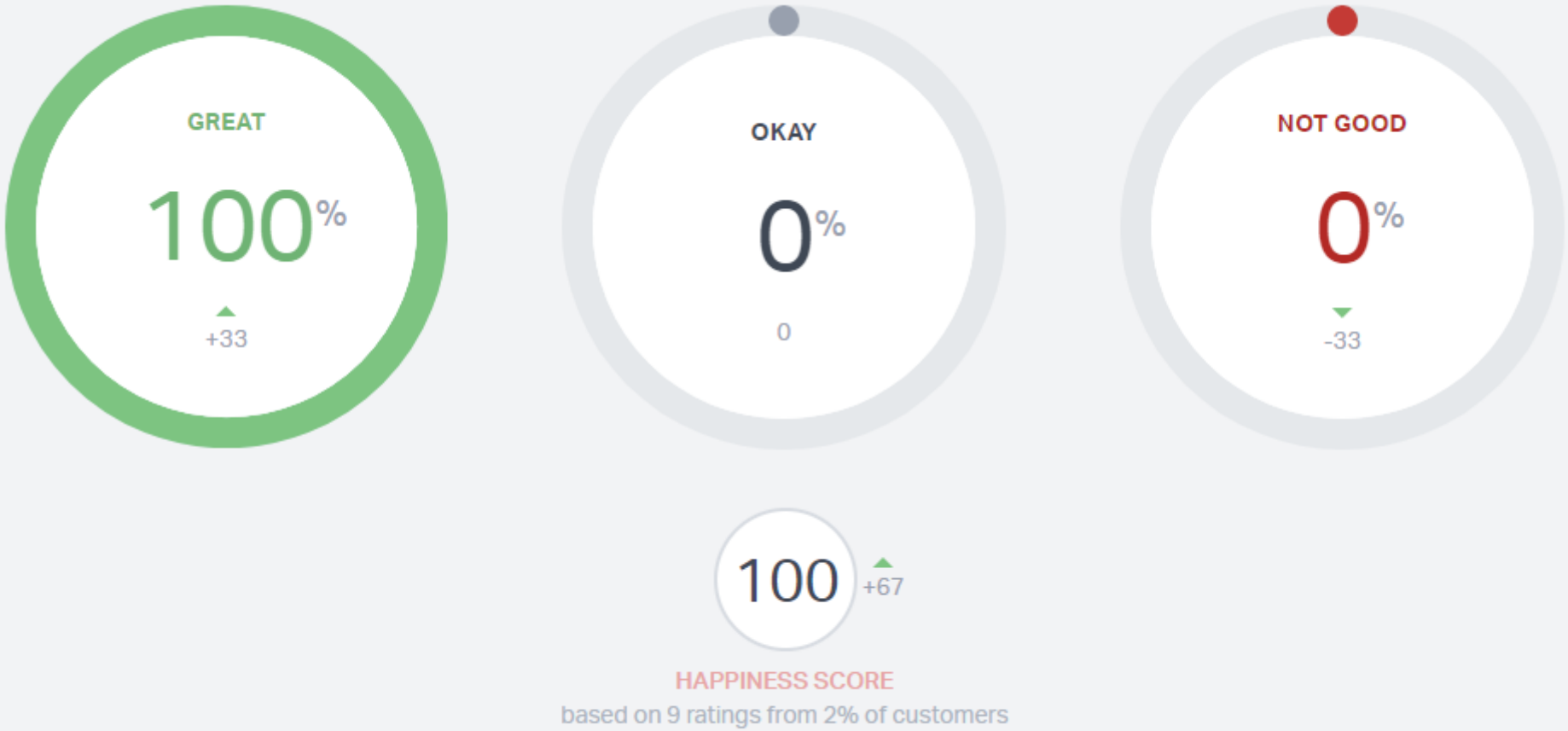
HAPPINESS SCORE
0 0

All Channels | Email | Phone | Happiness

Office Hours

Emails Created 149 +728%	Replies Sent 33 -6%
Resolved 19 +12%	Replies to Resolve 2.4 -33%
Response Time 7 h 50 m -35%	First Response Time 4 h 5 m -60%
Resolved on First Reply 37% +25%	Handle Time 6 m 3 s +104%




GREAT
100%
+33
OKAY
0%
0
NOT GOOD
0%
-33
100
+67
HAPPINESS SCORE
based on 9 ratings from 2% of customers

Ratings

All | Great | Okay | Not Good

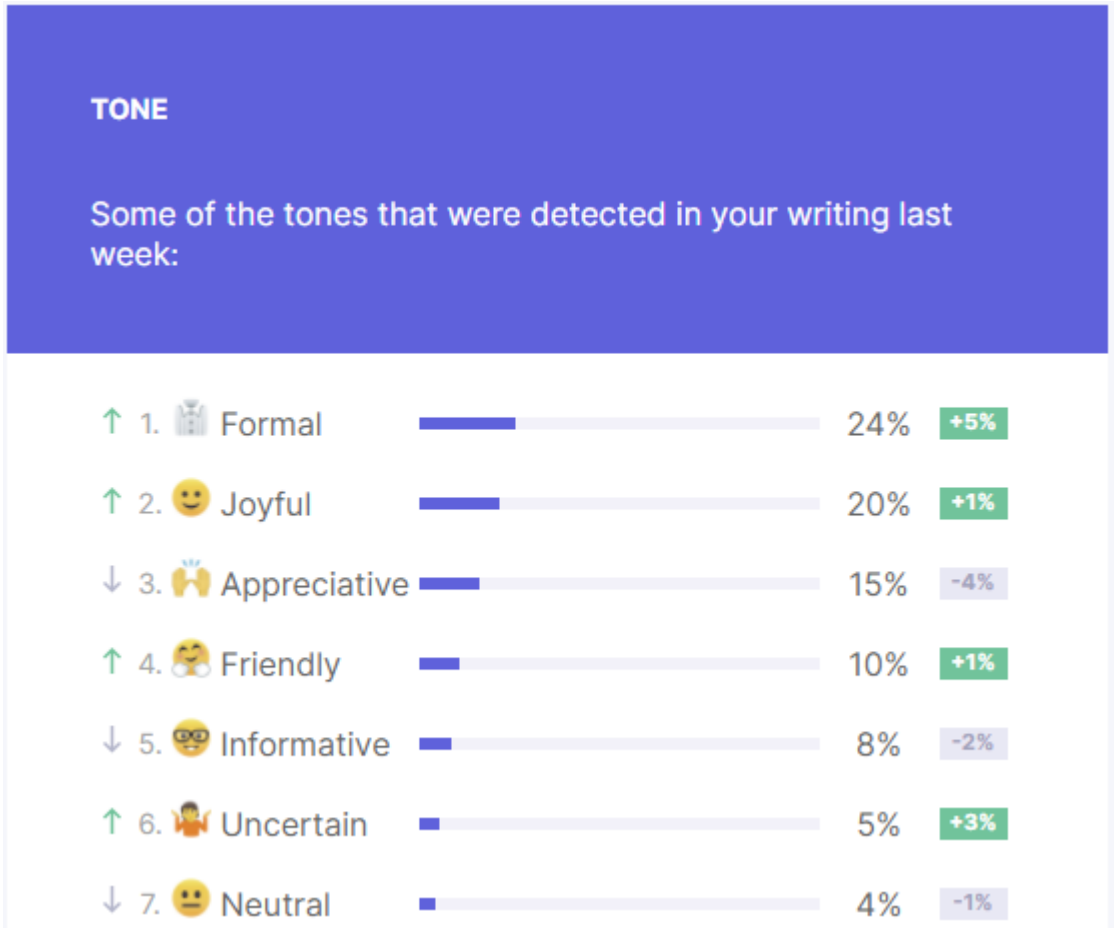
#	Customer	User	Date	Rating	Comment
47631	Recovery First	Ivett Villanueva	Aug 28	Great	Ivett is a top notch individual who is always very helpful and professional.
47176	Dylan McNearney	Rebecca Morris	Aug 26	Great	
46748	Adam Jorgensen	Ivett Villanueva	Aug 26	Great	
46270	Tiffany Leuthner	Ivett Villanueva	Aug 21	Great	
45909	Kristim2515	Ana Jasso	Aug 19	Great	
45397	yefrazier1968@gmail.com	Ana Jasso	Aug 17	Great	This company has been fantastic to work with right now.
43339	Sudar Raj	Ivett Villanueva	Aug 17	Great	
44976	gormantappin14@gmail.com	Ana Jasso	Aug 14	Great	
42645	Patricia Smith	Ivett Villanueva	Aug 3	Great	

9 ratings

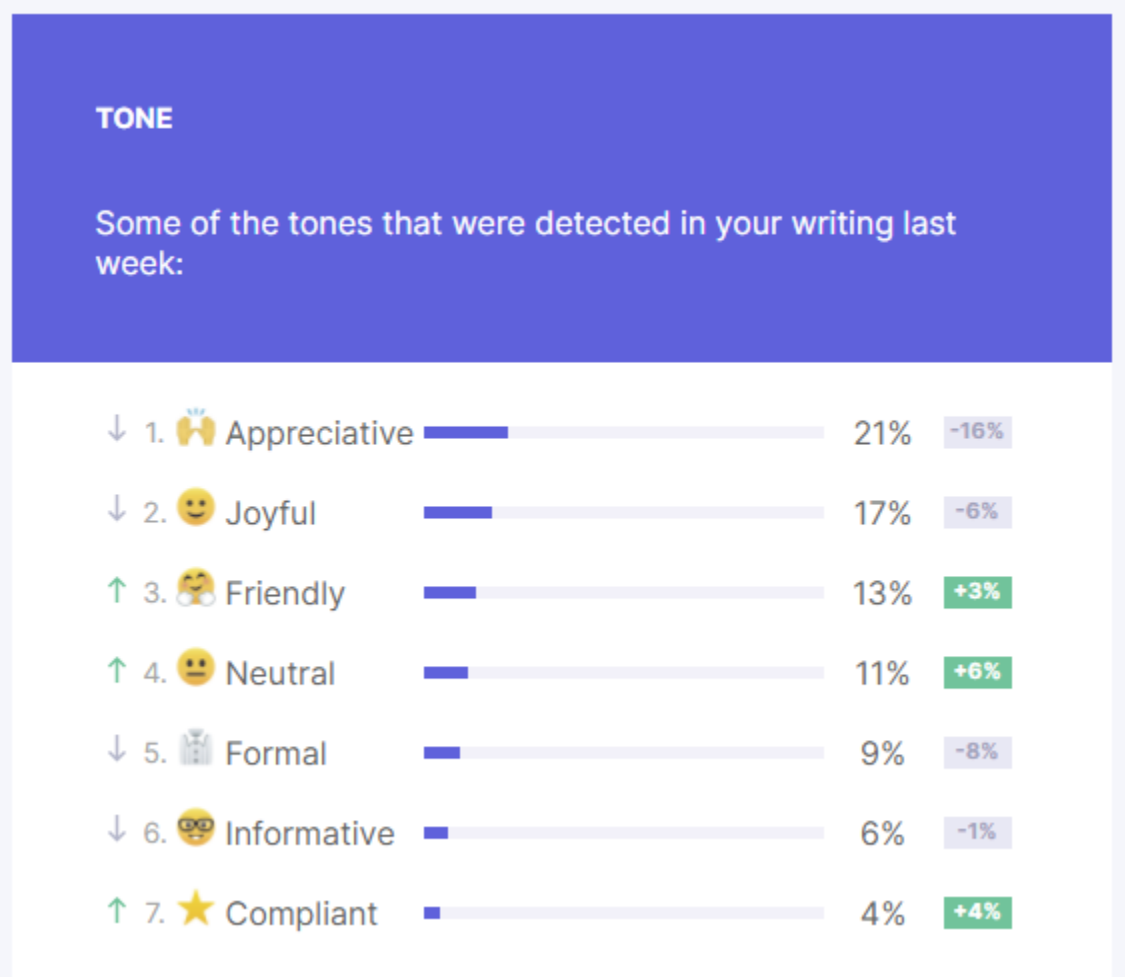
icn_clos

ANA'S GRAMMARLY

IVETT'S GRAMMARLY



REBECCA'S GRAMMARLY



OSCAR'S GRAMMARLY

THANK YOU