









HELP SCOUT – ANALITICS







JUNE, 2020

JUNE 2020 E-MAIL VOLUME

Unfiltered View

Email Conversations	Messages Received
4,507  +6%	4,765  +10%
Replies Sent	Emails Created
1,373  +23%	638  -2%
Resolved	Resolved on First Reply
458  +33%	44%  -7%

Removing Internal Process

Email Conversations	Messages Received
2,899  -31%	3,157  -27%
Replies Sent	Emails Created
1,373  +23%	535  -18%
Resolved	Resolved on First Reply
458  +33%	44%  -7%

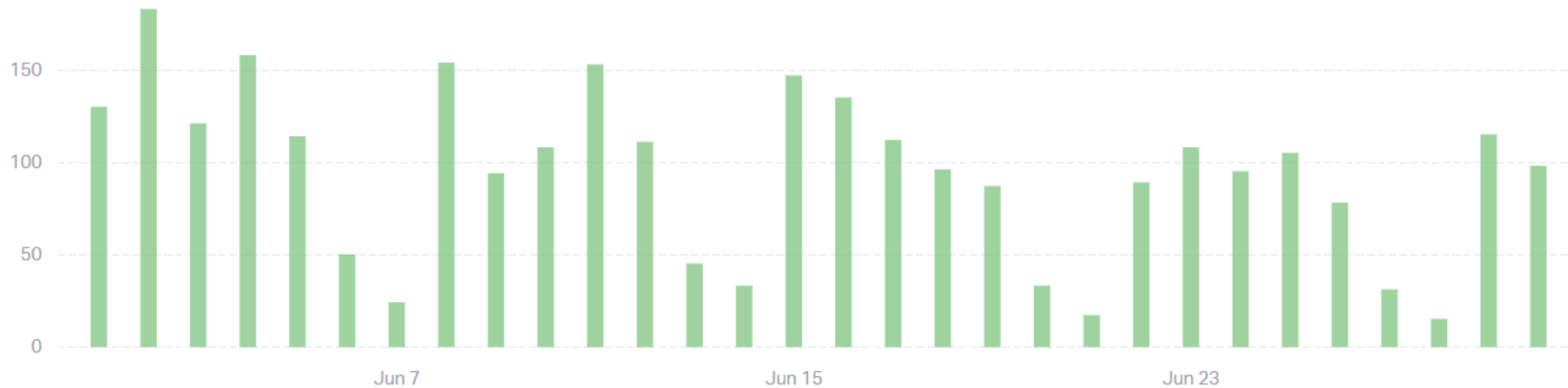
Volume by Channel



● Email

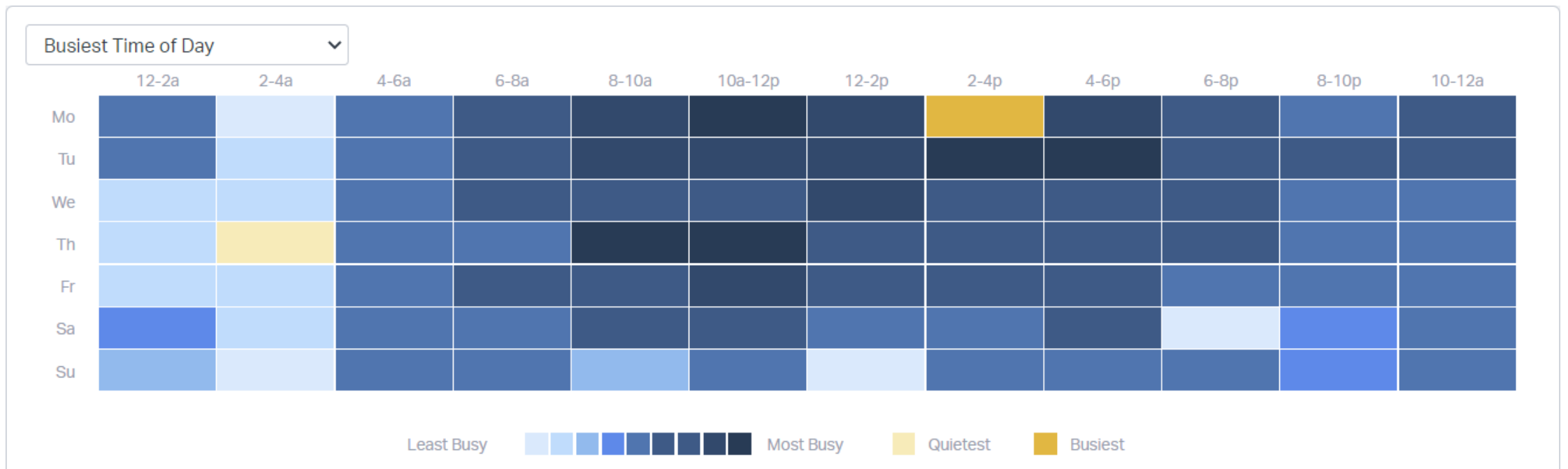
Day

Week



E-MAIL VOLUME

E-MAIL VOLUME BY DAY AND TIME



MOST ACTIVE CUSTOMERS ARE OUR OWN INTERNAL PROCESS

Saved Replies	#	%	Δ
Tenancy Verification	48	1%	1%
Application Submitted	39	1%	1%
Employment Verification	38	1%	1%
Termination Notice - Owner	2	0%	0%
Tenant Uni	2	0%	0%

[Show all 11](#)

Most Active Customers	#
Pllc (do Not Reply) Property Solutions of Utah	505
Chernosky Lori - Voicemail Box 108	332
Tenant Turner	243
Amy Araneda	93
support@leadsimple.com	92

[Show top 50](#)

Activate Windows

Go to Settings to activate Windows.

EMAILS BY EMPLOYEE

Customers Helped

504 ▲ +15%

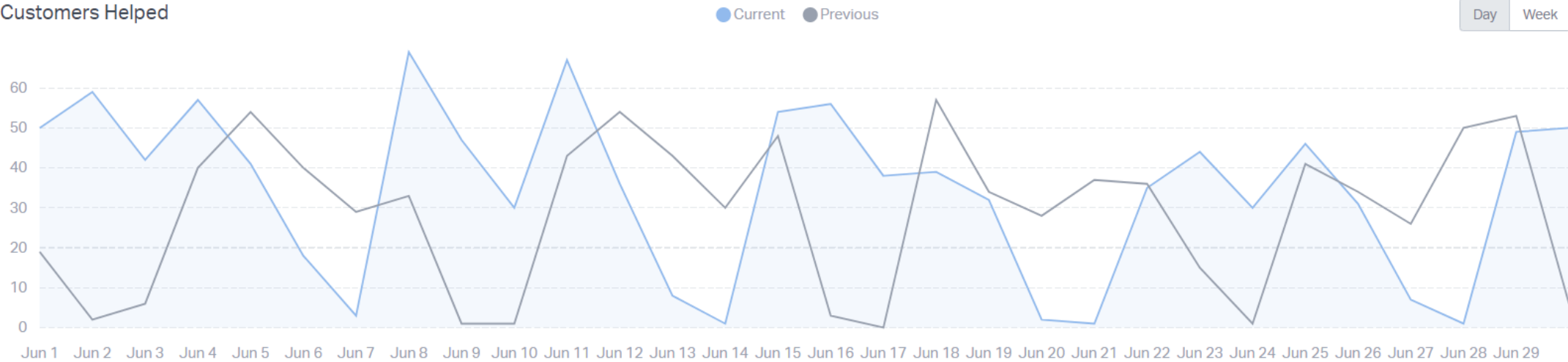
Conversations per Day

107 ▼ -25%

Closed

3,270 ▲ +2%

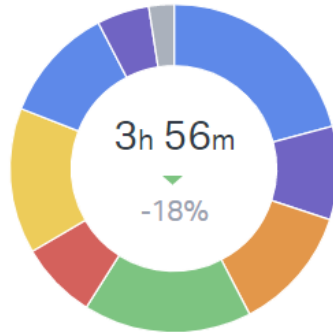
Customers Helped



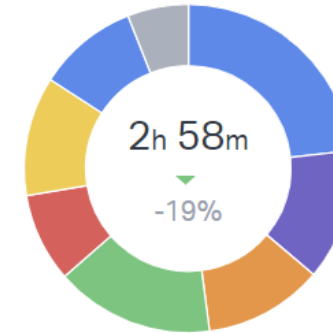
Your Team	Replies ▼	Customers Helped	Happiness Score
Ana Jasso	568	301	60
Ivett Villanueva	317	148	100
Rebecca Morris	278	97	100
Oscar Escarcega	158	68	100
Jason Wolf	52	29	Activate Window <small>Go to Settings to activate Windows</small>

RESPONSE TIME – COMPANY OVER ALL

Response Time



First Response Time

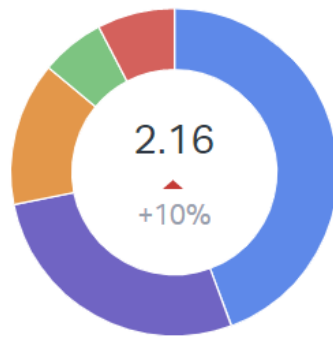


Time	%	Δ
< 15 min ■	21%	7%
15-30 min ■	9%	3%
30-60 min ■	12%	<1%
1-2 hours ■	17%	-1%
2-3 hours ■	8%	-4%
3-6 hours ■	14%	-2%
6-12 hours ■	11%	-2%
12-24 hours ■	5%	-1%
1-2 days	2%	-1%
2+ days	<1%	<1%

Time	%	Δ
< 15 min ■	23%	6%
15-30 min ■	13%	3%
30-60 min ■	12%	<1%
1-2 hours ■	16%	-2%
2-3 hours ■	9%	-2%
3-6 hours ■	12%	-3%
6-12 hours ■	10%	-2%
12-24 hours	4%	-2%
1-2 days	<1%	<1%
2+ days	<1%	<1%

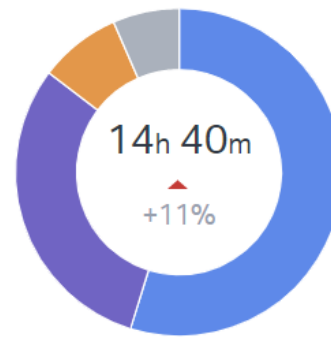
RESOLUTION

Replies to Resolve



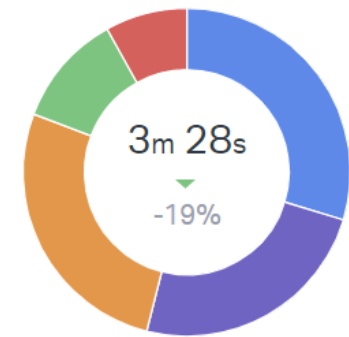
Replies	%	Δ	Resolution Time
1 ■	44%	-7%	2h 54m
2 ■	28%	<1%	9h 2m
3 ■	14%	3%	23h 7m
4 ■	6%	2%	1d 8h
5+ ■	8%	2%	3d 0h

Resolution Time



Time	%	Δ
< 4 hours ■	55%	4%
4-24 hours ■	31%	-5%
1-2 days ■	8%	<1%
2-4 days	4%	-0%
4+ days	3%	<1%

Handle Time



Time	%	Δ
< 1 min ■	30%	1%
1-2 min ■	24%	5%
2-5 min ■	27%	<1%
5-10 min ■	11%	-5%
10 min+ ■	8%	-2%



Rebecca Morris

343 customers helped since Sep 15, 2019

HAPPINESS SCORE

100

All Channels **Email** Phone Happiness

Office Hours

Emails Created

87 ▼ -9%

Replies Sent

278 ▲ +15%

Resolved

99 ▲ +16%

Replies to Resolve

2.6 ▲ +22%

Response Time

4h 28m ▼ -29%

First Response Time

3h 23m ▼ -38%

Resolved on First Reply

36% ▼ -25%

Handle Time

2m 58s ▼ -13%

Replies

● Current ● Previous

Day Week





Ana Jasso

534 customers helped since Apr 28, 2020

HAPPINESS SCORE

60 ₀

All Channels **Email** Phone Happiness

Office Hours ?

Emails Created

285 +23%

Replies Sent

568 +56%

Resolved

125 +131%

Replies to Resolve

2.4 -8%

Response Time

2 h 4 m +3%

First Response Time

1 h 16 m -21%

Resolved on First Reply

27% +5%

Handle Time

1 m 54 s -26%

Replies

● Current ● Previous

Day Week





Ivett Villanueva

410 customers helped since Feb 3, 2020

HAPPINESS SCORE

100.0

All Channels

Email

Phone

Happiness

Office Hours

Emails Created

103 -26%

Replies Sent

317 -5%

Resolved

150 +14%

Replies to Resolve

1.6 -0.4%

Response Time

3 h 48 m -13%

First Response Time

2 h 34 m +6%

Resolved on First Reply

65% +3%

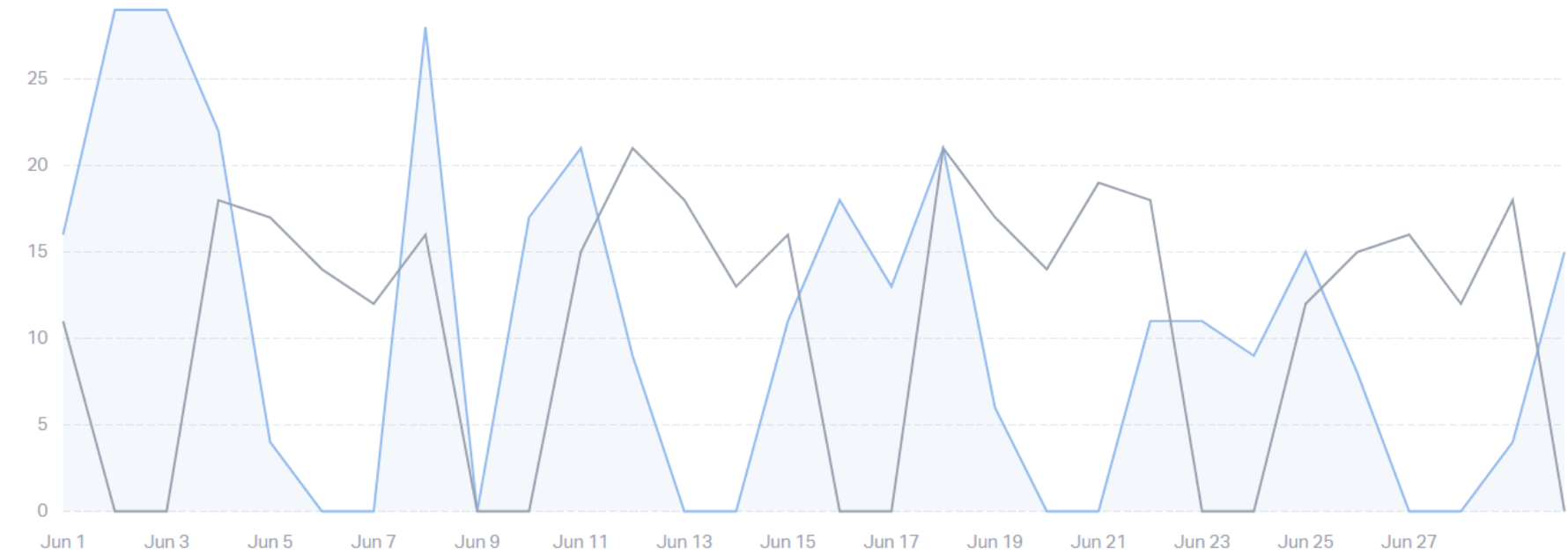
Handle Time

3 m 42 s -3%

Replies

● Current ● Previous

Day Week





Jason Wolf

178 customers helped since May 24, 2019

HAPPINESS SCORE

0

All Channels Email Phone Happiness

Office Hours ⓘ

Emails Created

10 -41%

Replies Sent

52 +18%

Resolved

16 -16%

Replies to Resolve

3.1 +41%

Response Time

13h 2m +4%

First Response Time

9h 22m +72%

Resolved on First Reply

13% -74%

Handle Time

4m 59s +9%

Replies

Current Previous

Day Week





Oscar Escarcega

446 customers helped since May 24, 2019

HAPPINESS SCORE

100

All Channels **Email** Phone Happiness

Office Hours

Emails Created

50 -70%

Replies Sent

158 +18%

Resolved

68 +26%

Replies to Resolve

2.0 +13%

Response Time

4 h 48 m +31%

First Response Time

2 h 55 m -11%

Resolved on First Reply

50% -13%

Handle Time

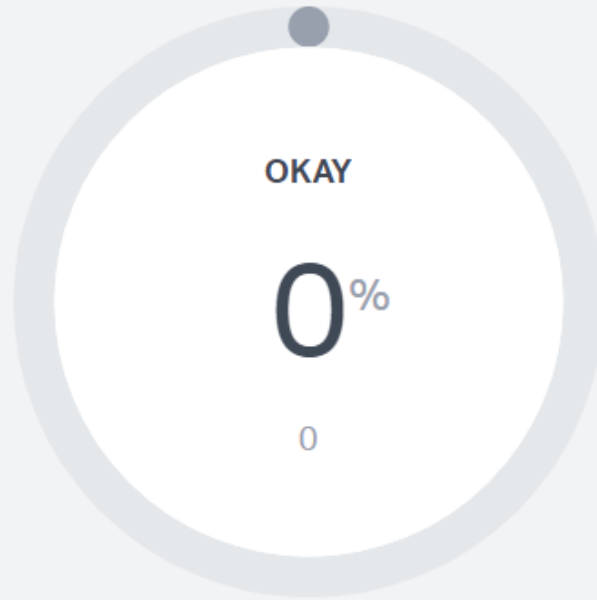
8 m 18 s +51%

Replies

● Current ● Previous

Day Week





HAPPINESS SCORE

based on 11 ratings from 2% of customers



Ratings

All Great Okay Not Good

#	Customer	User	Date	Rating	Comment
36419	Suk Tamang	Jason Wolf	Jun 29	Not Good	I'm so regret to choose you guys for management
36155	Teddi Wilson	Ana Jasso	Jun 26	Great	
36180	Cosette King	Ana Jasso	Jun 25	Great	
36049	Waaye Haa	Rebecca Morris	Jun 24	Great	
30569	Nirdesh Soni	Rebecca Morris	Jun 19	Great	
34641	romeduck@aol.com	Ana Jasso	Jun 15	Great	Thank you
33192	Mandy Roberson	Ana Jasso	Jun 11	Not Good	I have received the exact same message several times with no actual new information or assistance.
33610	Jamie Walters	Oscar Escarcega	Jun 9	Great	
23658	Sharon Loew	Jason Wolf	Jun 6	Great	
33058	Gabby Collette	Ana Jasso	Jun 5	Great	Great hard working couple
32418	Naveen Yadav Etaboina	Ivett Villanueva	Jun 3	Great	



THANK YOU