



HELP SCOUT — ANALYTICS

May 2022



All Email Phone

Total Conversations
17,355 ▲ +98%

Customers
1,941 ▲ +23%

Busiest Day
Wednesday

New Conversations
11,919 ▲ +38%

Conversations per Day
114 ▲ +97%



**YTD - 2022
E-MAIL VOLUME**

All Email Phone

Total Conversations
2,833 +14%

Customers
637 +6%

Busiest Day
Tuesday

New Conversations
2,711 +13%

Conversations per Day
88 +14%

Volume by Channel

Email

Day Week



MAY - 2022
E-MAIL VOLUME

Customers Helped

350 +7%

Conversations per Day

93 +8%

Closed

2,883 +13%



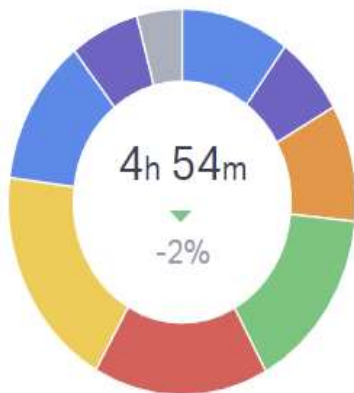
Your Team	Replies ▼	Customers Helped	Happiness Score
Karla Calderon	319	138	100
Jess Franco	291	93	100
Katelyn Ekins	155	53	0
Oscar Escarcega	108	44	0
Sharee Reyes	82	60	0
Jason Wolf	55	38	0
Sofi Peredo	54	23	100

EMAILS BY EMPLOYEE



RESPONSE TIME — COMPANY OVER ALL

Response Time

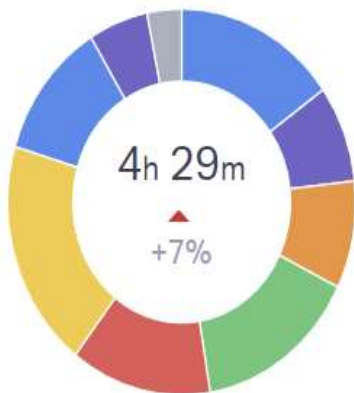


Response Time

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

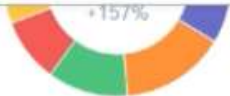


First Response Time



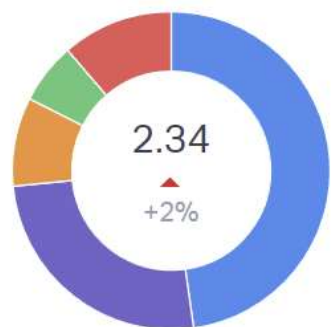
First Response Time

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



RESOLUTION

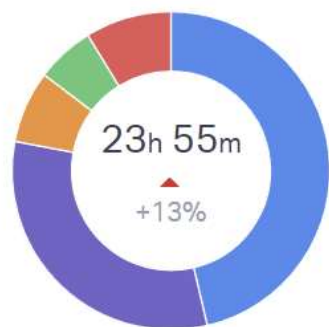
Replies to Resolve



Replies to Resolve

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

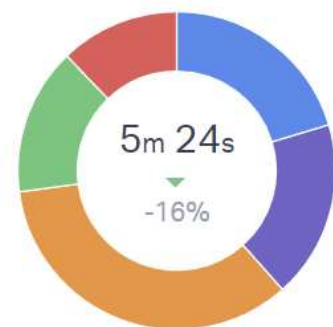
Resolution Time



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.





Karla Calderon

325 customers helped since Jan 26, 2022

HAPPINESS
SCORE

100 ₀

All Channels

Email

Phone

Happiness

☒ Office Hours

Emails Created

55 -29%

Replies Sent

319 -4%

Resolved

132 +17%

Replies to Resolve

2.3 +13%

Response Time

5h 35m +7%

First Response Time

2h 38m -49%

Resolved on First Reply

54% -11%

Handle Time

3m 11s -30%

Replies

● Current ● Previous

Day Week





Jess Franco

337 customers helped since Dec 2, 2021

HAPPINESS
SCORE

100 ₀

All Channels

Email

Phone

Happiness

☒ Office Hours

Emails Created

39 +18%

Replies Sent

291 +14%

Resolved

102 -1%

Replies to Resolve

2.4 +9%

Response Time

2 h 50 m -6%

First Response Time

2 h 45 m -6%

Resolved on First Reply

40% -16%

Handle Time

5 m 35 s +2%

Replies

● Current ● Previous

Day Week





Katelyn Ekins

407 customers helped since Feb 25, 2021

HAPPINESS
SCORE

0

All Channels

Email

Phone

Happiness

☒ Office Hours [?](#)

Emails Created

31 -3%

Replies Sent

155 -2%

Resolved

30 -17%

Replies to Resolve

3.2 -8%

Response Time

5h 7m +6%

First Response Time

4h 32m +7%

Resolved on First Reply

27% -20%

Handle Time

12m 53s +21%

Replies

● Current ● Previous

Day Week





Oscar Escarcega

876 customers helped since May 24, 2019

HAPPINESS
SCORE

0 0

All Channels **Email** Phone Happiness

☒ Office Hours [i](#)

Emails Created

33 +120%

Replies Sent

108 +80%

Resolved

38 +41%

Replies to Resolve

2.1 +11%

Response Time

4h 31m -42%

First Response Time

3h 59m -36%

Resolved on First Reply

61% +2%

Handle Time

11m 41s +40%

Replies

● Current ● Previous

Day Week





Sharee Reyes

295 customers helped since Nov 29, 2021

HAPPINESS
SCORE

0 -100

All Channels Email Phone Happiness

☒ Office Hours ⓘ

Emails Created

60 -19%

Replies Sent

82 -19%

Resolved

12 +50%

Replies to Resolve

2.8 +3%

Response Time

6h 43m +31%

First Response Time

1h 44m -57%

Resolved on First Reply

25% -33%

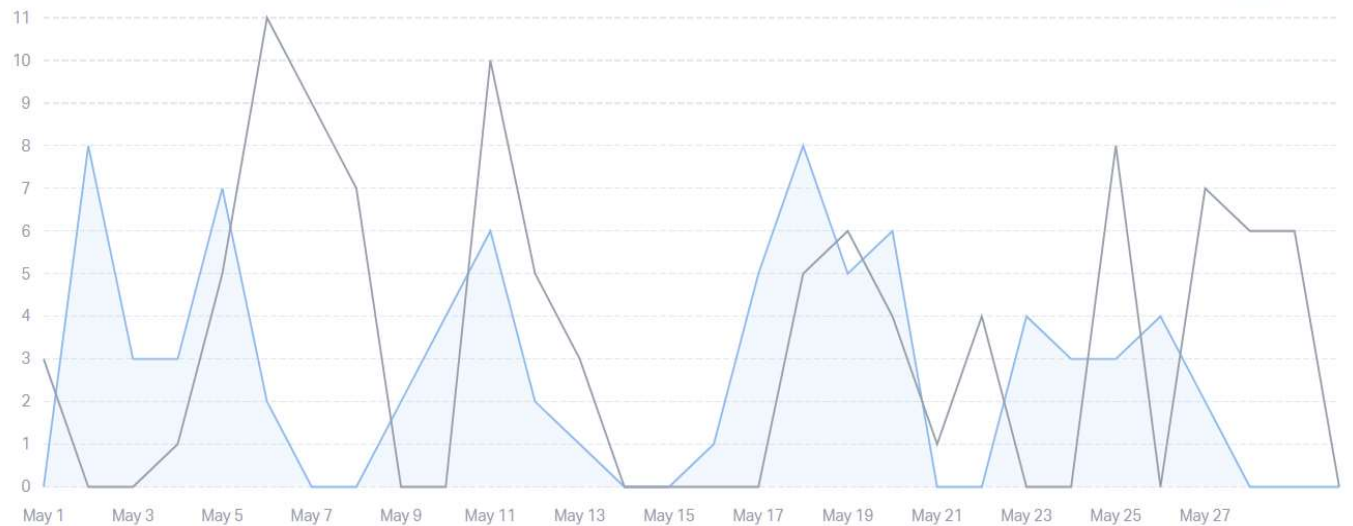
Handle Time

13m 42s +24%

Replies

● Current ● Previous

Day Week





Jason Wolf

490 customers helped since May 24, 2019

HAPPINESS
SCORE

0

All Channels

Email

Phone

Happiness

☒ Office Hours [?](#)

Emails Created

130 +6%

Replies Sent

55 -10%

Resolved

31 +29%

Replies to Resolve

1.7 -23%

Response Time

9h 17m +4%

First Response Time

3h 19m -67%

Resolved on First Reply

61% +23%

Handle Time

5m 56s +59%

Replies

● Current ● Previous

Day Week





Sofi Peredo

47 customers helped since Mar 8, 2022

HAPPINESS
SCORE

100

All Channels

Email

Phone

Happiness

☒ Office Hours [?](#)

Customers Helped

23 +10%

Total Conversations

183 -9%

Conversations per Day

0 -13%

Busiest Day

Tuesday

Closed

124 -27%

Customers Helped

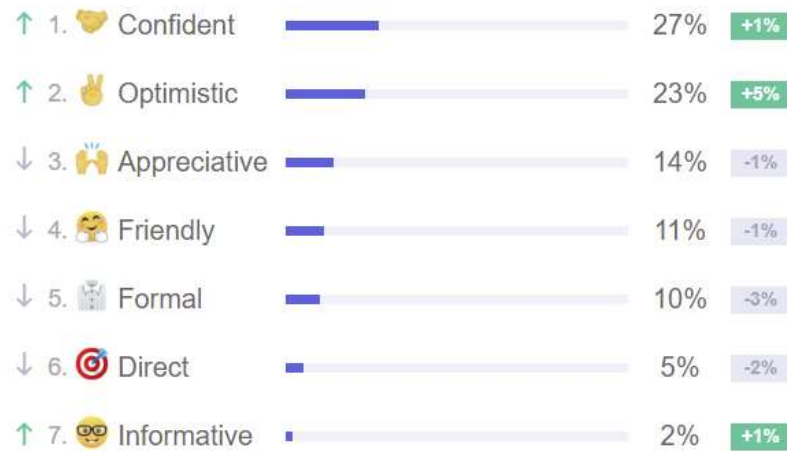
● Current ● Previous

Day Week



TONE

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

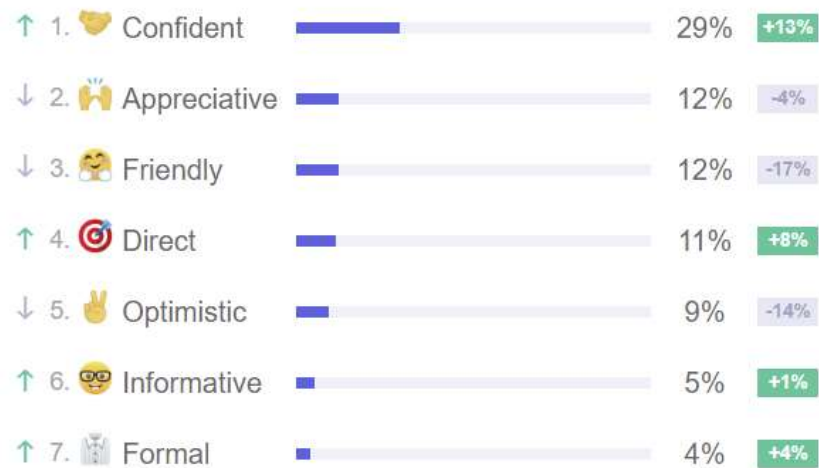


KARLA'S GRAMMARLY



TONE

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

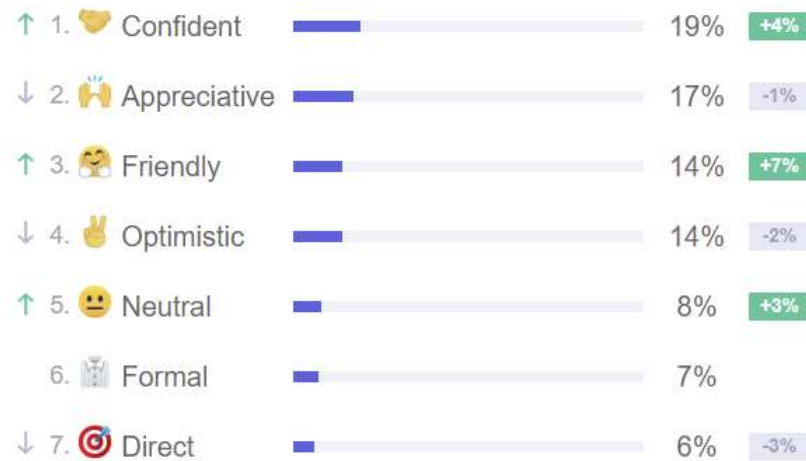


KATELYN'S GRAMMARLY



TONE

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

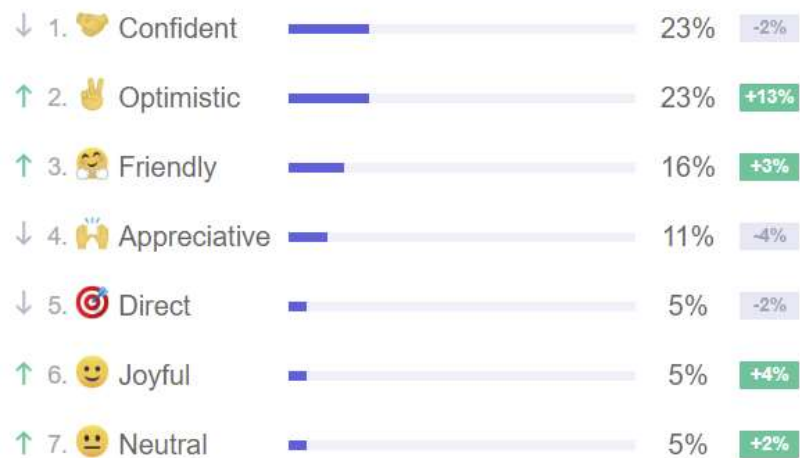


OSCAR'S GRAMMARLY

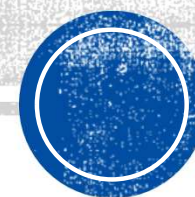


tone

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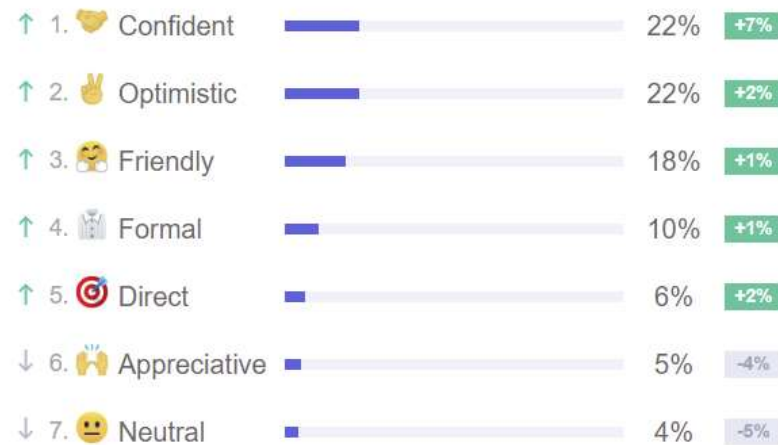


SHAREES GRAMMARLY



TONE

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



JESS'S GRAMMARLY





THANK YOU

