



HELP SCOUT — ANALITICS

August 2021



All Email Phone

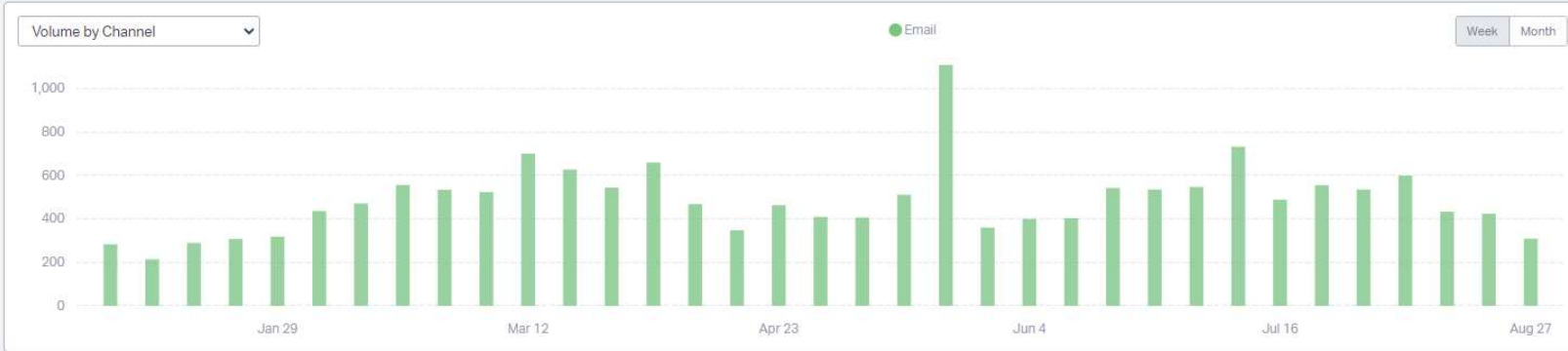
Total Conversations
17,900 ▼
-22%

Customers
3,569 ▼
-23%

Busiest Day
Wednesday

New Conversations
17,387 ▼
-23%

Conversations per Day
73 ▼
-22%



**AUGUST - 2021
E-MAIL VOLUME**

All Email Phone

Total Conversations
17,900 -22%

New Conversations
17,387 -23%

Customers
3,569 -23%

Conversations per Day
73 -22%

Busiest Day
Wednesday

Volume by Channel

Email

Week Month



YTD - 2021
E-MAIL VOLUME

Customers Helped
360 -7%

Conversations per Day
75 -20%

Closed
2,365 -19%



Your Team	Replies ▾	Customers Helped	Happiness Score
Ana Jasso	350	161	33
Ivett Villanueva	349	165	0
Katelyn Ekins	154	67	0
Oscar Escarcega	65	26	0
Jason Wolf	19	13	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

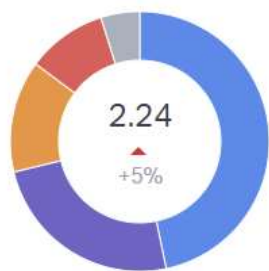
First Response Time

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



RESOLUTION

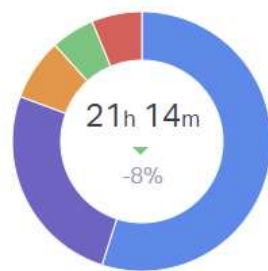
Replies to Resolve



Replies to Resolve

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

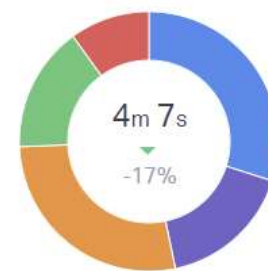
Resolution Time



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.





Ana Jasso

2,141 customers helped since Apr 28, 2020

HAPPINESS
SCORE

33 -67

All Channels **Email** Phone Happiness

☒ Office Hours ?

Emails Created

75 -9%

Replies Sent

350 -5%

Resolved

141 0%

Replies to Resolve

2.1 +2%

Response Time

3h 11m -30%

First Response Time

1h 1m -53%

Resolved on First Reply

61% +30%

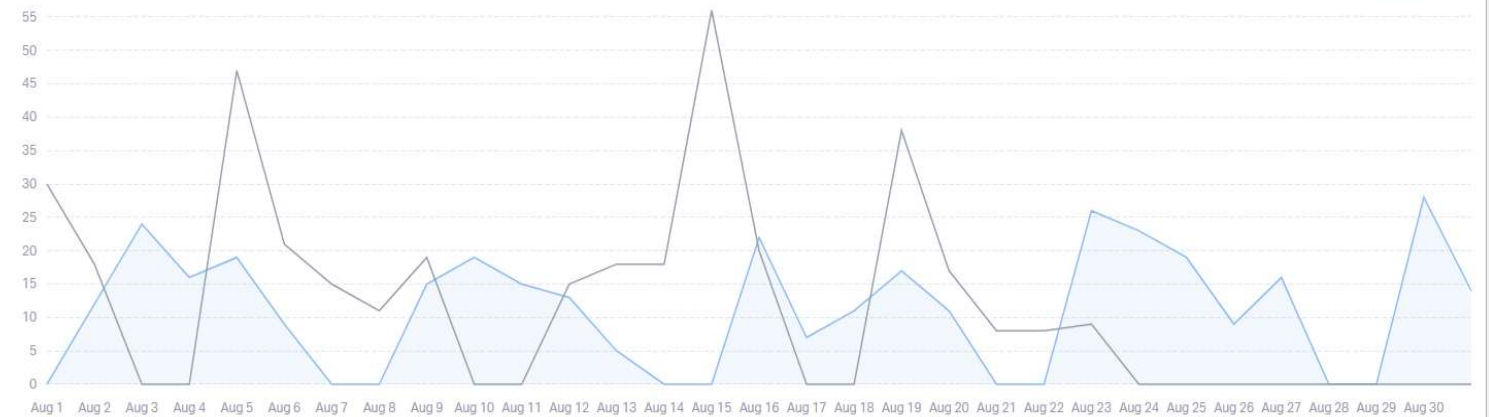
Handle Time

3m 36s +23%

Replies

● Current ● Previous

Day Week





Katelyn Ekins

221 customers helped since Feb 25, 2021

HAPPINESS
SCORE

0 0

All Channels **Email** Phone Happiness

☒ Office Hours ⓘ

Emails Created

37 -27%

Replies Sent

154 -17%

Resolved

53 -12%

Replies to Resolve

2.7 -6%

Response Time

4h 52m +29%

First Response Time

5h 8m +79%

Resolved on First Reply

34% +46%

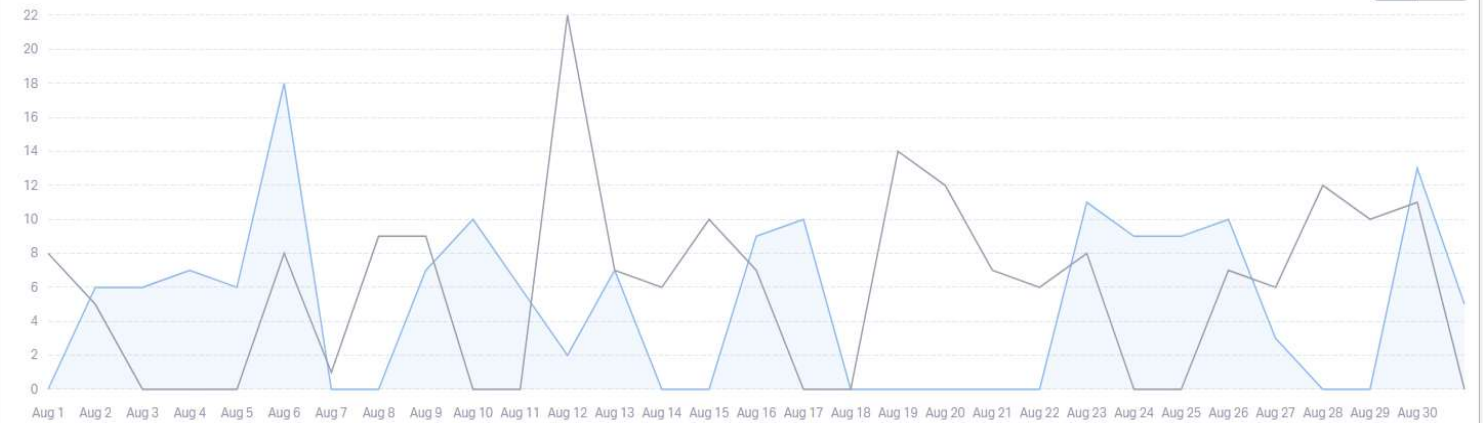
Handle Time

7m 18s -18%

Replies

● Current ● Previous

Day Week





Oscar Escarcega

616 customers helped since May 24, 2019

HAPPINESS

SCORE

0 -100

All Channels Email Phone Happiness

☒ Office Hours ⓘ

Emails Created

16 -6%

Replies Sent

65 -13%

Resolved

34 -8%

Replies to Resolve

1.3 -14%

Response Time

11 h 2 m -16%

First Response Time

5 h 7 m -52%

Resolved on First Reply

82% +13%

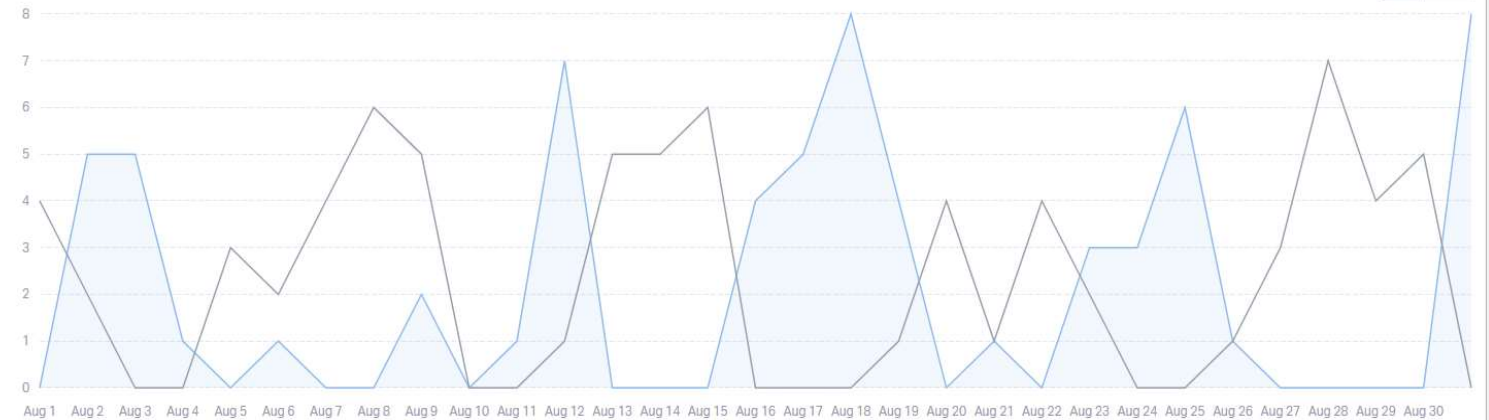
Handle Time

11 m 25 s -29%

Replies

● Current ● Previous

Day Week





Jason Wolf

350 customers helped since May 24, 2019

HAPPINESS
SCORE

0

All Channels **Email** Phone Happiness

☒ Office Hours ⓘ

Emails Created

42 -42%

Replies Sent

19 -47%

Resolved

5 -55%

Replies to Resolve

4.0 +42%

Response Time

5h 28m +74%

First Response Time

3h 19m +38%

Resolved on First Reply

20% -27%

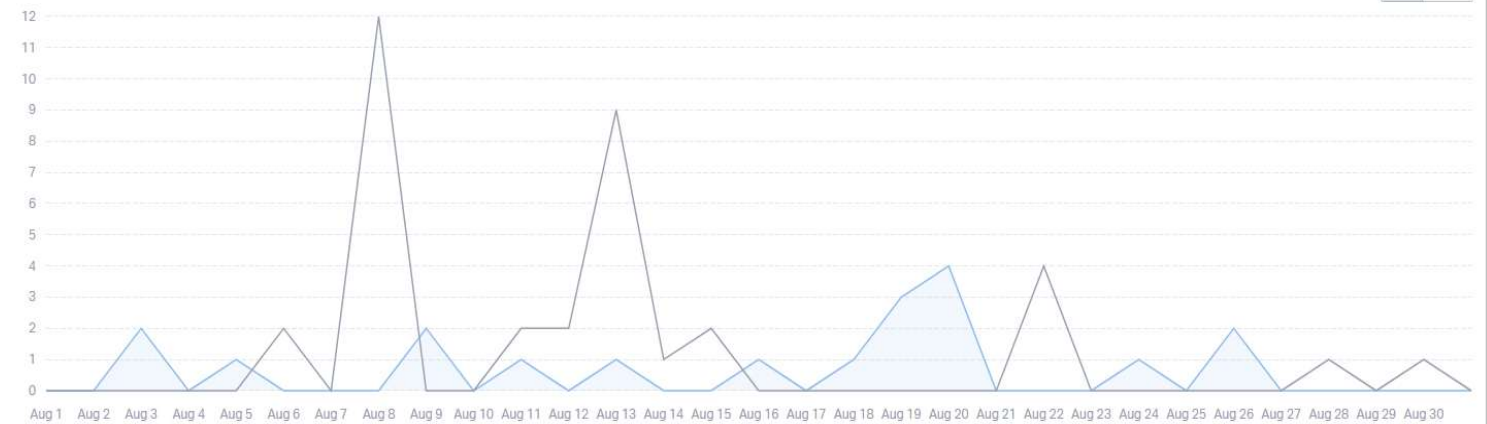
Handle Time

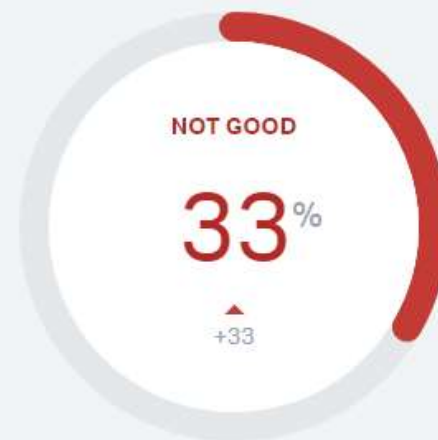
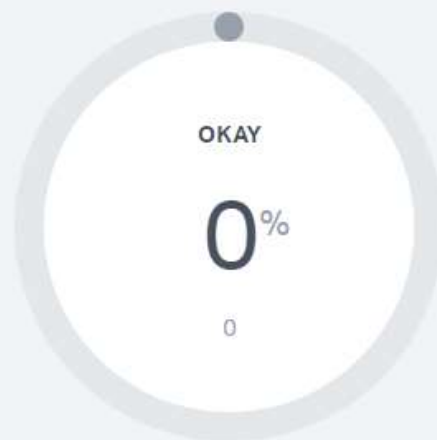
6m 52s +118%

Replies

● Current ● Previous

Day Week





HAPPINESS SCORE

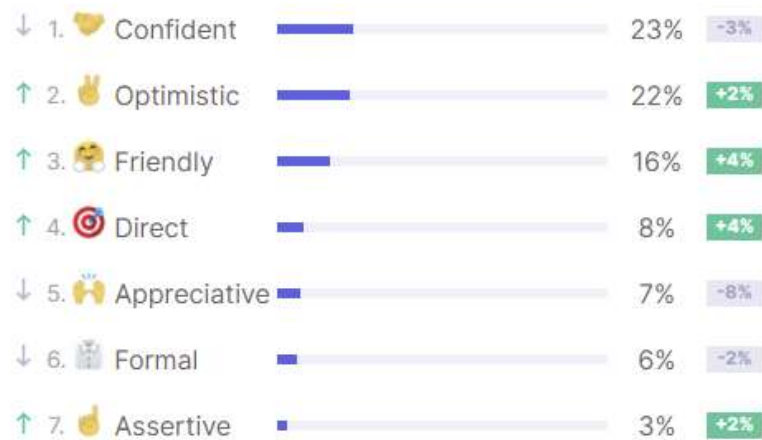
based on 3 ratings from 1% of customers

Ratings

#	Customer	User	Date	Rating	Comment
83143	Dashaud Seymour	Ana Jasso	Aug 25	Great	
82604	Babygirlames	Ana Jasso	Aug 19	Not Good	
81285	Miller Gaudette	Ana Jasso	Aug 3	Great	
3 ratings					

TONE

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



ANA'S GRAMMARLY



TONE

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

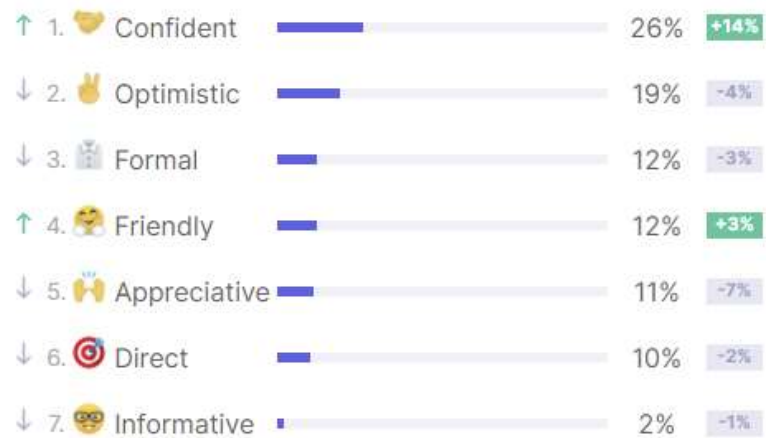
↑ 1.	🤩	Admiring	<div><div></div></div>	14%	+14%
↓ 2.	🙌	Appreciative	<div><div></div></div>	14%	-2%
↑ 3.	💪	Confident	<div><div></div></div>	14%	+4%
↑ 4.	📋	Formal	<div><div></div></div>	14%	+9%
↑ 5.	👕	Informal	<div><div></div></div>	14%	+4%
↑ 6.	😐	Neutral	<div><div></div></div>	14%	+14%
↓ 7.	👉	Optimistic	<div><div></div></div>	14%	-12%

JASON'S GRAMMARLY



TONE

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

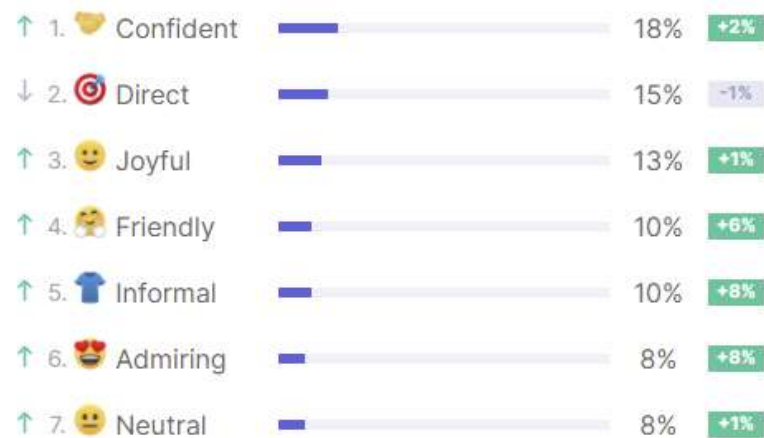


KATELY'S GRAMMARLY

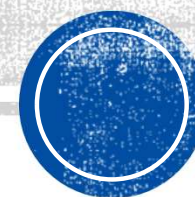


TONE

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



OSCAR'S GRAMMARLY





THANK YOU

