UTAH PROPERTY SOLUTIONS

HELP SCOUT – ANALYTICS

December 2021

All | Email | Phone

Total Conversations
24,507 -24%

New Conversations
23,994 -25%

Customers
4,384 -30%

Conversations per Day
66 -25%

Busiest Day
Wednesday

DECEMBER- 2021
E-MAIL VOLUME

All | Email | Phone

Total Conversations
27,470 -35%

New Conversations
26,545 -37%

Customers
4,484 -45%

Conversations per Day
75 -35%

Busiest Day
Wednesday

YTD - 2021
E-MAIL VOLUME

Customers Helped
183 -17%

Conversations per Day
61 -6%

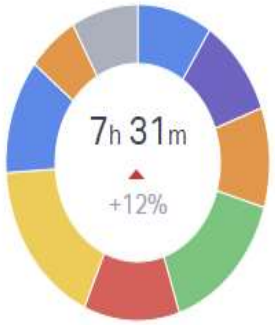
Closed
1,817 -3%

Your Team	Replies	Customers Helped	Happiness Score
Jess Franco	117	35	0
Sharee Reyes	109	70	0
Katelyn Ekins	99	39	0
Oscar Escarcega	93	50	0
Jason Wolf	44	19	0
Ana Jasso	32	25	0

EMAILS BY EMPLOYEE

RESPONSE TIME – COMPANY OVER ALL

Response Time



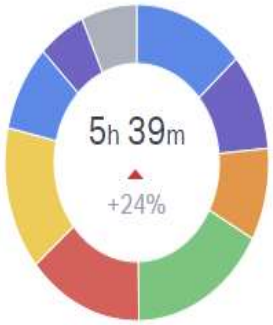
Response Time

Response Time

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

+75%

First Response Time



First Response Time

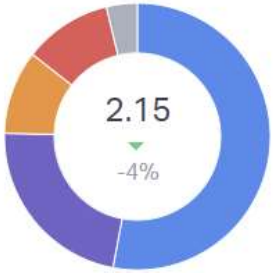
First Response Time

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

+157%

RESOLUTION

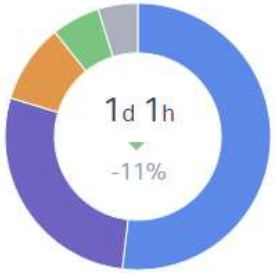
Replies to Resolve



Replies to Resolve

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

Resolution Time



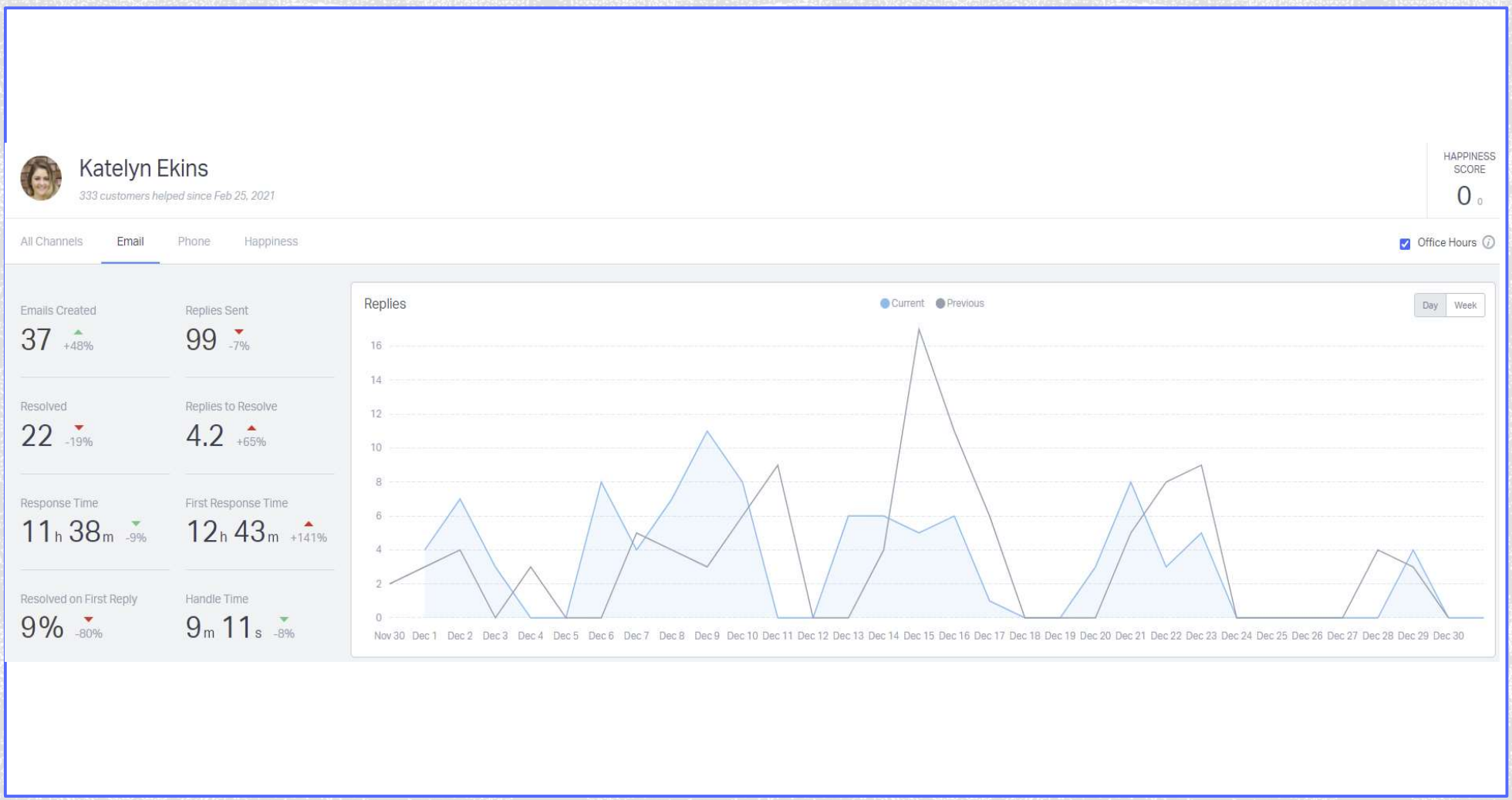
Resolution Time

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.

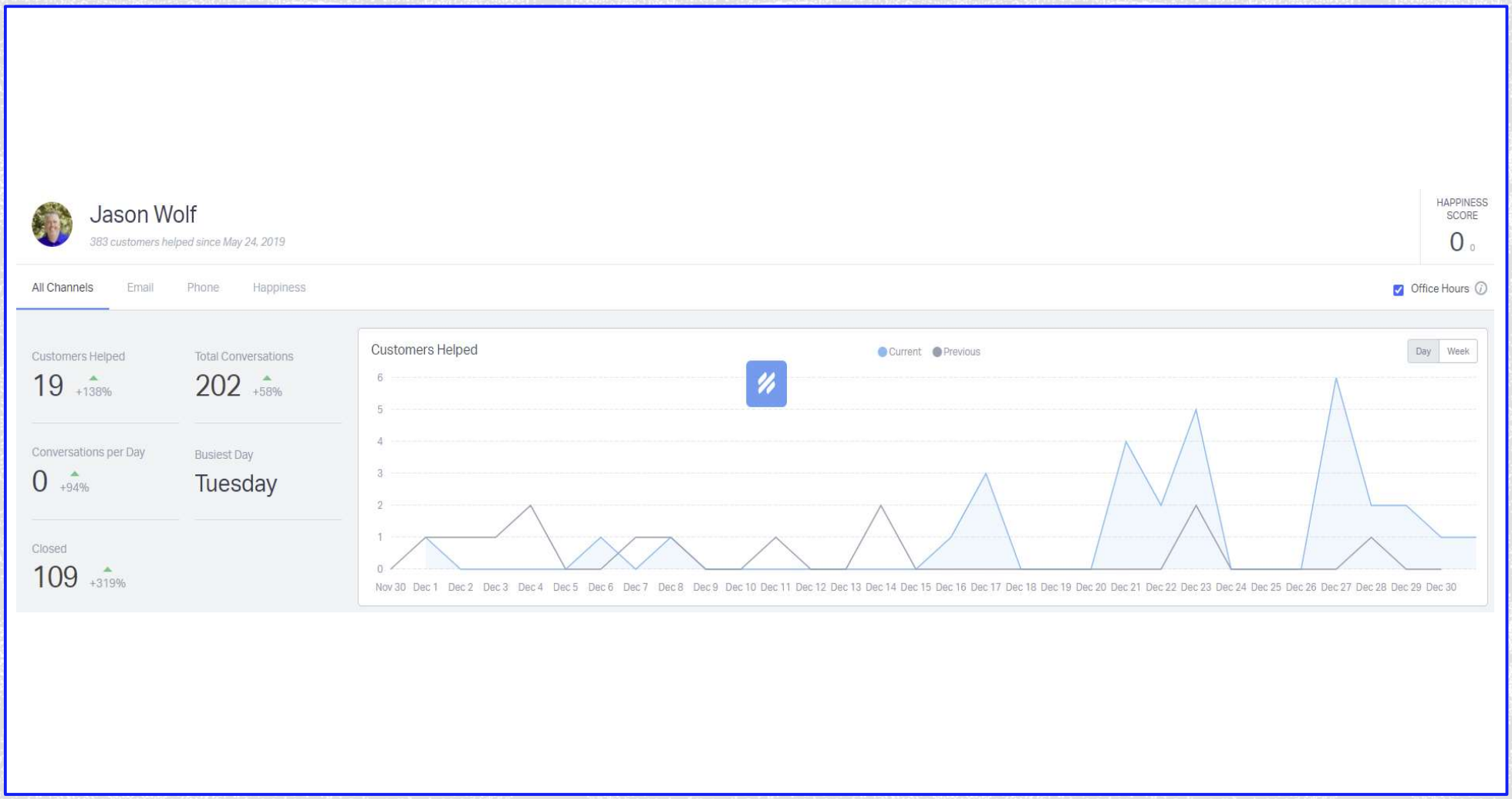
Handle Time

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.


Katelyn Ekins
333 customers helped since Feb 25, 2021
HAPPINESS SCORE
0 0
All Channels
Email
Phone
Happiness
Office Hours
Emails Created
37 +48%
Replies Sent
99 -7%
Resolved
22 -19%
Replies to Resolve
4.2 +65%
Response Time
11h 38m -9%
First Response Time
12h 43m +141%
Resolved on First Reply
9% -80%
Handle Time
9m 11s -8%
Replies
Current
Previous
Day
Week
16
14
12
10
8
6
4
2
0
Nov 30 Dec 1 Dec 2 Dec 3 Dec 4 Dec 5 Dec 6 Dec 7 Dec 8 Dec 9 Dec 10 Dec 11 Dec 12 Dec 13 Dec 14 Dec 15 Dec 16 Dec 17 Dec 18 Dec 19 Dec 20 Dec 21 Dec 22 Dec 23 Dec 24 Dec 25 Dec 26 Dec 27 Dec 28 Dec 29 Dec 30

Oscar Escarcega
776 customers helped since May 24, 2019
HAPPINESS SCORE
0 -100
All Channels
Email
Phone
Happiness
Office Hours
Emails Created
70 -58%
Replies Sent
93 -69%
Resolved
51 -55%
Replies to Resolve
1.6 -17%
Response Time
13h 26m +96%
First Response Time
12h 42m +127%
Resolved on First Reply
71% +25%
Handle Time
6m 43s +29%
Replies
Current
Previous
Day
Week
24
22
20
18
16
14
12
10
8
6
4
2
0
Nov 30 Dec 1 Dec 2 Dec 3 Dec 4 Dec 5 Dec 6 Dec 7 Dec 8 Dec 9 Dec 10 Dec 11 Dec 12 Dec 13 Dec 14 Dec 15 Dec 16 Dec 17 Dec 18 Dec 19 Dec 20 Dec 21 Dec 22 Dec 23 Dec 24 Dec 25 Dec 26 Dec 27 Dec 28 Dec 29 Dec 30


Jason Wolf
383 customers helped since May 24, 2019
HAPPINESS SCORE
0
All Channels
Email
Phone
Happiness
Office Hours
Customers Helped
19 +138%
Total Conversations
202 +58%
Conversations per Day
0 +94%
Busiest Day
Tuesday
Closed
109 +319%
Customers Helped
Current
Previous
Day
Week
6
5
4
3
2
1
0
Nov 30 Dec 1 Dec 2 Dec 3 Dec 4 Dec 5 Dec 6 Dec 7 Dec 8 Dec 9 Dec 10 Dec 11 Dec 12 Dec 13 Dec 14 Dec 15 Dec 16 Dec 17 Dec 18 Dec 19 Dec 20 Dec 21 Dec 22 Dec 23 Dec 24 Dec 25 Dec 26 Dec 27 Dec 28 Dec 29 Dec 30

Sharee Reyes

81 customers helped since Nov 29, 2021

HAPPINESS SCORE
0 0

All Channels | Email | Phone | Happiness

Office Hours

Emails Created
41 0%

Replies Sent
109 0%

Resolved
49 0%

Replies to Resolve
1.6 0%

Response Time
6h 11m 0%

First Response Time
2h 24m +2.4k%

Resolved on First Reply
73% 0%

Handle Time
20m 27s 0%

Jess Franco

46 customers helped since Dec 2, 2021

HAPPINESS SCORE
0 0

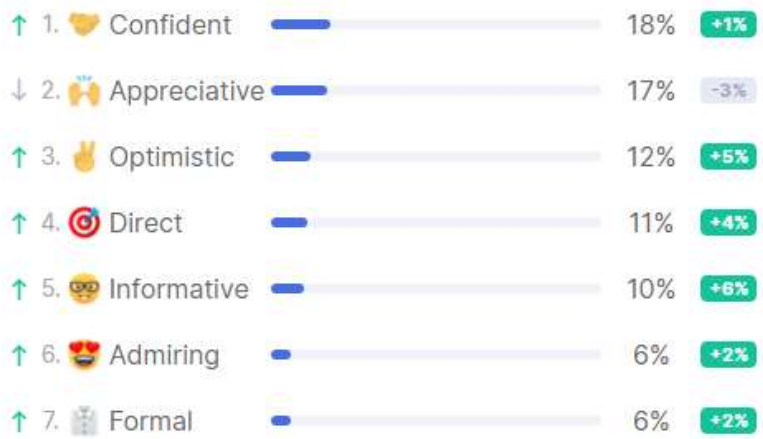
All Channels | Email | Phone | Happiness

Office Hours

Emails Created 26 0%	Replies Sent 117 0%
Resolved 45 0%	Replies to Resolve 2.3 0%
Response Time 2h 37m 0%	First Response Time 2h 10m 0%
Resolved on First Reply 36% 0%	Handle Time 5m 26s 0%

TONE

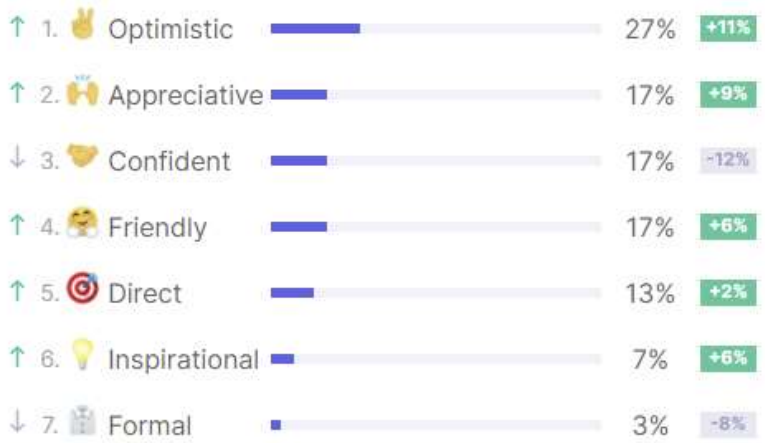
Some of the tones that were detected in your writing last week:



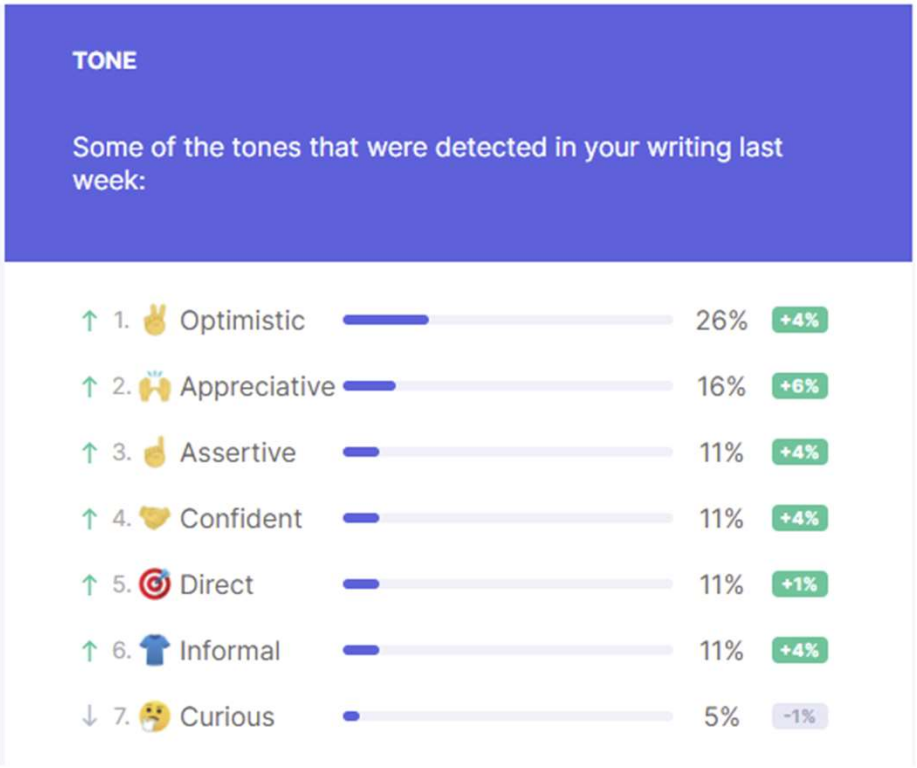
JASON'S GRAMMARLY

TONE

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



KATELYN'S GRAMMARLY



OSCAR'S GRAMMARLY

THANK YOU