



HELP SCOUT — ANALITICS

July 2021



All Email Phone

Total Conversations
15,702 -16%

Customers
3,248 -14%

Busiest Day
Wednesday

New Conversations
15,189 -17%

Conversations per Day
74 -15%



JULY - 2021
E-MAIL VOLUME

All Email Phone

Total Conversations
15,702 -16%

Customers
3,248 -14%

Busiest Day
Wednesday

New Conversations
15,189 -17%

Conversations per Day
74 -15%

Volume by Channel

Email

Week Month



YTD - 2021
E-MAIL VOLUME

Customers Helped

388 -7%

Conversations per Day

94 +24%

Closed

2,930 +30%

Customers Helped



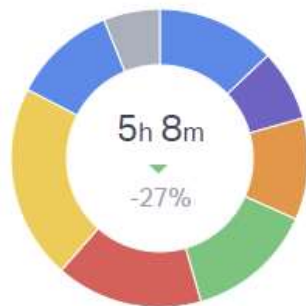
Your Team	Replies ▾	Customers Helped	Happiness Score
Ivett Villanueva	420	222	100
Ana Jasso	368	162	100
Katelyn Ekins	185	74	0
Oscar Escarcega	75	29	100
Jason Wolf	36	23	0

EMAILS BY EMPLOYEE

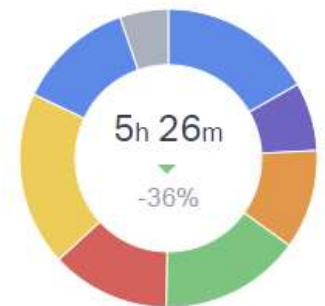


RESPONSE TIME — COMPANY OVER ALL

Response Time



First Response Time



Response Time

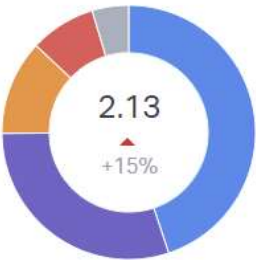


First Response Time



RESOLUTION

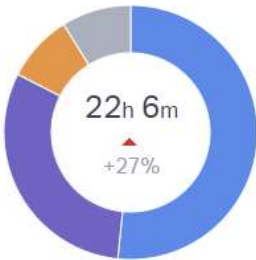
Replies to Resolve



Replies to Resolve

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

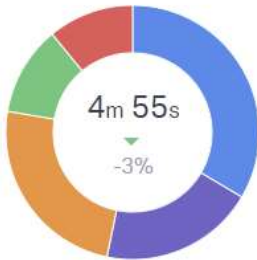
Resolution Time



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.





Ivett Villanueva

1,226 customers helped since Feb 3, 2020

HAPPINESS
SCORE

100 +50

All Channels **Email** Phone Happiness

☒ Office Hours ?

Emails Created

123 +2%

Replies Sent

420 +2%

Resolved

177 +9%

Replies to Resolve

2.0 -3%

Response Time

5h 42m -5%

First Response Time

3h 13m -43%

Resolved on First Reply

46% -4%

Handle Time

2m 48s -2%

Replies

● Current ● Previous

Day Week





Ana Jasso

2,056 customers helped since Apr 28, 2020

HAPPINESS
SCORE

100 ▲ +25

All Channels **Email** Phone Happiness

☒ Office Hours ?

Emails Created

82 ▼ -38%

Replies Sent

368 ▼ -10%

Resolved

145 ▼ -12%

Replies to Resolve

2.1 ▲ +27%

Response Time

4h 3m ▼ -51%

First Response Time

2h 10m ▼ -44%

Resolved on First Reply

47% ▼ -23%

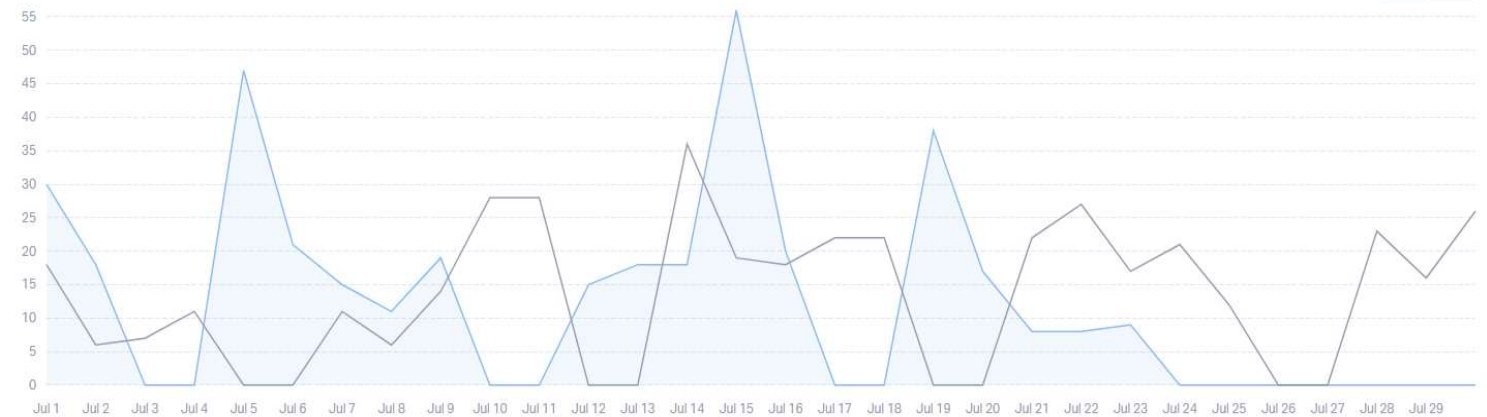
Handle Time

2m 55s ▲ +23%

Replies

● Current ● Previous

Day Week





Katelyn Ekins

172 customers helped since Feb 25, 2021

HAPPINESS
SCORE

0

All Channels **Email** Phone Happiness

☒ Office Hours [?](#)

Emails Created

51 +89%

Replies Sent

185 +59%

Resolved

60 +33%

Replies to Resolve

2.7 +20%

Response Time

3 h 10 m -43%

First Response Time

2 h 52 m -18%

Resolved on First Reply

23% -50%

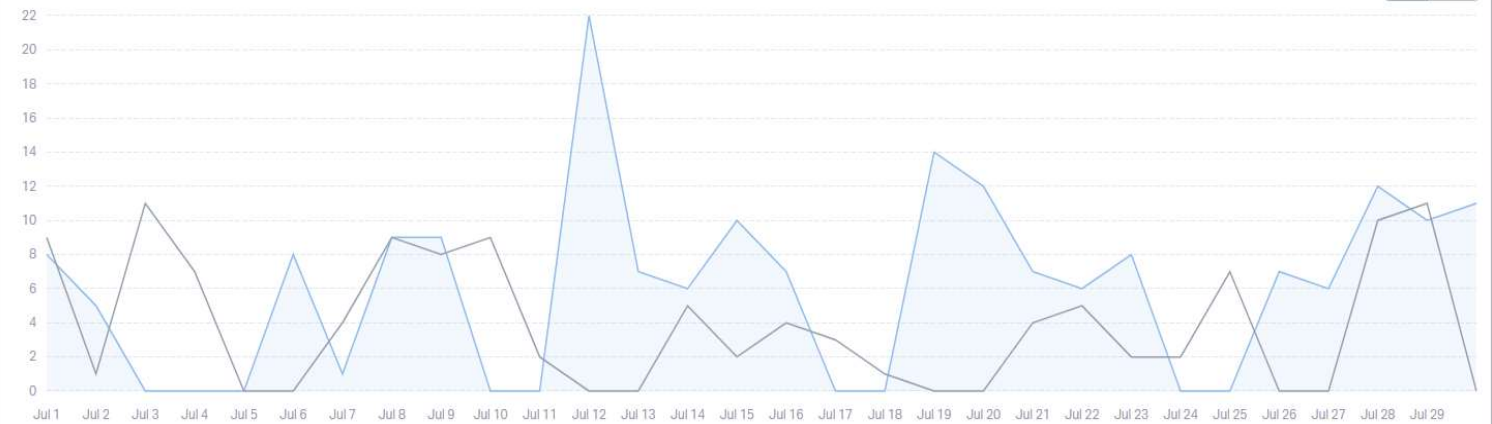
Handle Time

8 m 53 s +3%

Replies

● Current ● Previous

Day Week





Oscar Escarcega

605 customers helped since May 24, 2019

HAPPINESS
SCORE

100

All Channels **Email** Phone Happiness

☒ Office Hours [?](#)

Emails Created

17 +6%

Replies Sent

75 -9%

Resolved

37 -31%

Replies to Resolve

1.5 +14%

Response Time

13h 10m +52%

First Response Time

6h 9m -28%

Resolved on First Reply

73% -12%

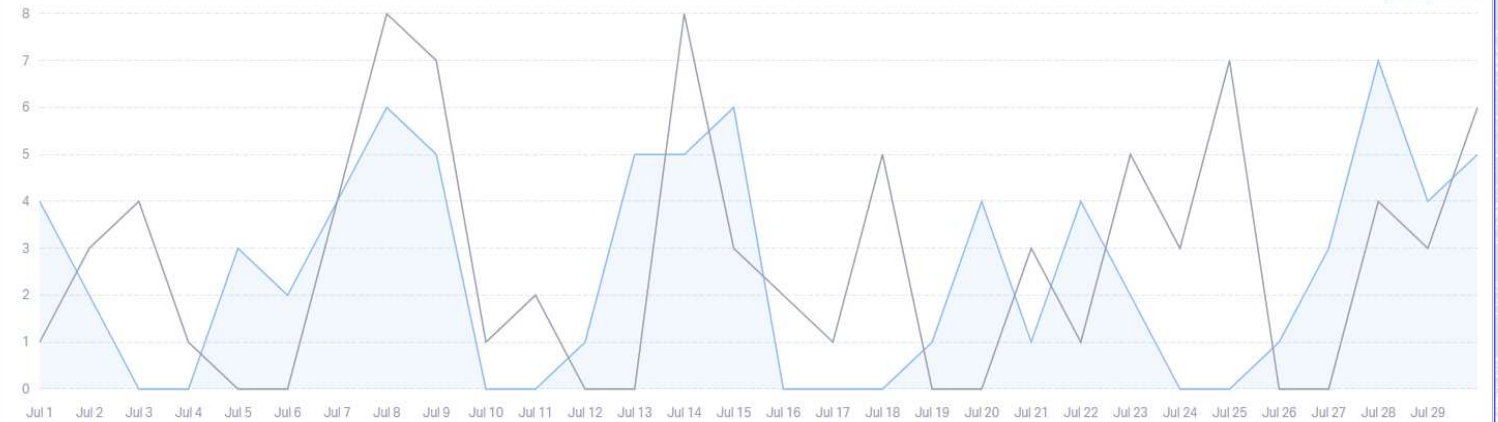
Handle Time

16m 3s +17%

Replies

● Current ● Previous

Day Week





Jason Wolf

341 customers helped since May 24, 2019

HAPPINESS
SCORE

0 0

All Channels Email Phone Happiness

☒ Office Hours [?](#)

Emails Created

72 +1.3k%

Replies Sent

36 +112%

Resolved

11 +22%

Replies to Resolve

2.8 +41%

Response Time

3h 8m -63%

First Response Time

2h 24m -86%

Resolved on First Reply

27% +23%

Handle Time

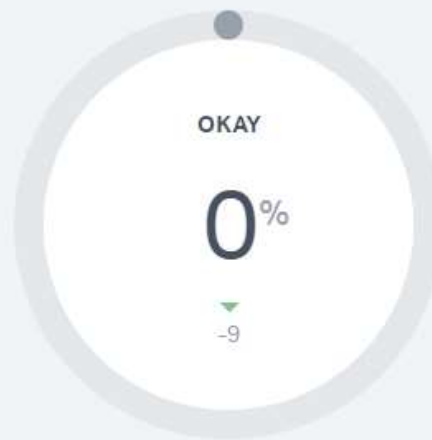
3m 9s -49%

Replies

● Current ● Previous

Day Week





HAPPINESS SCORE

based on 6 ratings from 2% of customers.

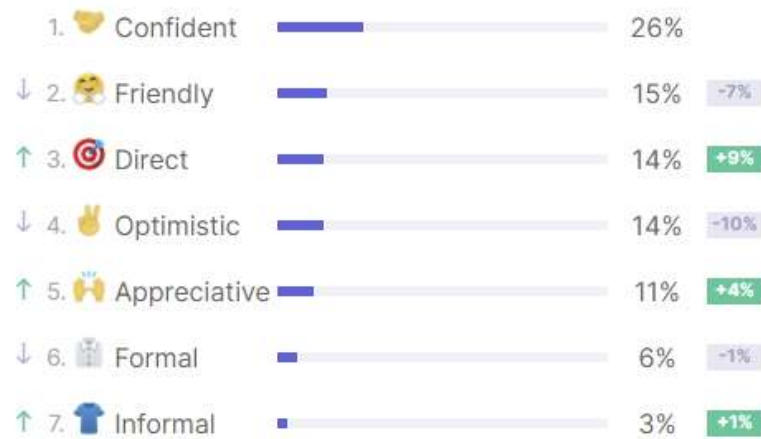
Ratings

AllGreatOkayNot Good

#	Customer	User	Date	Rating	Comment
80173	Clarkfilmreviews	Ivett Villanueva	Jul 24	Great	
79497	Noah Mendoza (zillow)	Ana Jasso	Jul 17	Great	
79473	Claude Beckwith	Ana Jasso	Jul 15	Great	Ana is a superstar! Give that lady a raise!
79269	Dani,grant	Ana Jasso	Jul 14	Great	
78348	Clint Peterson	Ivett Villanueva	Jul 6	Great	
78125	Emperatriz Grant	Oscar Escarcega	Jul 11	Great	The service we've been provided is always excellent.
6 ratings					Activate Windows Go to Settings to activate Windows.

TONE

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

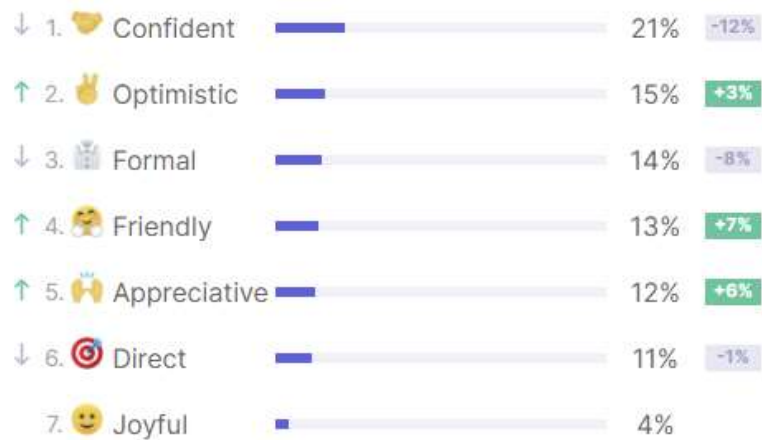


ANA'S GRAMMARLY



TONE

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

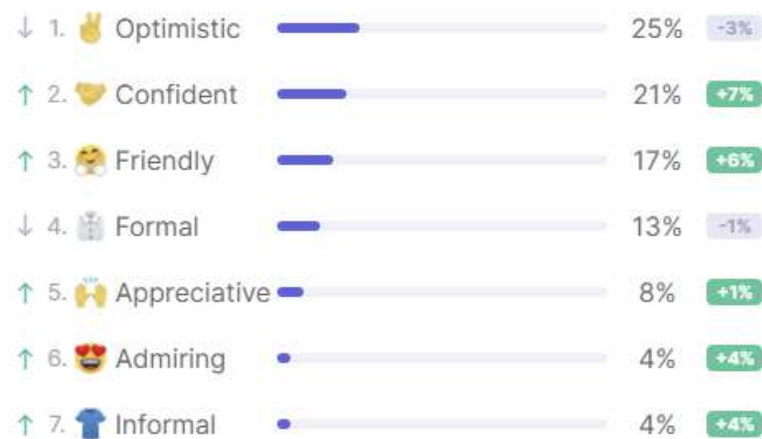


IVETT'S GRAMMARLY



TONE

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

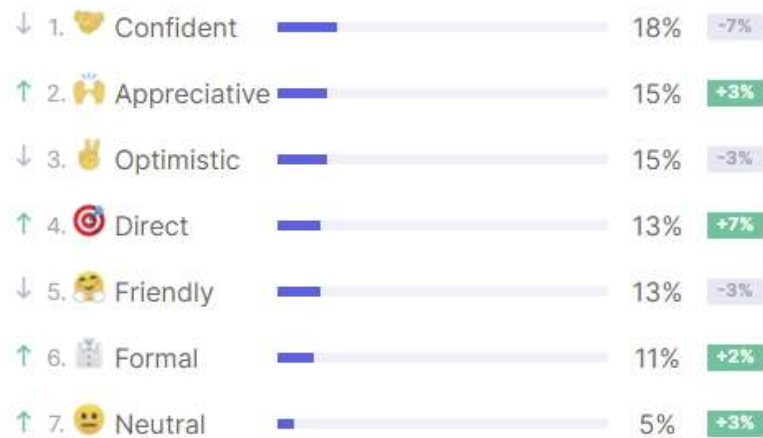


JASON'S GRAMMARLY



TONE

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

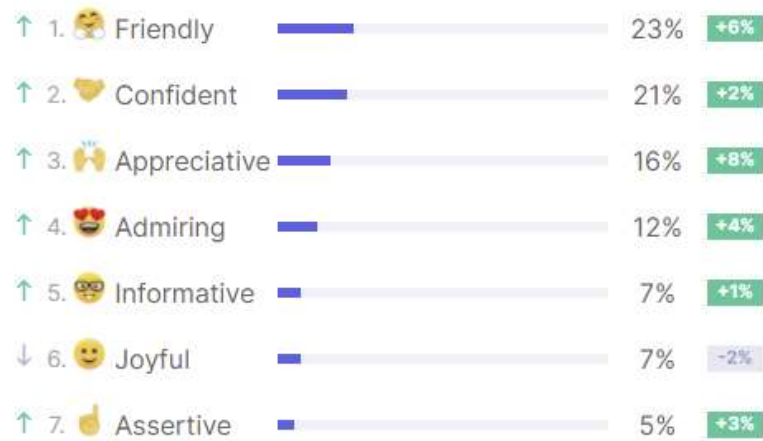


KATELY'S GRAMMARLY



TONE

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



OSCAR'S GRAMMARLY





THANK YOU

