



HELP SCOUT — ANALYTICS

June 2021



All Email Phone

Total Conversations
13,081 -17%

New Conversations
12,568 -18%

Customers
2,865 -11%

Conversations per Day
72 -16%

Busiest Day
Wednesday



JUNE - 2021 E-MAIL VOLUME

Volume by Channel

Email

Week Month



YTD - 2021 E-MAIL VOLUME

Customers Helped

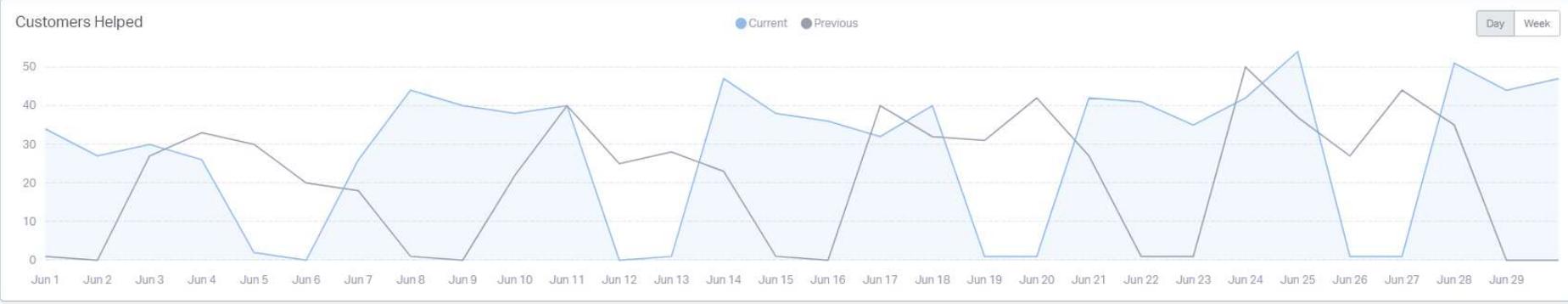
415 ▲ +30%

Conversations per Day

75 ▼ -12%

Closed

2,275 ▼ -13%



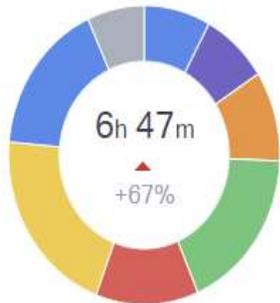
Your Team	Replies ▼	Customers Helped	Happiness Score
Ivett Villanueva	412	230	67
Ana Jasso	410	220	80
Katelyn Ekins	116	47	0
Oscar Escarcega	82	33	0
Jason Wolf	17	12	0

EMAILS BY EMPLOYEE

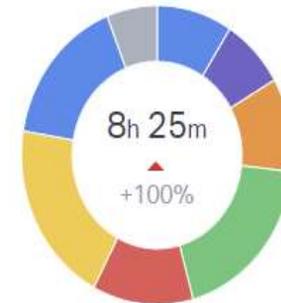


RESPONSE TIME — COMPANY OVER ALL

Response Time



First Response Time



Response Time

Response Time

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



First Response Time

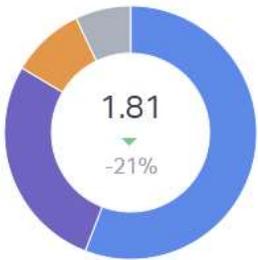
First Response Time

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



RESOLUTION

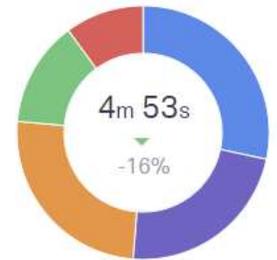
Replies to Resolve



Resolution Time



Handle Time



Replies to Resolve

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

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

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

1,083 customers helped since Feb 3, 2020

HAPPINESS SCORE

67 ▼ -33

All Channels **Email** Phone Happiness

Office Hours ?

Emails Created

121 ▲ +59%

Replies Sent

412 ▲ +41%

Resolved

163 ▲ +51%

Replies to Resolve

2.1 ▼ -2%

Response Time

6h 14m ▼ -3%

First Response Time

4h 22m ▲ +15%

Resolved on First Reply

48% ▼ -12%

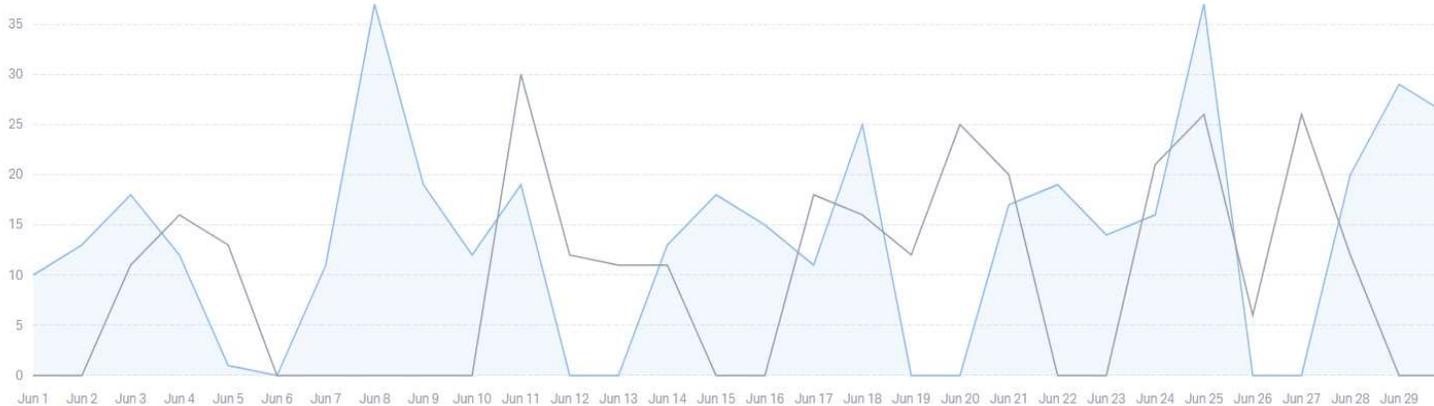
Handle Time

2m 51s ▼ -12%

Replies

● Current ● Previous

Day Week





Ana Jasso

1,974 customers helped since Apr 28, 2020

HAPPINESS SCORE

80 ▼ -20

All Channels **Email** Phone Happiness

Office Hours ⓘ

Emails Created

132 ▲ +47%

Replies Sent

410 ▲ +31%

Resolved

169 ▲ +82%

Replies to Resolve

1.7 ▼ -40%

Response Time

7 h 51 m ▲ +372%

First Response Time

3 h 19 m ▲ +55%

Resolved on First Reply

60% ▲ +60%

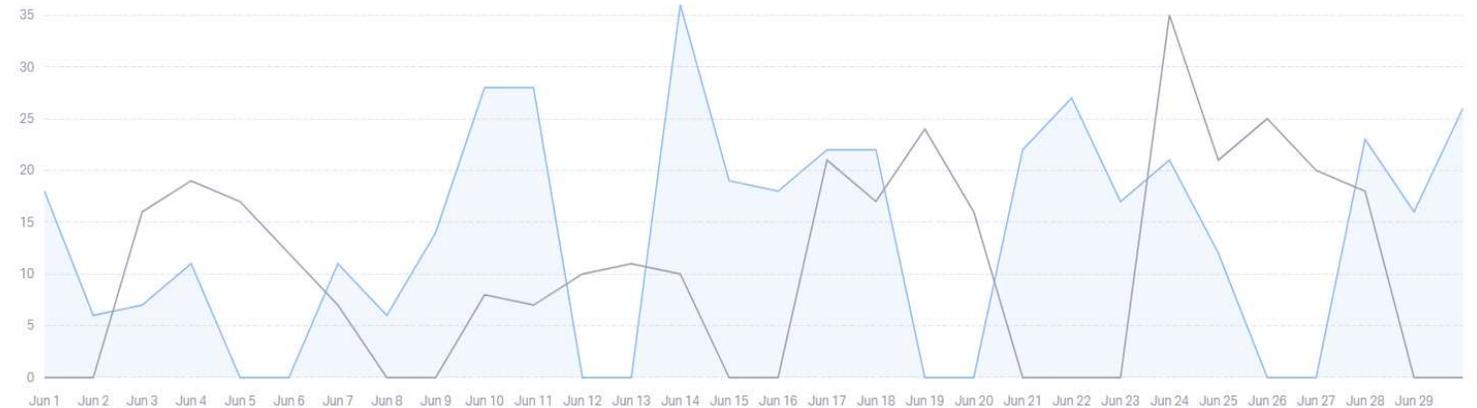
Handle Time

2 m 22 s ▼ -10%

Replies

● Current ● Previous

Day Week





Katelyn Ekins

123 customers helped since Feb 25, 2021

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours ⓘ

Emails Created

27 -29%

Replies Sent

116 -17%

Resolved

42 -16%

Replies to Resolve

2.1 -15%

Response Time

5h 9m +30%

First Response Time

3h 29m -33%

Resolved on First Reply

40% +7%

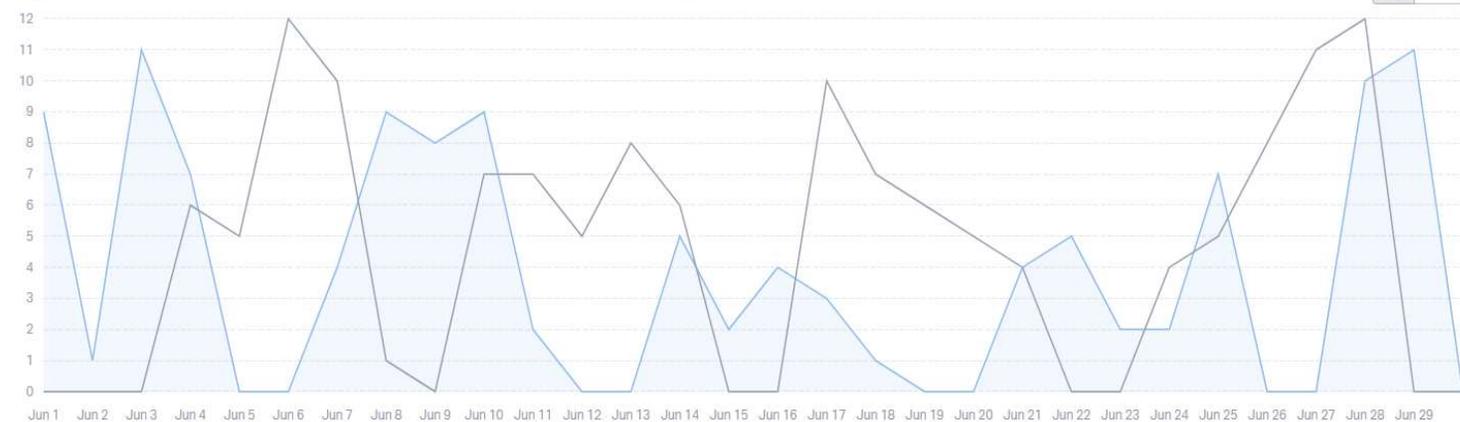
Handle Time

8m 39s -21%

Replies

● Current ● Previous

Day Week





Oscar Escarcega

596 customers helped since May 24, 2019

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours ⓘ

Emails Created

16 +45%

Replies Sent

82 +24%

Resolved

54 +69%

Replies to Resolve

1.3 -11%

Response Time

6h 52m +120%

First Response Time

4h 49m +34%

Resolved on First Reply

83% +27%

Handle Time

13m 46s +6%

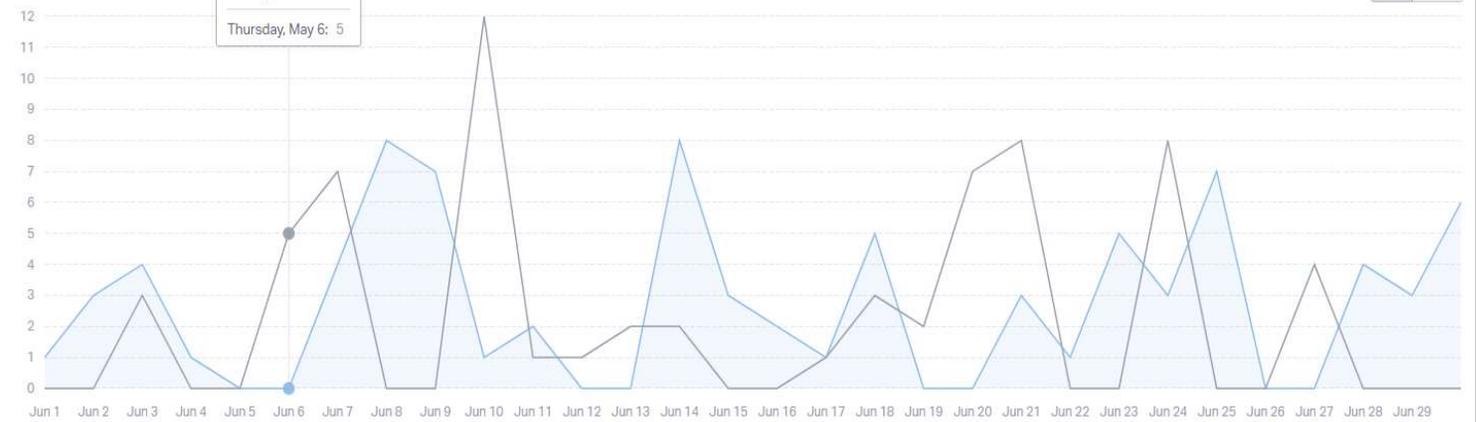
Replies

Sunday, June 6: 0

Thursday, May 6: 5

● Current ● Previous

Day Week





Jason Wolf

323 customers helped since May 24, 2019

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours ⓘ

Emails Created

5 -85%

Replies Sent

17 +6%

Resolved

9 -18%

Replies to Resolve

2.0 -15%

Response Time

8h 31m +12%

First Response Time

17h 10m +189%

Resolved on First Reply

22% -39%

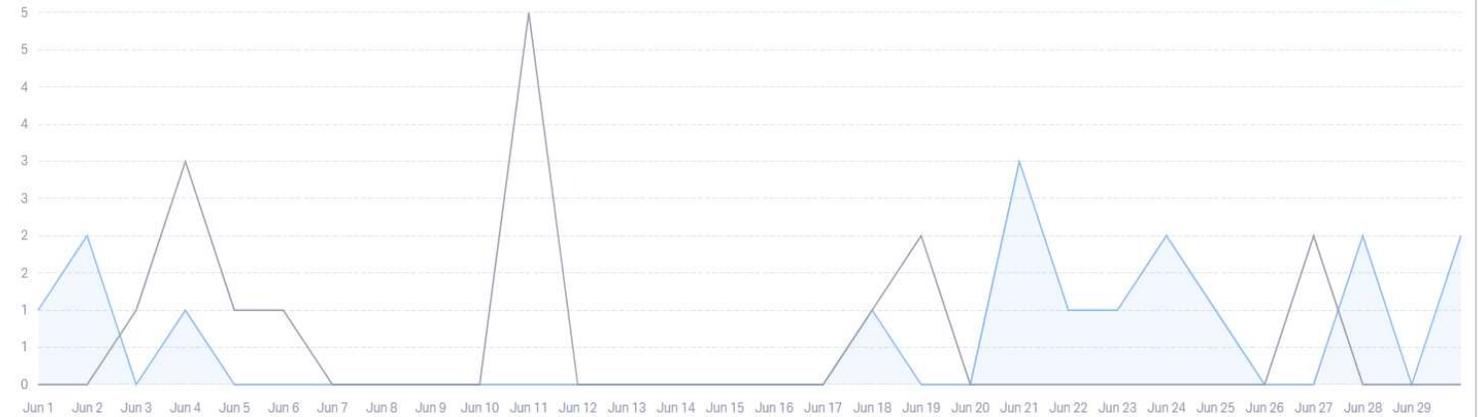
Handle Time

6m 11s +37%

Replies

● Current ● Previous

Day Week





HAPPINESS SCORE

based on 11 ratings from 2% of customers

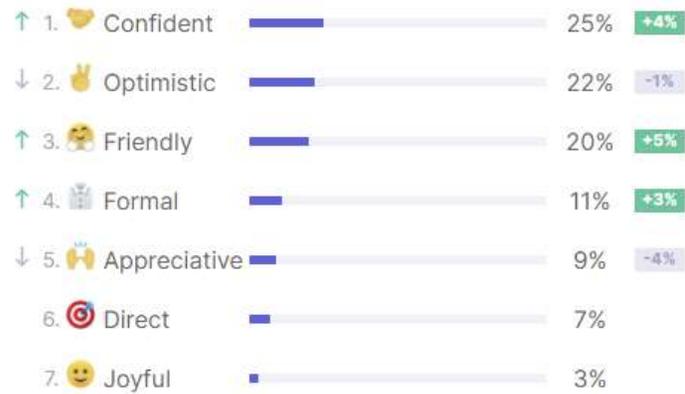
Ratings

#	Customer	User	Date	Rating	Comment
77738	Gayle Harman	Ivett Villanueva	Jun 30	Great	
77573	Angie Erickson	Ivett Villanueva	Jul 1	Not Good	
77483	Thalia Asseneth Ruiz Huerta	Ivett Villanueva	Jun 29	Great	
77325	Esha Rogers	Ana Jasso	Jun 28	Great	
77167	Kim Muller	Ana Jasso	Jun 24	Great	
76579	Mel McDaid	Ana Jasso	Jun 18	Great	Anna has been so helpful during such a stressful time for my family. She has been so pleasant helping me through the rental application process
75984	Jackson Hallstrom	Ivett Villanueva	Jun 15	Great	
75984	Jackson Hallstrom	Ana Jasso	Jun 14	Great	
75851	Michael Lalaian	Ana Jasso	Jun 10	Okay	
73300	Reed Hainsworth	Ivett Villanueva	Jun 8	Great	
75679	Michael Wright	Ivett Villanueva	Jun 8	Great	Thank you Ivett, for the great customer service! Have a good day!

Activate Windows

TONE

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

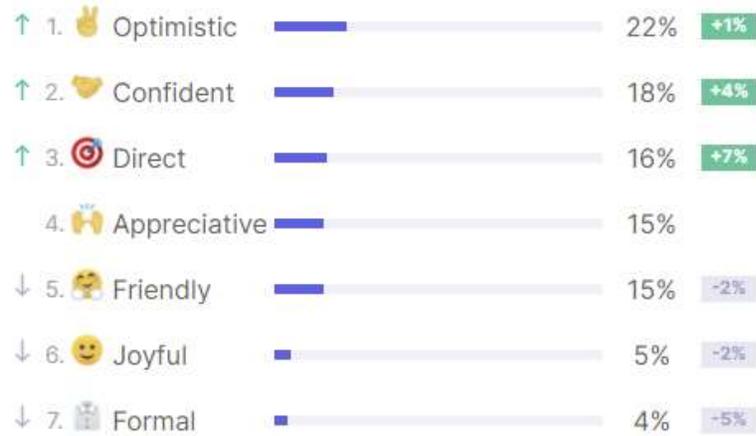


ANA'S GRAMMARLY



TONE

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

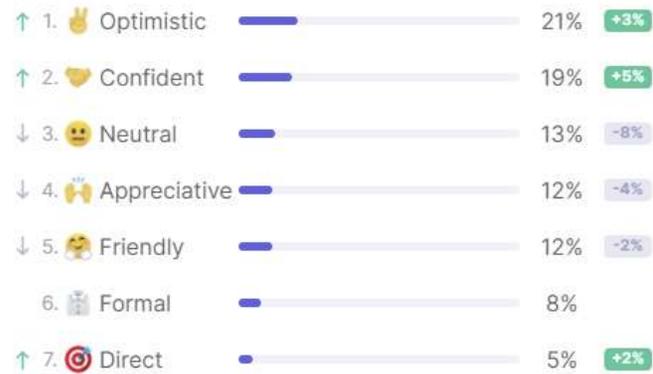


IVETT'S GRAMMARLY



-tone

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

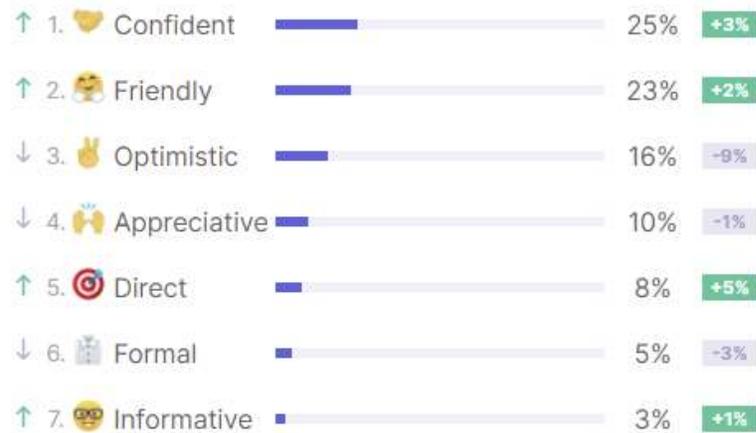


JASON'S GRAMMARLY



TONE

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

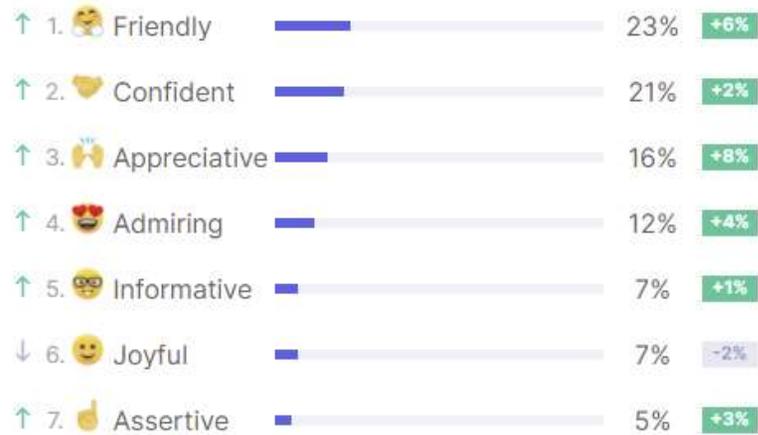


KATELY'S GRAMMARLY



TONE

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



OSCAR'S GRAMMARLY





THANK YOU

