



HELP SCOUT — ANALYTICS

November 2021



All Email Phone

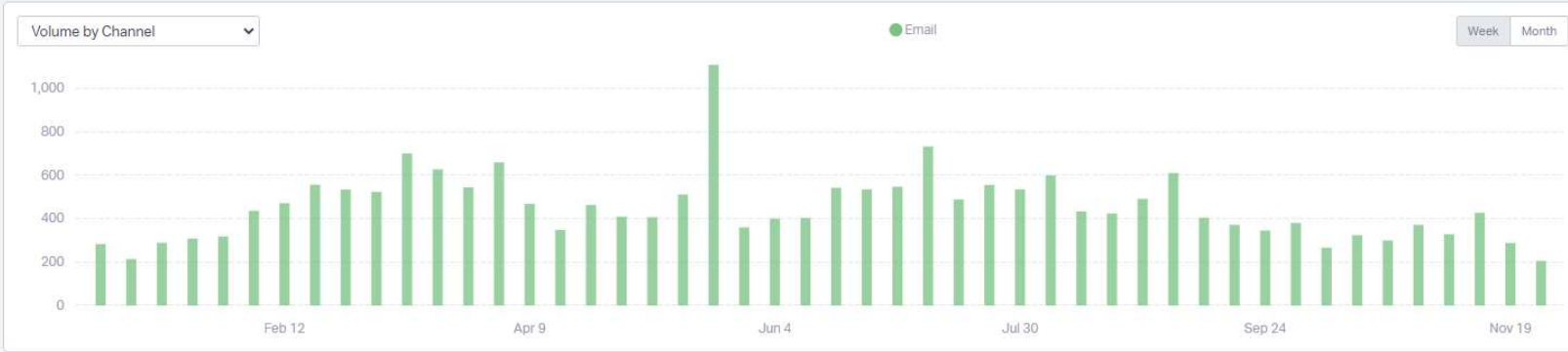
Total Conversations
22,831 -25%

Customers
4,204 -30%

Busiest Day
Wednesday

New Conversations
22,318 -26%

Conversations per Day
68 -24%



NOVEMBER- 2021
E-MAIL VOLUME



**YTD - 2021
E-MAIL VOLUME**

Customers Helped

220 ▲ +5%

Conversations per Day

57 ▲ +16%

Closed

1,757 ▲ +22%

Customers Helped



Your Team

Oscar Escarcega

Replies ▼

301

Customers Helped

124

Happiness Score

100

Ana Jasso

212

101

100

Katelyn Ekins

106

41

0

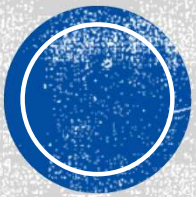
Jason Wolf

14

8

0

EMAILS BY EMPLOYEE



RESPONSE TIME — COMPANY OVER ALL

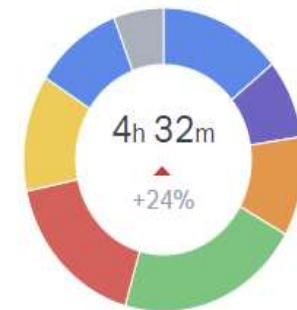
Response Time



Response Time



First Response Time

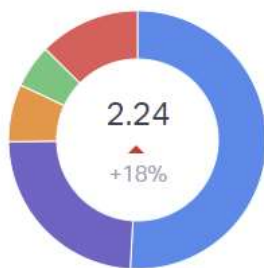


First Response Time



RESOLUTION

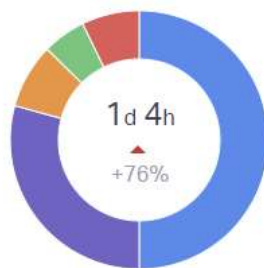
Replies to Resolve



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.





Katelyn Ekins

330 customers helped since Feb 25, 2021

HAPPINESS

SCORE

0

-100

All Channels

Email

Phone

Happiness

☒ Office Hours ?

Emails Created

25

-7%

Replies Sent

106

-21%

Resolved

27

-50%

Replies to Resolve

2.6

+4%

Response Time

12h 43m

+230%

First Response Time

5h 17m

+46%

Resolved on First Reply

44%

+100%

Handle Time

9m 59s

-22%

Replies

● Current ● Previous

Day Week





Ana Jasso

2,266 customers helped since Apr 28, 2020

HAPPINESS
SCORE

100₀

All Channels Email Phone Happiness

☒ Office Hours ⓘ

Customers Helped

101 +10%

Total Conversations

964 +36%

Conversations per Day

3 +8%

Busiest Day

Monday

Closed

872 +46%

Customers Helped

● Current ● Previous

Day Week





Oscar Escarcega

776 customers helped since May 24, 2019

HAPPINESS
SCORE

100 ₀

All Channels **Email** Phone Happiness

☒ Office Hours ⓘ

Emails Created

102 +85%

Replies Sent

301 +47%

Resolved

113 +15%

Replies to Resolve

1.9 +29%

Response Time

6h 50m +5%

First Response Time

5h 36m +90%

Resolved on First Reply

57% -24%

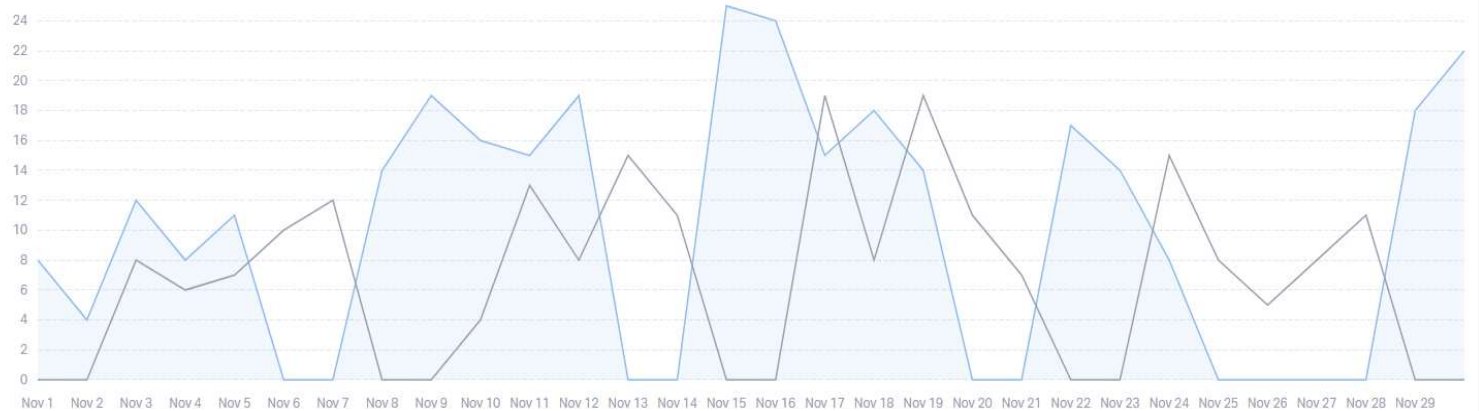
Handle Time

5m 12s +4%

Replies

● Current ● Previous

Day Week





Jason Wolf

382 customers helped since May 24, 2019

HAPPINESS
SCORE
0 -100

All Channels Email Phone Happiness

☒ Office Hours ⓘ

Emails Created

32 0%

Replies Sent

14 -56%

Resolved

5 -29%

Replies to Resolve

5.0 +35%

Response Time

10h 20m -43%

First Response Time

55m 38s -79%

Resolved on First Reply

40% 0%

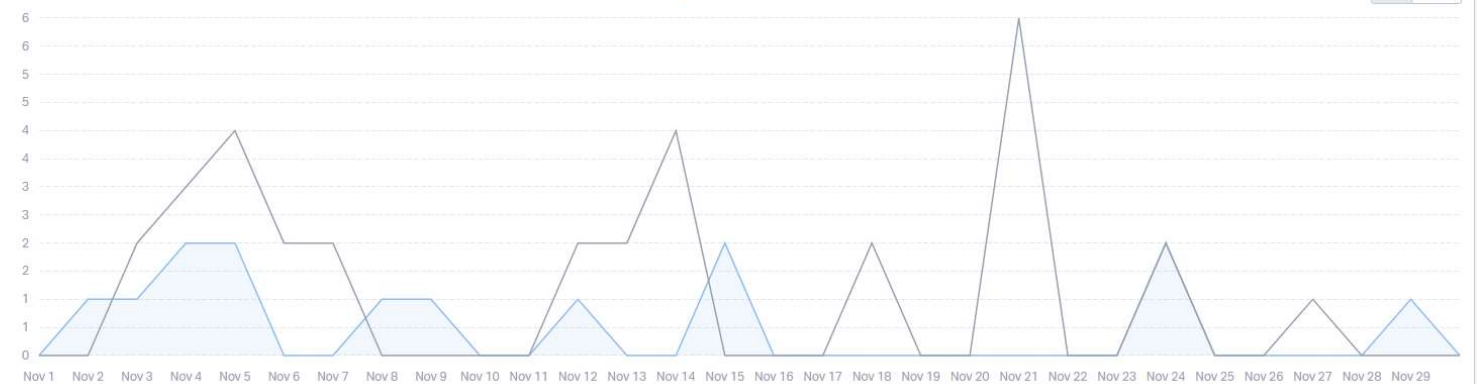
Handle Time

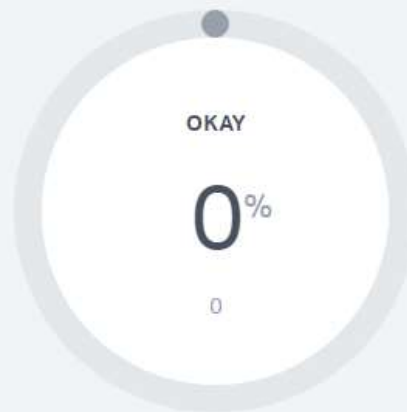
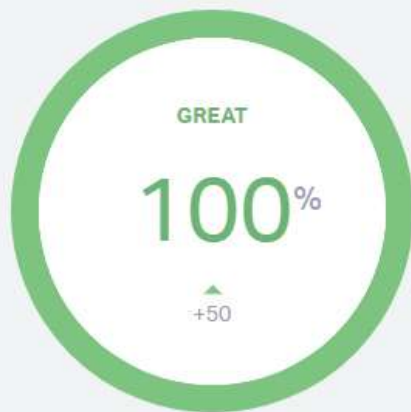
3m 29s +7%

Replies

● Current ● Previous

Day Week





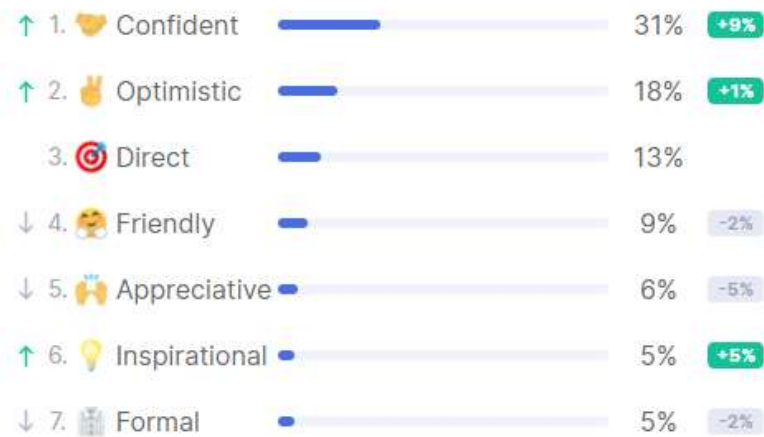
HAPPINESS SCORE
based on 2 ratings from 1% of customers

Ratings

#	Customer	User	Date	Rating
88918	Ian Morris	Oscar Escarcega	Nov 15, '21	Great
88408	Victor Orozco	Ana Jasso	Nov 8, '21	Great
2 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:

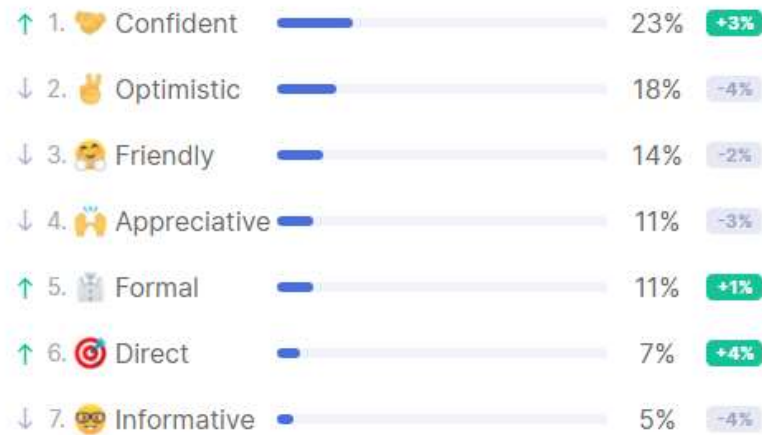
↑ 1.	👉 Optimistic	<div><div></div></div>	26%	+4%
↑ 2.	👉 Appreciative	<div><div></div></div>	16%	+6%
↑ 3.	👉 Assertive	<div><div></div></div>	11%	+4%
↑ 4.	👉 Confident	<div><div></div></div>	11%	+4%
↑ 5.	🎯 Direct	<div><div></div></div>	11%	+1%
↑ 6.	👉 Informal	<div><div></div></div>	11%	+4%
↓ 7.	👉 Curious	<div><div></div></div>	5%	-1%

JASON'S GRAMMARLY



TONE

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

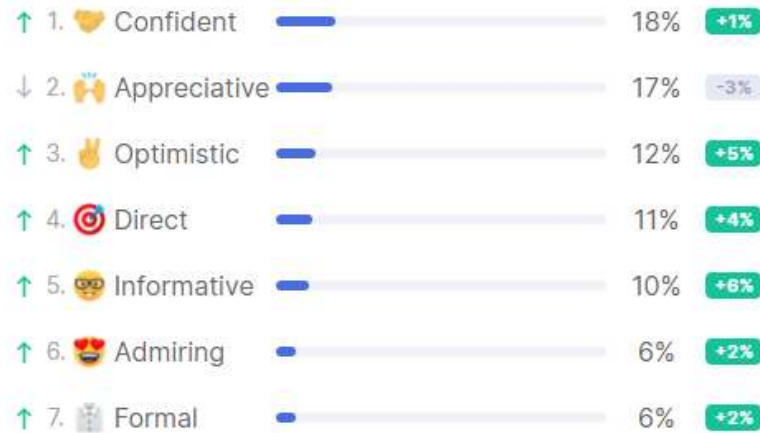


KATELYN'S GRAMMARLY



TONE

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



OSCAR'S GRAMMARLY





THANK YOU

