



# HELP SCOUT — ANALYTICS

November 2021



All Email Phone

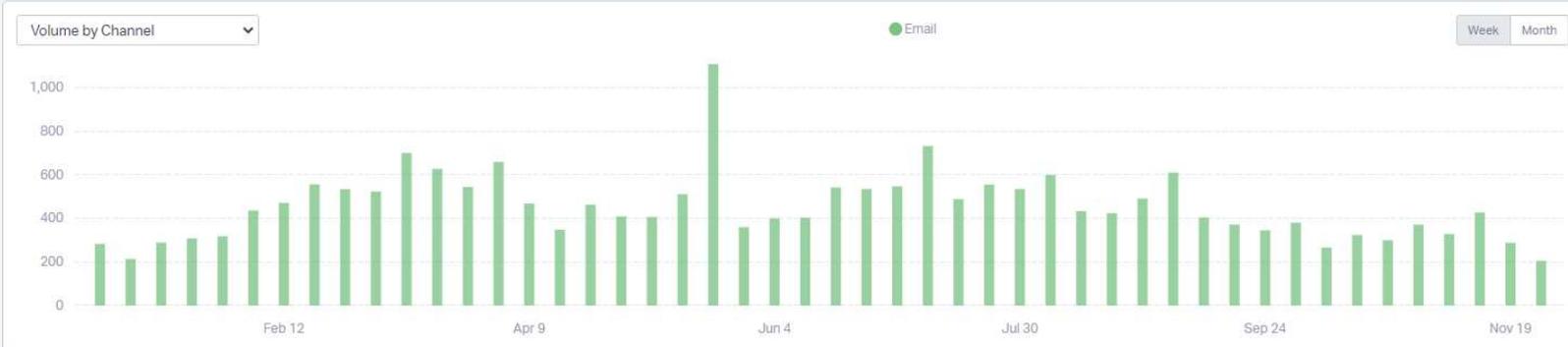
Total Conversations  
**22,831** -25%

New Conversations  
**22,318** -26%

Customers  
**4,204** -30%

Conversations per Day  
**68** -24%

Busiest Day  
**Wednesday**

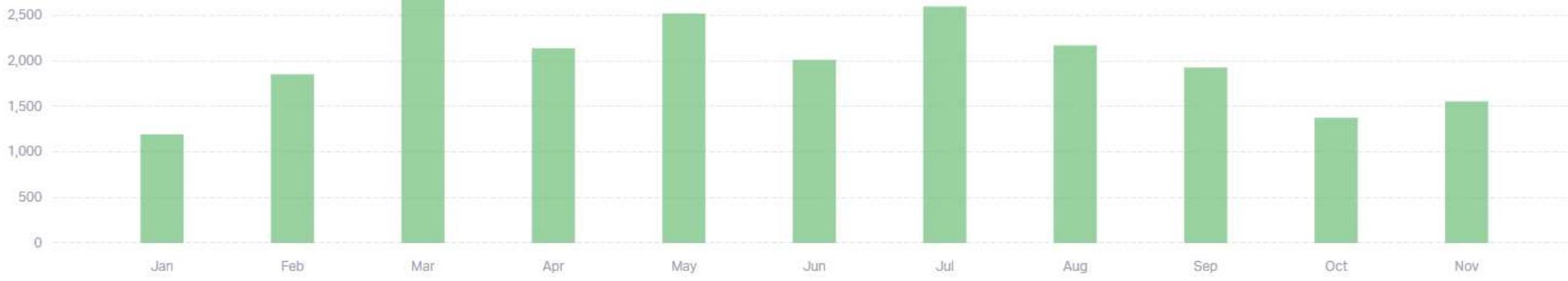


# NOVEMBER- 2021 E-MAIL VOLUME

Volume by Channel

Email

Week Month

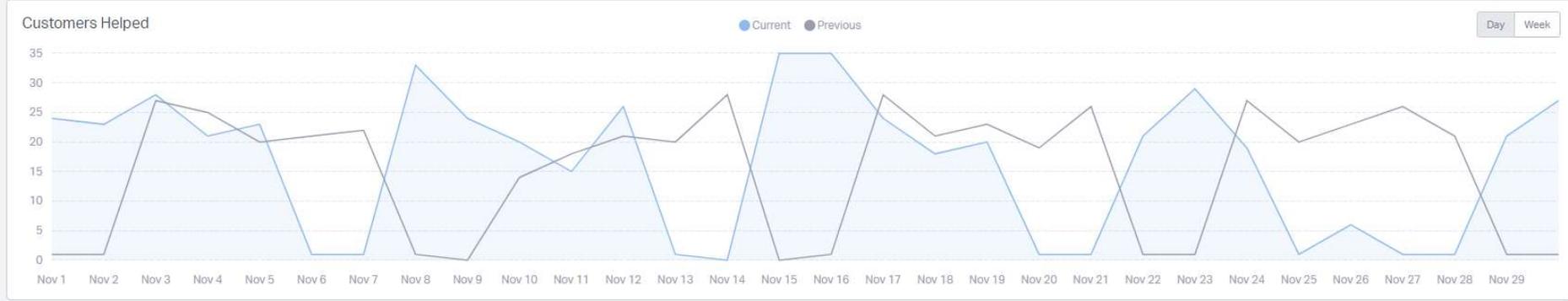


# YTD - 2021 E-MAIL VOLUME

Customers Helped  
**220** ▲ +5%

Conversations per Day  
**57** ▲ +16%

Closed  
**1,757** ▲ +22%



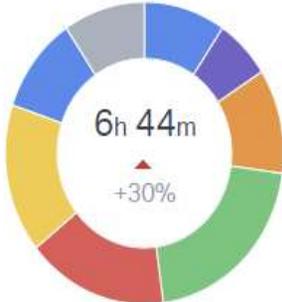
Your Team	Replies ▼	Customers Helped	Happiness Score
Oscar Escarcega	301	124	100
Ana Jasso	212	101	100
Katelyn Ekins	106	41	0
Jason Wolf	14	8	0

# EMAILS BY EMPLOYEE

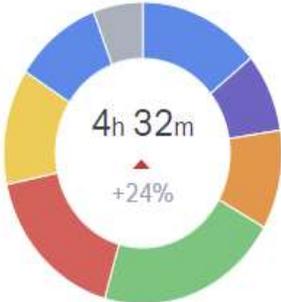


# RESPONSE TIME – COMPANY OVER ALL

Response Time



First Response Time



Response Time

**Response Time**

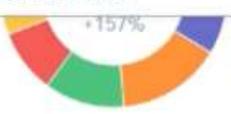
The average amount of time a customer is waiting for a response from your team



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

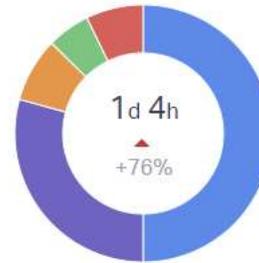
Replies to Resolve



## Replies to Resolve

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

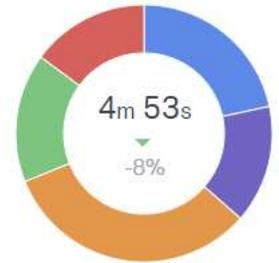
Resolution Time



## 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

100.0

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

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%

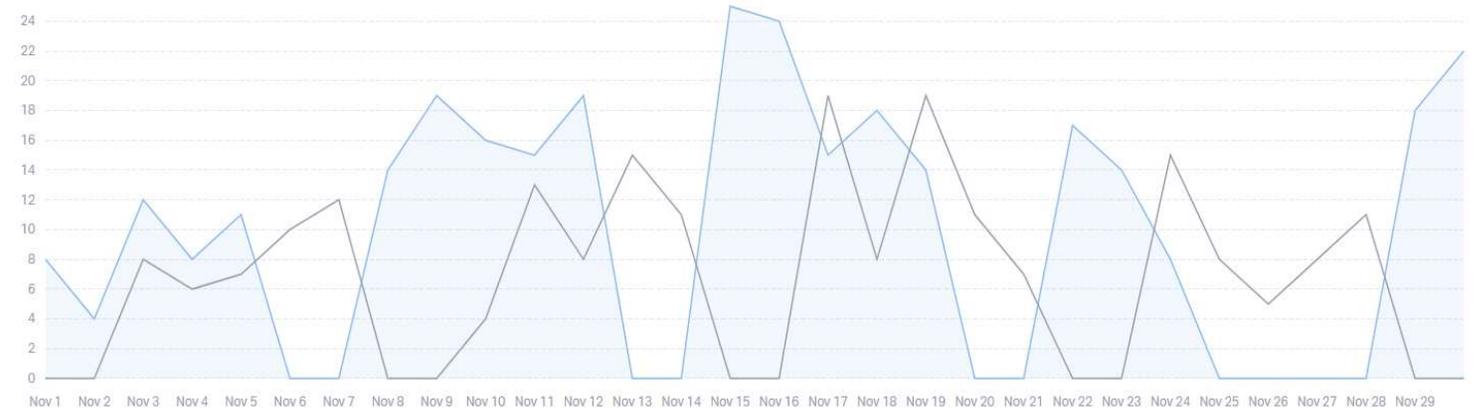
Handle Time

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%

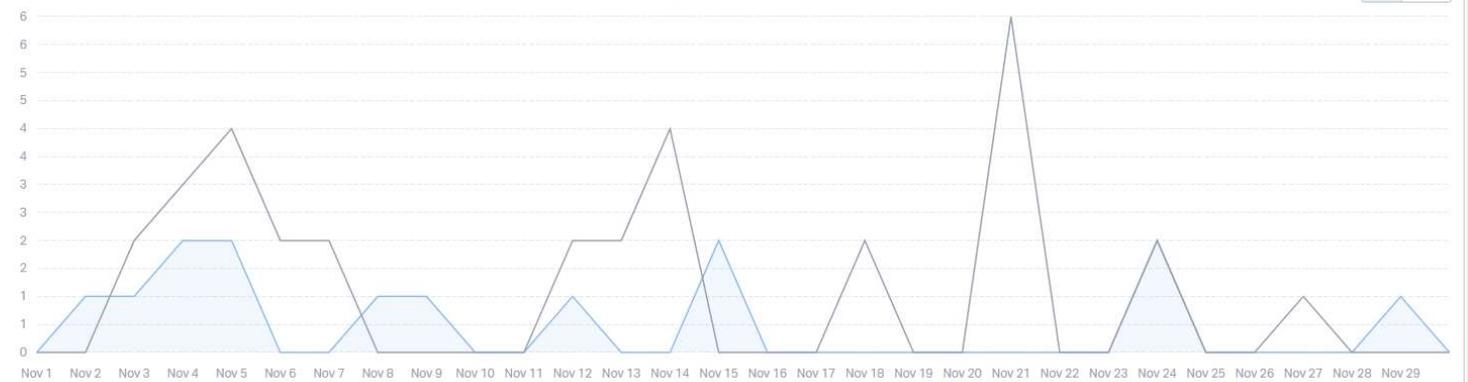
Handle Time

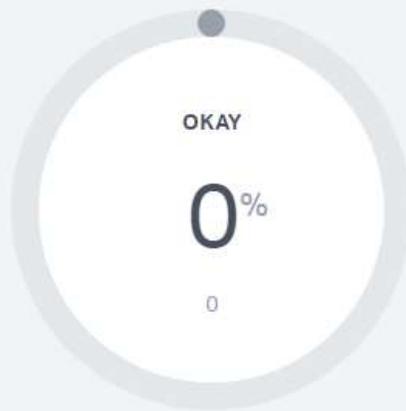
3m 29s +7%

Replies

● Current ● Previous

Day Week





**HAPPINESS SCORE**

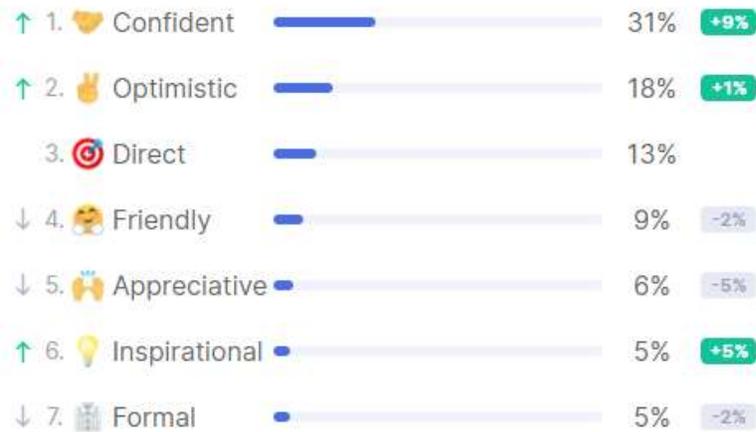
based on 2 ratings from 1% of customers

## Ratings

#	Customer	User	Date	Rating
88918	Ian Morris	<a href="#">Oscar Escarcega</a>	Nov 15, '21	Great
88408	Victor Orozco	<a href="#">Ana Jasso</a>	Nov 8, '21	Great
2 ratings				

## TONE

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

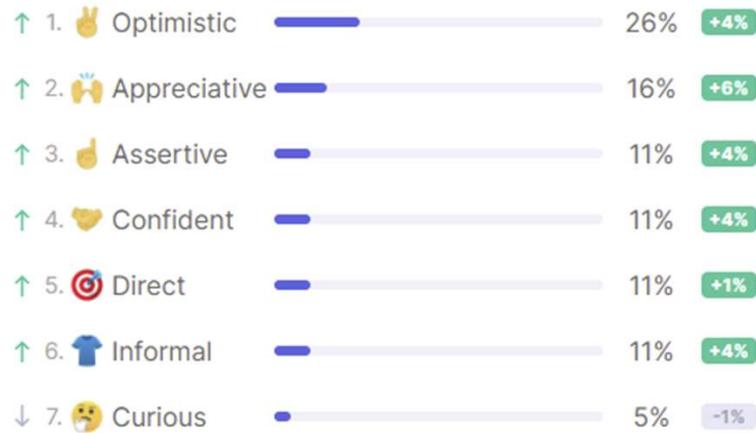


# ANA'S GRAMMARLY



## STONE

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

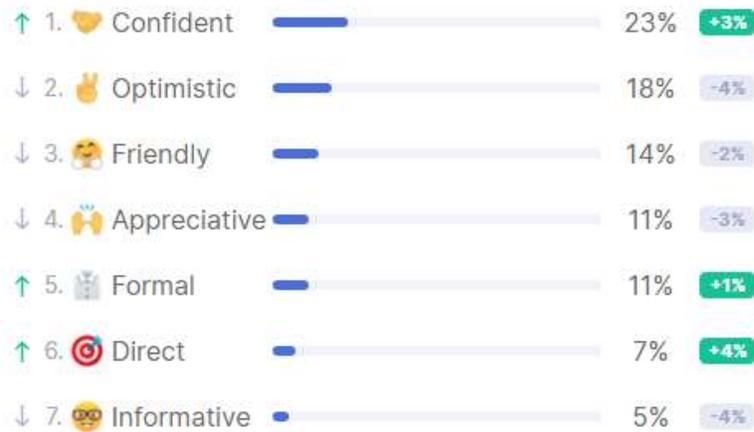


JASON'S  
GRAMMARLY



## TONE

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

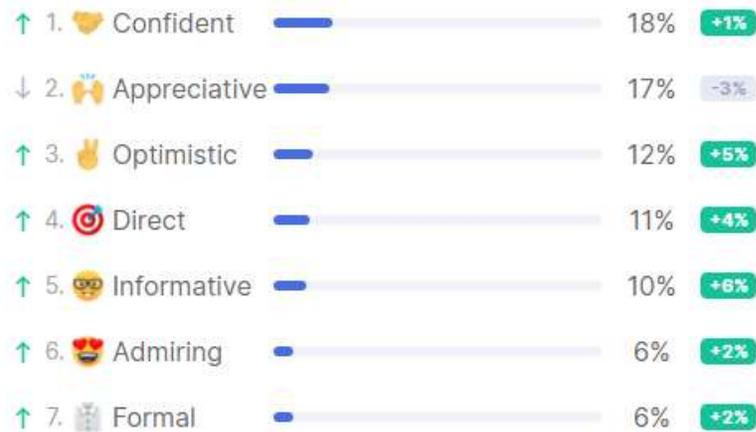


# KATELYN'S GRAMMARLY



## TONE

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



# OSCAR'S GRAMMARLY





**THANK YOU**

