



HELP SCOUT — ANALYTICS

October 2021



All Email Phone

Total Conversations
21,251 -26%

New Conversations
20,738 -27%

Customers
4,027 -30%

Conversations per Day
69 -26%

Busiest Day
Wednesday



OCTOBER- 2021 E-MAIL VOLUME



**YTD - 2021
E-MAIL VOLUME**

Customers Helped

214 -32%

Conversations per Day

50 -29%

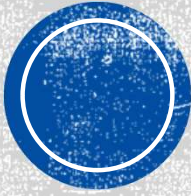
Closed

1,508 -32%



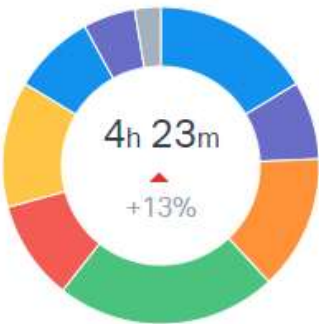
Your Team	Replies ▾	Customers Helped	Happiness Score
Oscar Escarcega	212	101	100
Ana Jasso	203	96	100
Katelyn Ekins	144	58	-33
Jason Wolf	33	16	-100

EMAILS BY EMPLOYEE

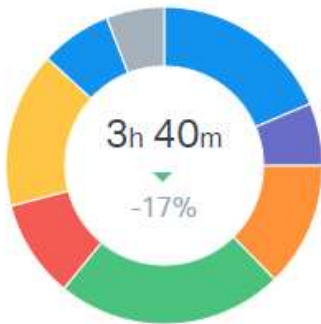


RESPONSE TIME — COMPANY OVER ALL

Response Time



First Response Time



Response Time

Response Time

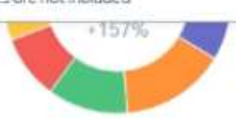
The average amount of time a customer is waiting for a response from your team



First Response Time

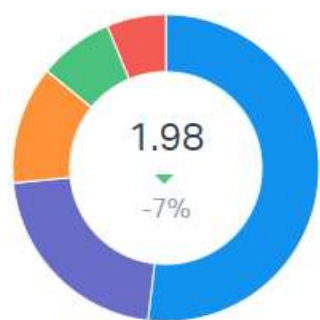
First Response Time

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



RESOLUTION

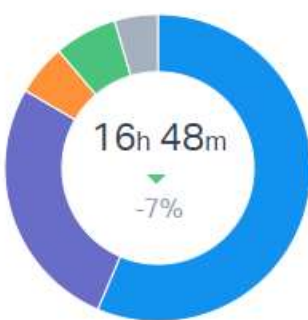
Replies to Resolve



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

272 customers helped since Feb 25, 2021

HAPPINESS
SCORE

-33₀

All Channels

Email

Phone

Happiness

☒ Office Hours ⓘ

Emails Created

32 +10%

Replies Sent

144 +4%

Resolved

58 +14%

Replies to Resolve

2.4 -5%

Response Time

3 h 51 m -13%

First Response Time

2 h 50 m +17%

Resolved on First Reply

26% -34%

Handle Time

12 m 25 s +29%

Replies

● Current ● Previous

Day Week





Ana Jasso

2,227 customers helped since Apr 28, 2020

HAPPINESS
SCORE

100.0

All Channels

Email

Phone

Happiness

☒ Office Hours ⓘ

Emails Created

60 -21%

Replies Sent

203 -36%

Resolved

73 -39%

Replies to Resolve

2.0 -16%

Response Time

1 h 55 m -32%

First Response Time

1 h 58 m +41%

Resolved on First Reply

51% +1%

Handle Time

2 m 51 s -4%

Replies

● Current ● Previous

Day Week





Oscar Escarcega

703 customers helped since May 24, 2019

HAPPINESS
SCORE

100 ₀

All Channels Email Phone Happiness

☒ Office Hours ⓘ

Emails Created

56 +65%

Replies Sent

212 +2%

Resolved

105 -5%

Replies to Resolve

1.7 -0.4%

Response Time

5h 17m +10%

First Response Time

3h 0m +6%

Resolved on First Reply

70% -9%

Handle Time

5m 2s -13%

Replies

● Current ● Previous

Day Week





Jason Wolf

365 customers helped since May 24, 2019

HAPPINESS
SCORE

-100.0

All Channels

Email

Phone

Happiness

☒ Office Hours

Emails Created

34 -35%

Replies Sent

33 +106%

Resolved

5 +25%

Replies to Resolve

3.6 +3%

Response Time

14h 35m +183%

First Response Time

11h 30m -7%

Resolved on First Reply

0% 0%

Handle Time

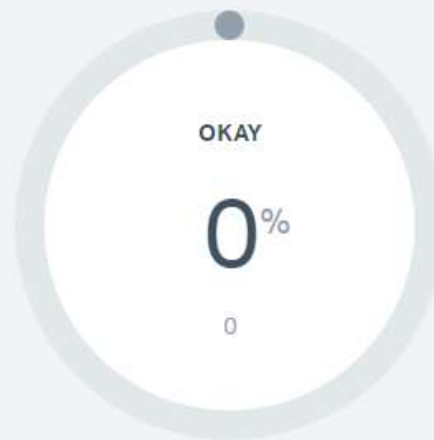
3m 51s -12%

Replies

● Current ● Previous

Day Week





HAPPINESS SCORE
based on 6 ratings from 2% of customers

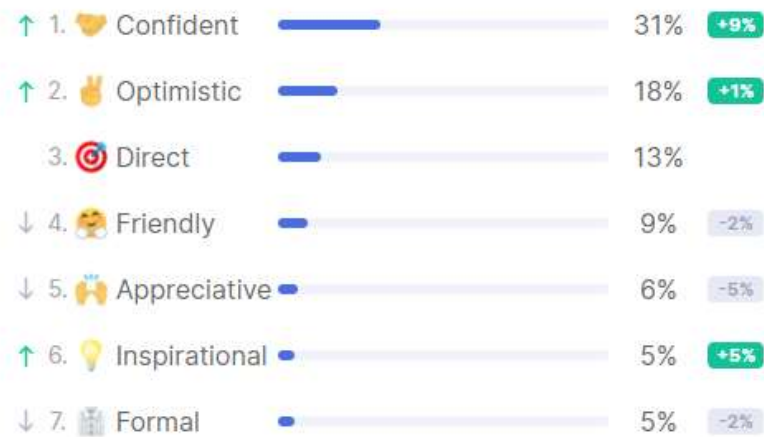
Ratings

AllGreatOkayNot Good

#	Customer	User	Date	Rating	Comment
87081	Dan Phistry	Jason Wolf	Oct 25	Not Good	Does not address my concerns and the things i am saying
87284	Sharon Loew	Katelyn Ekins	Oct 20	Great	
87081	Dan Phistry	Katelyn Ekins	Oct 19	Not Good	Does not address any of the issues mentioned
86912	Dan Phistry	Katelyn Ekins	Oct 15	Not Good	
86771	Monserrat Moreno	Oscar Escarcega	Oct 11	Great	
86282	Jason Wolf	Ana Jasso	Oct 4	Great	
6 ratings					

TONE

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

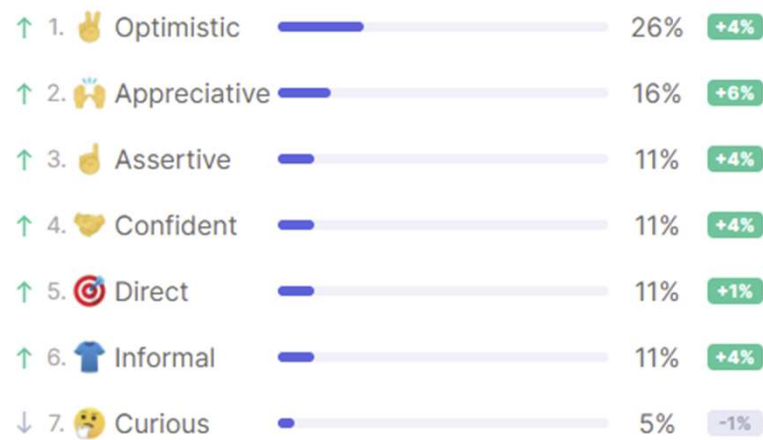


ANA'S GRAMMARLY



tone

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

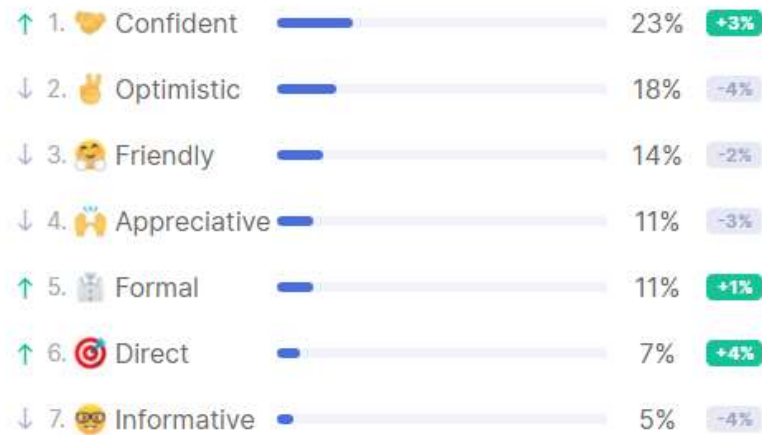


JASON'S GRAMMARLY



TONE

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

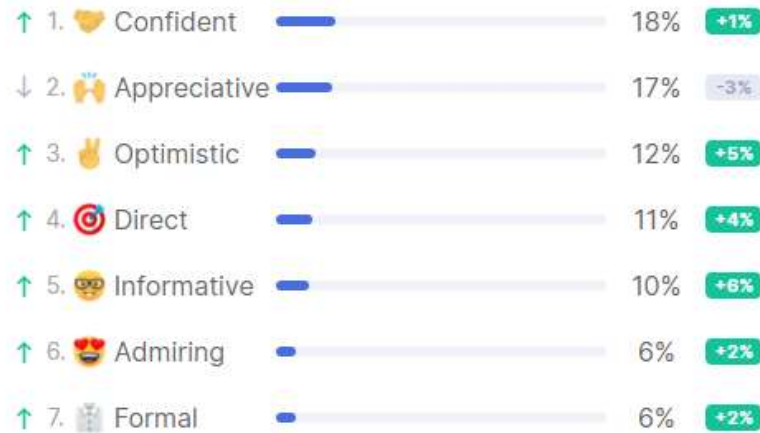


KATELYN'S GRAMMARLY



TONE

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



OSCAR'S GRAMMARLY





THANK YOU

