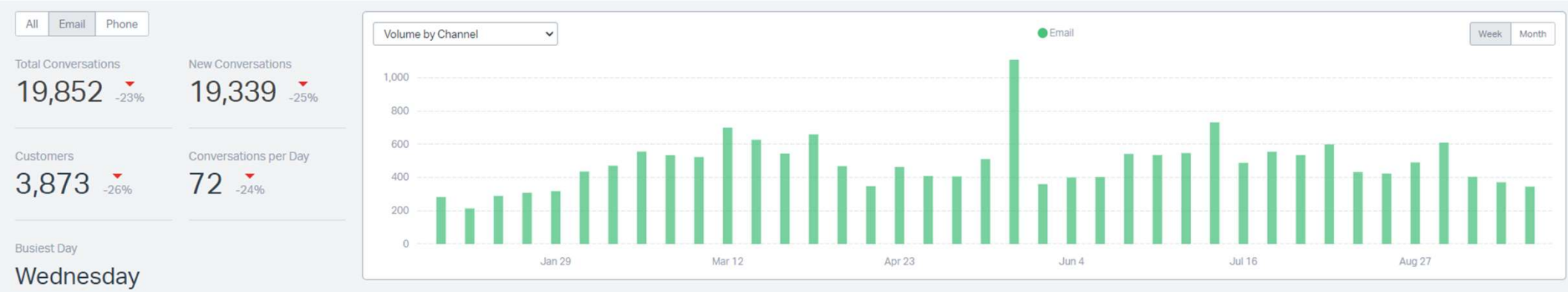
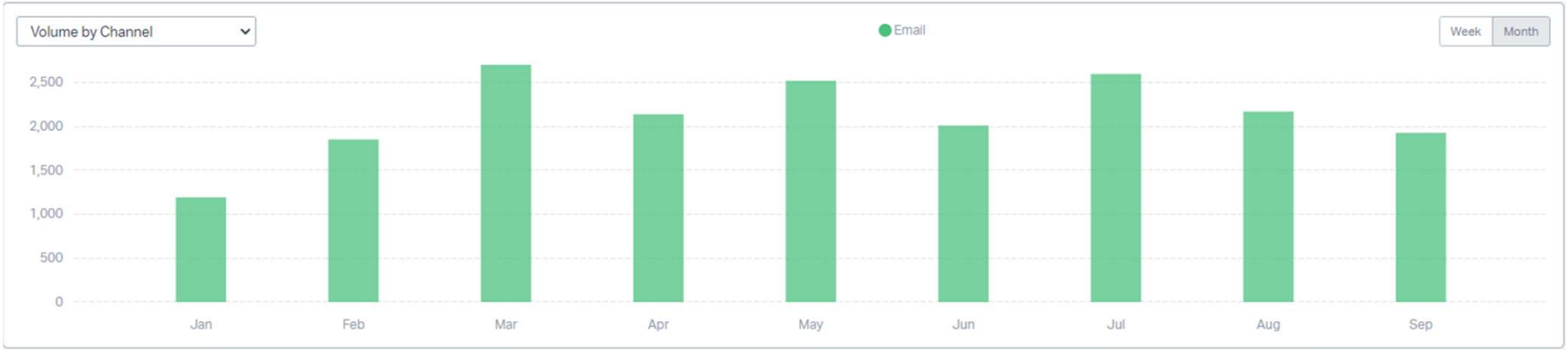
UTAHPROPERTY SOLUTIONS

HELP SCOUT – ANALITICS

September 2021



SEPTEMBER - 2021
E-MAIL VOLUME



YTD - 2021
E-MAIL VOLUME

Customers Helped
292 -19%

Conversations per Day
70 -7%

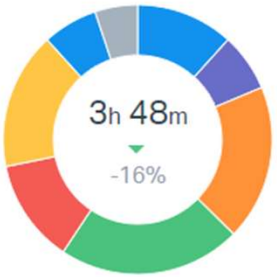
Closed
2,127 -10%

Your Team	Replies	Customers Helped	Happiness Score
Ana Jasso	302	135	0
Oscar Escarcega	200	103	100
Katelyn Ekins	133	51	0
Ivett Villanueva	86	53	0
Jason Wolf	16	7	0

EMAILS BY EMPLOYEE

RESPONSE TIME – COMPANY OVER ALL

Response Time



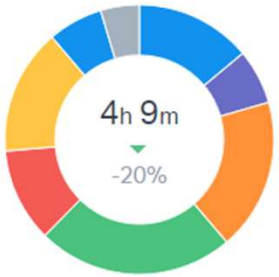
Response Time

Response Time

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

+75%

First Response Time



First Response Time

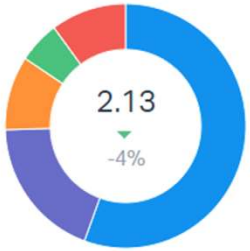
First Response Time

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

+157%

RESOLUTION

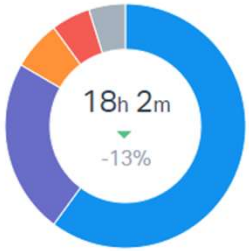
Replies to Resolve



Replies to Resolve

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

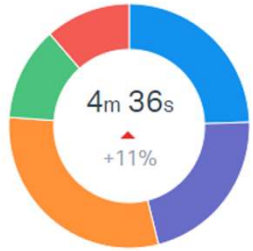
Resolution Time



Resolution Time

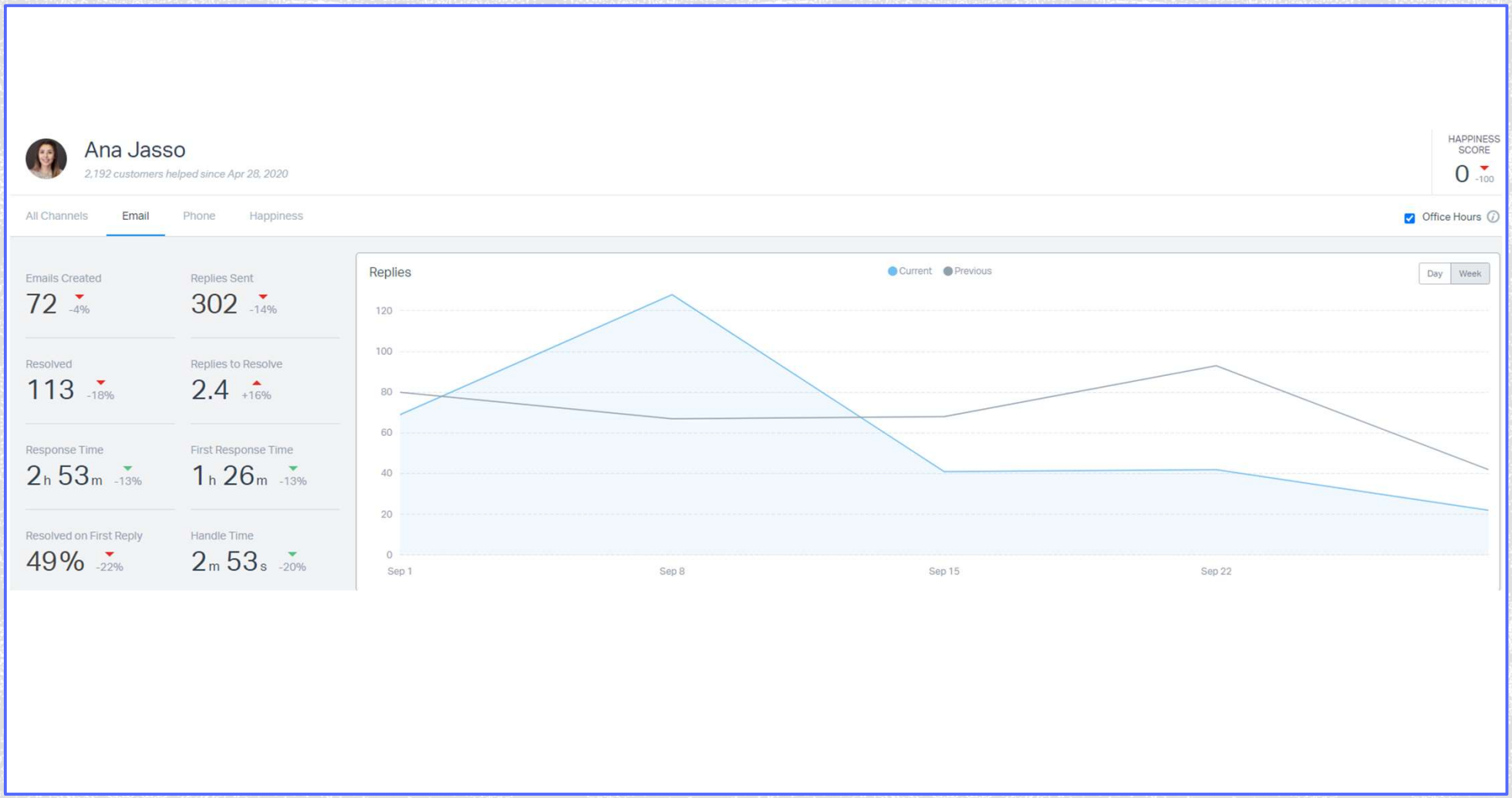
The average amount of time it takes from the time a conversation is created to the time it is resolved. A conversation can only be resolved once and must include a reply.

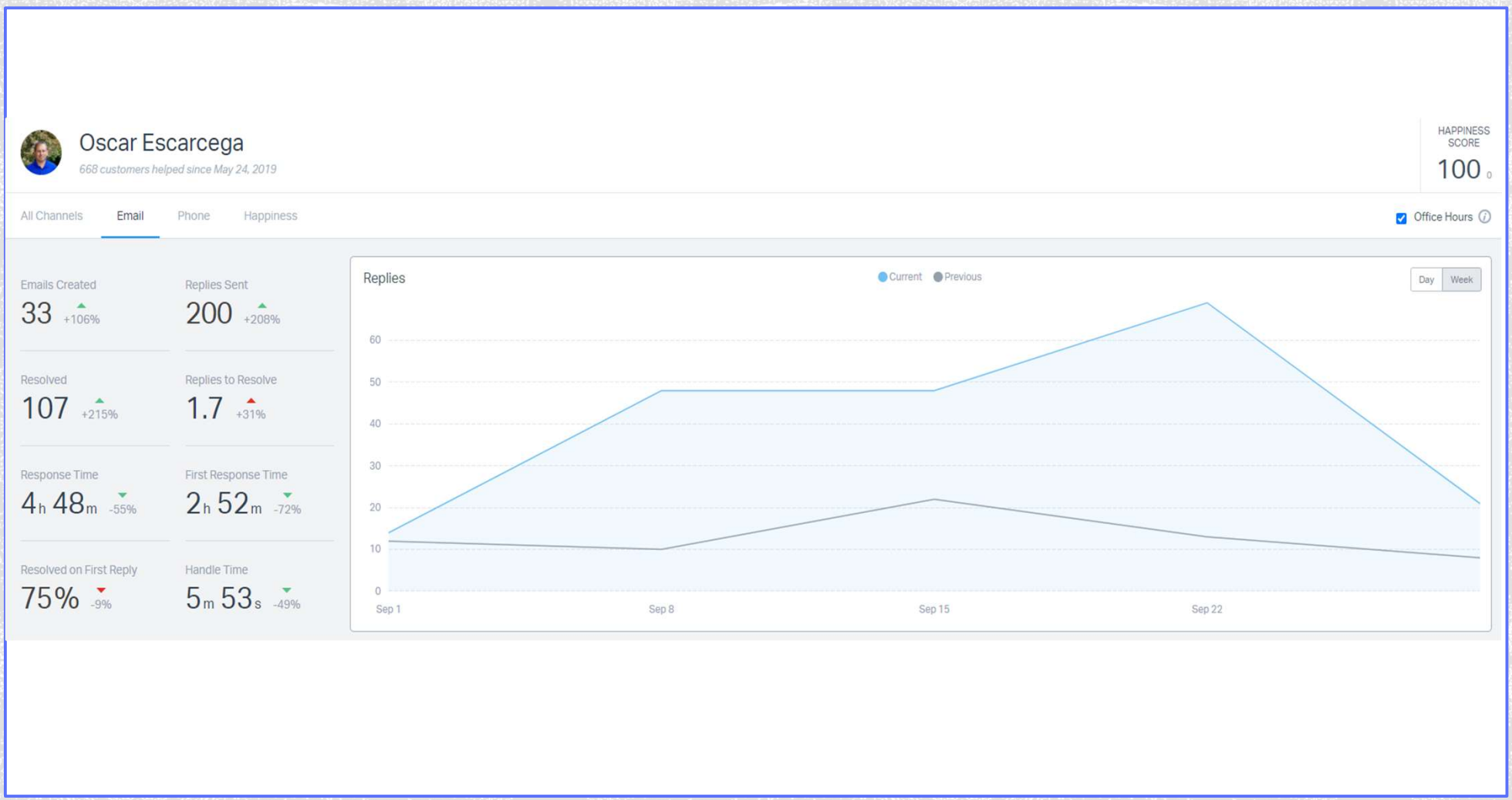
Handle Time



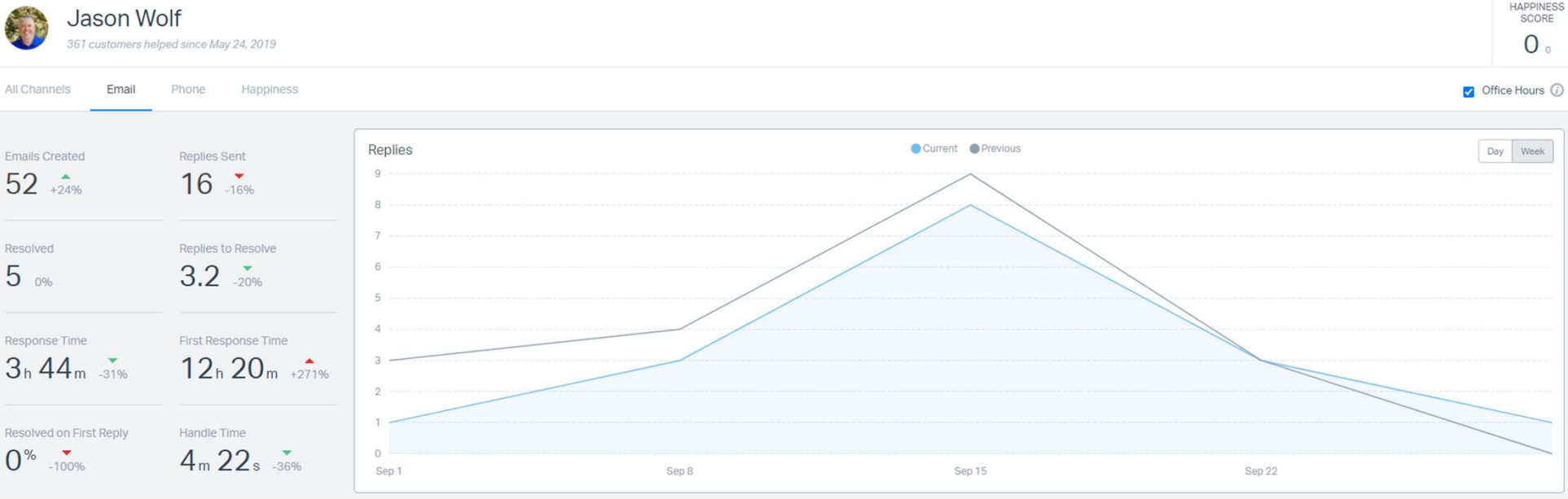
Handle Time

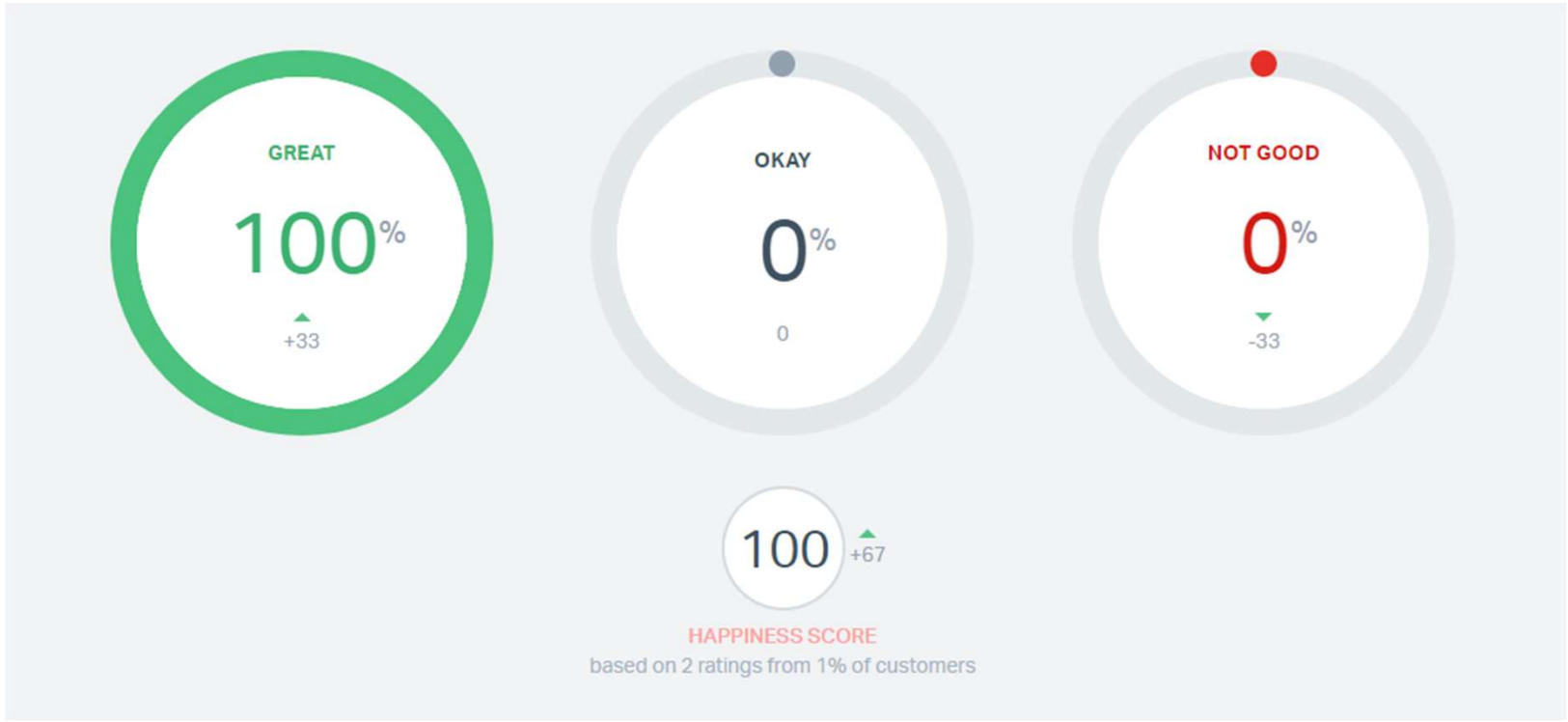
This represents the time from when you open the conversation to the time you press **Send**. If you save a draft and come back to it several times, only the final visit before sending will be captured as the handle time.


Ana Jasso
2,192 customers helped since Apr 28, 2020
HAPPINESS SCORE
0 -100
All Channels
Email
Phone
Happiness
Office Hours
Emails Created
72 -4%
Replies Sent
302 -14%
Resolved
113 -18%
Replies to Resolve
2.4 +16%
Response Time
2h 53m -13%
First Response Time
1h 26m -13%
Resolved on First Reply
49% -22%
Handle Time
2m 53s -20%
Replies
Current
Previous
Day
Week
120
100
80
60
40
20
0
Sep 1
Sep 8
Sep 15
Sep 22


Oscar Escarcega
668 customers helped since May 24, 2019
HAPPINESS SCORE
100
All Channels
Email
Phone
Happiness
Office Hours
Emails Created
33 +106%
Replies Sent
200 +208%
Resolved
107 +215%
Replies to Resolve
1.7 +31%
Response Time
4h 48m -55%
First Response Time
2h 52m -72%
Resolved on First Reply
75% -9%
Handle Time
5m 53s -49%
Replies
Current
Previous
Day
Week
60
50
40
30
20
10
0
Sep 1
Sep 8
Sep 15
Sep 22

Katelyn Ekins
249 customers helped since Feb 25, 2021
HAPPINESS SCORE
0 0
All Channels
Email
Phone
Happiness
Office Hours
Emails Created
29 -22%
Replies Sent
133 -14%
Resolved
49 -9%
Replies to Resolve
2.4 -8%
Response Time
4h 23m -9%
First Response Time
2h 22m -54%
Resolved on First Reply
41% +22%
Handle Time
9m 47s +34%
Replies
Current
Previous
Day
Week
40
35
30
25
20
15
10
5
0
Sep 1
Sep 8
Sep 15
Sep 22


Jason Wolf
361 customers helped since May 24, 2019
HAPPINESS SCORE
0
All Channels
Email
Phone
Happiness
Office Hours
Emails Created
52 +24%
Replies Sent
16 -16%
Resolved
5 0%
Replies to Resolve
3.2 -20%
Response Time
3h 44m -31%
First Response Time
12h 20m +271%
Resolved on First Reply
0% -100%
Handle Time
4m 22s -36%
Replies
Current
Previous
Day
Week
9
8
7
6
5
4
3
2
1
0
Sep 1
Sep 8
Sep 15
Sep 22


GREAT
100%
+33
OKAY
0%
0
NOT GOOD
0%
-33
100
+67
HAPPINESS SCORE
based on 2 ratings from 1% of customers

Ratings

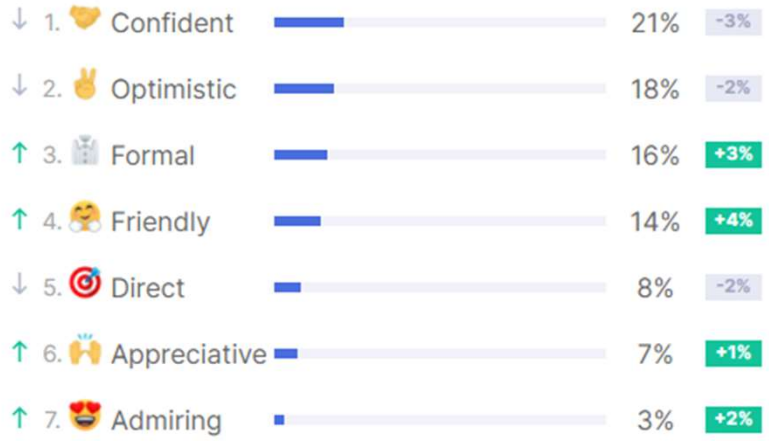
All | Great | Okay | Not Good

#	Customer	User	Date	Rating	Comment
85918	Katelyn Ekins (marykate308)	Oscar Escarcega	Sep 29	Great	
84725	Nancy Coyne	Oscar Escarcega	Sep 10	Great	Oscar was great! He responded quickly and resolved my issue immediately. Thank you!

2 ratings

TONE

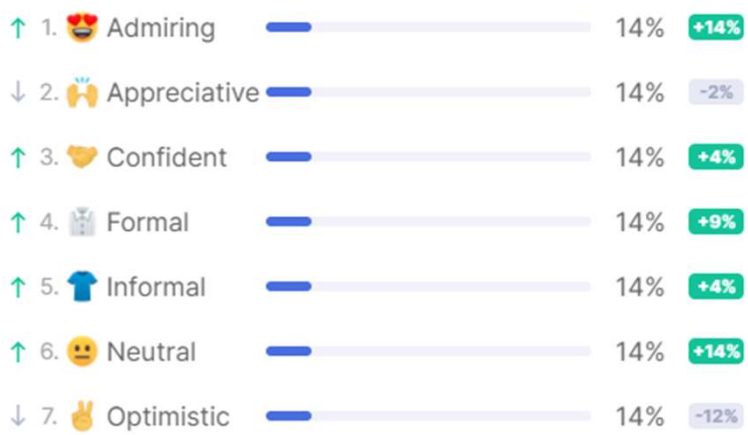
Some of the tones that were detected in your writing last week:



ANA'S GRAMMARLY

TONE

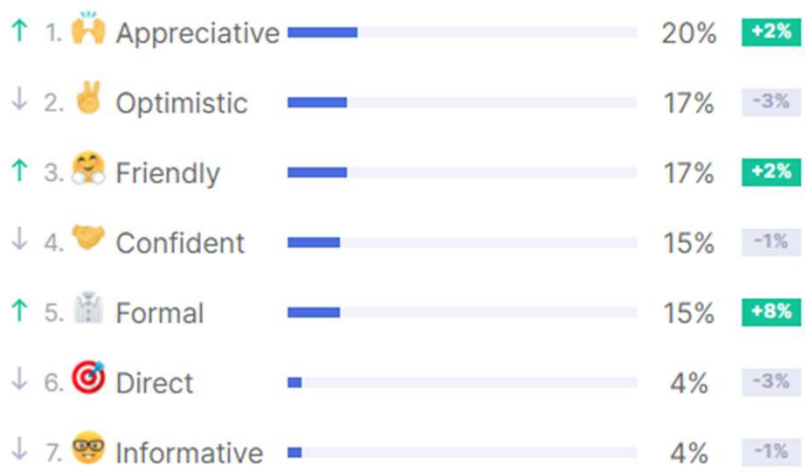
Some of the tones that were detected in your writing last week:



JASON'S GRAMMARLY

TONE

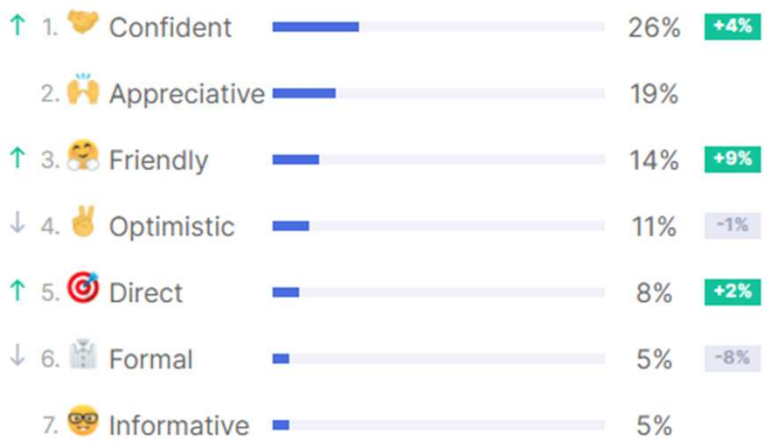
Some of the tones that were detected in your writing last week:



KATELY'S GRAMMARLY

TONE

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



OSCAR'S GRAMMARLY

THANK YOU