UTAHPROPERTY SOLUTIONS

HELP SCOUT — ANALYTICS

April   2022

| All | Email | Phone |

Total Conversations
15,516 ▲ +114%

New Conversations
10,080 ▲ +41%

Customers
1,602 ▲ +32%

Conversations per Day
129 ▲ +115%

Busiest Day
Wednesday

Volume by Channel ⌄

● Email

Week | Month

800
600
400
200
0

Jan 8 · Jan 22 · Feb 5 · Feb 19 · Mar 5 · Mar 19 · Apr 2 · Apr 16 · Apr 30

YTD - 2022
E-MAIL VOLUME

Total Conversations
2,492 +0.3%

New Conversations
2,405 +0.8%

Customers
602 +11%

Conversations per Day
80 0%

Busiest Day
Thursday

Volume by Channel ▾

● Email

Day | Week

200

150

100

50

0

Apr 7

Apr 15

Apr 23

APRIL - 2022
E-MAIL VOLUME

Customers Helped

Customers Helped
326 +37%

Conversations per Day
86 +2%

Closed
2,552 +0.7%

Customers Helped

● Current ● Previous

Day | Week

Your Team	Replies ⌄	Customers Helped	Happiness Score
Karla Calderon	332	145	100
Jess Franco	255	88	0
Katelyn Ekins	158	35	0
Sharee Reyes	101	65	100
Jason Wolf	61	35	0
Oscar Escarcega	60	29	0
Sofi Peredo	37	21	0

EMAILS BY EMPLOYEE

RESPONSE TIME – COMPANY OVER ALL

RESOLUTION
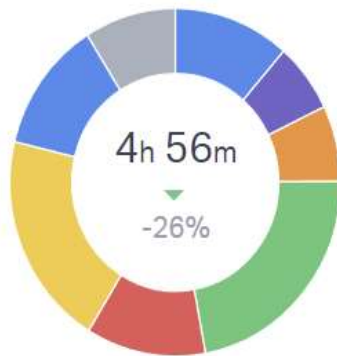
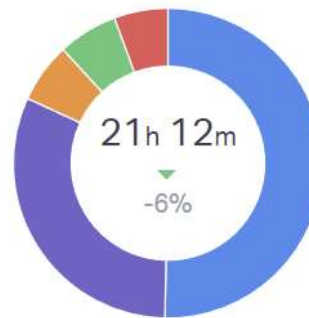### Replies to Resolve

2.27

▲

+2%
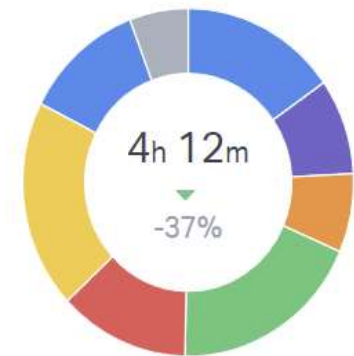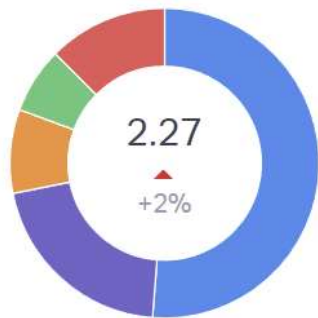
Replies to Resolve

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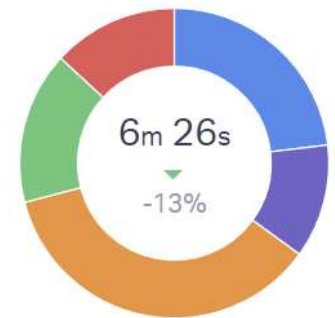
Resolution Time

21h 12m

▼

-6%

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

6m 26s

▼

-13%

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.

Karla Calderon

279 customers helped since Jan 26, 2022

All Channels | **Email** | Phone | Happiness

☑ Office Hours ⓘ

Emails Created	Replies Sent
77 ▲ +48%	**332** ▲ +38%

Resolved	Replies to Resolve
113 ▲ +10%	**2.0** ▲ +15%

Response Time	First Response Time
5h **15**m ▼ -8%	**5**h **9**m ▲ +122%

Resolved on First Reply	Handle Time
60% ▼ -9%	**4**m **31**s ▼ -2%

Replies

● Current ● Previous

Day | Week

Jess Franco

309 customers helped since Dec 2, 2021

HAPPINESS SCORE

0 ₀

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Emails Created	Replies Sent
33 ▲ +27%	**255** ▲ +51%

Resolved	Replies to Resolve
103 ▲ +78%	**2.2** ▼ -21%

Response Time	First Response Time
3 h **0** m ▼ -51%	**2** h **55** m ▼ -53%

Resolved on First Reply	Handle Time
48% ▲ +38%	**5** m **28** s ▲ +4%

Replies

●Current ●Previous

Day | Week

22
20
18
16
14
12
10
8
6
4
2
0

Mar 31   Apr 3   Apr 5   Apr 7   Apr 9   Apr 11   Apr 13   Apr 15   Apr 17   Apr 19   Apr 21   Apr 23   Apr 25   Apr 27

Katelyn Ekins

395 customers helped since Feb 25, 2021

HAPPINESS SCORE
0 ▼ -100

All Channels | **Email** | Phone | Happiness

☑ Office Hours ⓘ

Emails Created	Replies Sent
32 ▲ +7%	**158** ▲ +35%
Resolved	Replies to Resolve
36 ▼ -3%	**3.4** ▲ +22%
Response Time	First Response Time
4h 49m ▼ -36%	**4h 14m** ▼ -24%
Resolved on First Reply	Handle Time
33% ▲ +3%	**10m 38s** ▼ -43%

Replies

● Current ● Previous

Day | Week

18
16
14
12
10
8
6
4
2
0

Mar 31 | Apr 3 | Apr 5 | Apr 7 | Apr 9 | Apr 11 | Apr 13 | Apr 15 | Apr 17 | Apr 19 | Apr 21 | Apr 23 | Apr 25 | Apr 27

Sharee Reyes

267 customers helped since Nov 29, 2021

HAPPINESS SCORE

100 0

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

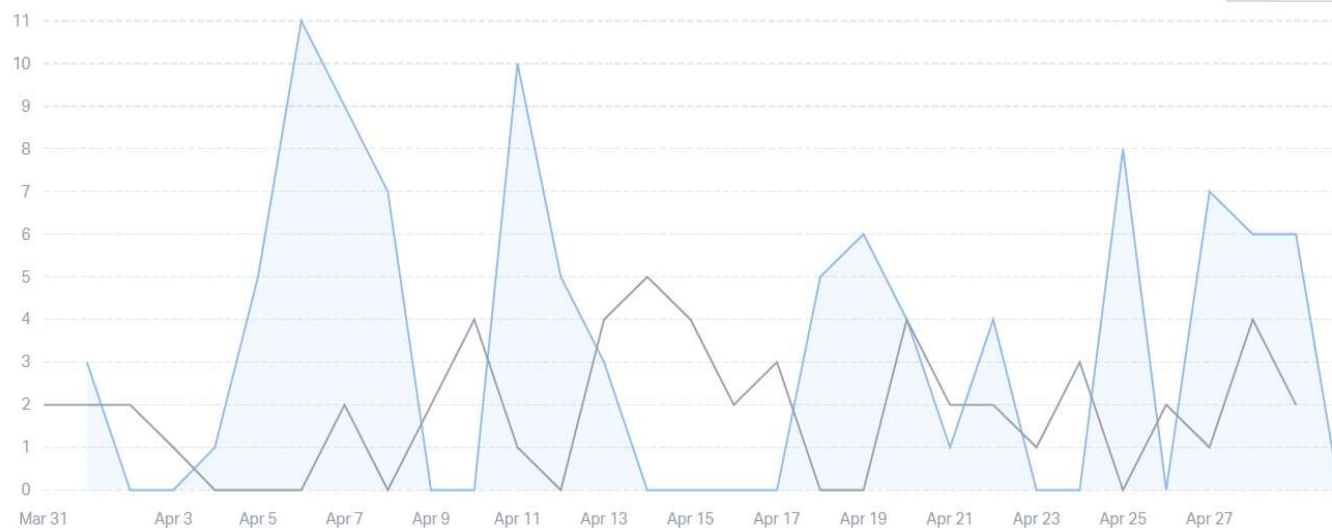|	
Emails Created	**Replies Sent**
74 ▲ +196%	101 ▲ +74%
Resolved	**Replies to Resolve**
8 ▼ -60%	2.8 ▲ +38%
Response Time	**First Response Time**
5 h 42 m ▼ -51%	4 h 1 m ▲ +33%
Resolved on First Reply	**Handle Time**
38% ▼ -38%	11 m 4 s ▼ -43%

Replies

● Current ● Previous

Day | Week

Jason Wolf

474 customers helped since May 24, 2019

HAPPINESS SCORE

0 ₀

All Channels | **Email** | Phone | Happiness

☑ Office Hours ⓘ

Emails Created

123 ▲ +35%

Replies Sent

61 ▼ -28%

Resolved

25 ▼ -26%

Replies to Resolve

2.2 ▼ -18%

Response Time

9h **9**m ▲ +45%

First Response Time

9h **55**m ▲ +13%

Resolved on First Reply

52% ▲ +36%

Handle Time

3m **44**s ▼ -7%

Replies

● Current ● Previous

Day | Week

Mar 31 — Apr 3 — Apr 5 — Apr 7 — Apr 9 — Apr 11 — Apr 13 — Apr 15 — Apr 17 — Apr 19 — Apr 21 — Apr 23 — Apr 25 — Apr 27

Oscar Escarcega
863 customers helped since May 24, 2019

All Channels | **Email** | Phone | Happiness

☑ Office Hours ⓘ

Emails Created
15 ▼ -40%

Replies Sent
60 ▼ -12%

Resolved
25 ▲ +25%

Replies to Resolve
1.6 ▲ +6%

Response Time
7 h 50 m ▲ +6%

First Response Time
6 h 15 m ▼ -34%

Resolved on First Reply
64% ▼ -15%

Handle Time
8 m 19 s ▲ +12%

Replies

● Current ● Previous

[Day | Week]

Sofi Peredo
37 customers helped since Mar 8, 2022

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Emails Created		**Replies Sent**
10 ▲ +100%		37 ▲ +363%
Resolved		**Replies to Resolve**
10 ▲ +900%		2.9 ▲ +190%
Response Time		**First Response Time**
6 h 1 m ▲ +70%		5 h 2 m ▲ +88%
Resolved on First Reply		**Handle Time**
30% ▼ -70%		5 m 33 s ▼ -25%

Replies

● Current ● Previous

Day | Week

TONE

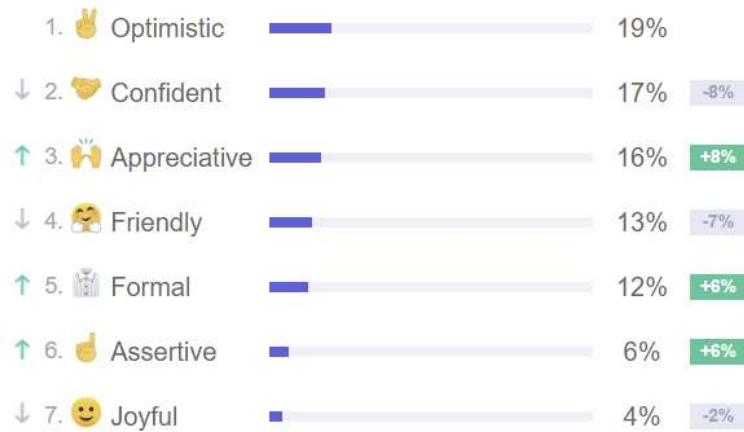Some of the tones that were detected in your writing last week:

↑ 1. 🤠 Confident		27%	+1%
↑ 2. ✌️ Optimistic		23%	+5%
↓ 3. 🙌 Appreciative		14%	-1%
↓ 4. 🤗 Friendly		11%	-1%
↓ 5. 👔 Formal		10%	-3%
↓ 6. 🎯 Direct		5%	-2%
↑ 7. 🤓 Informative		2%	+1%
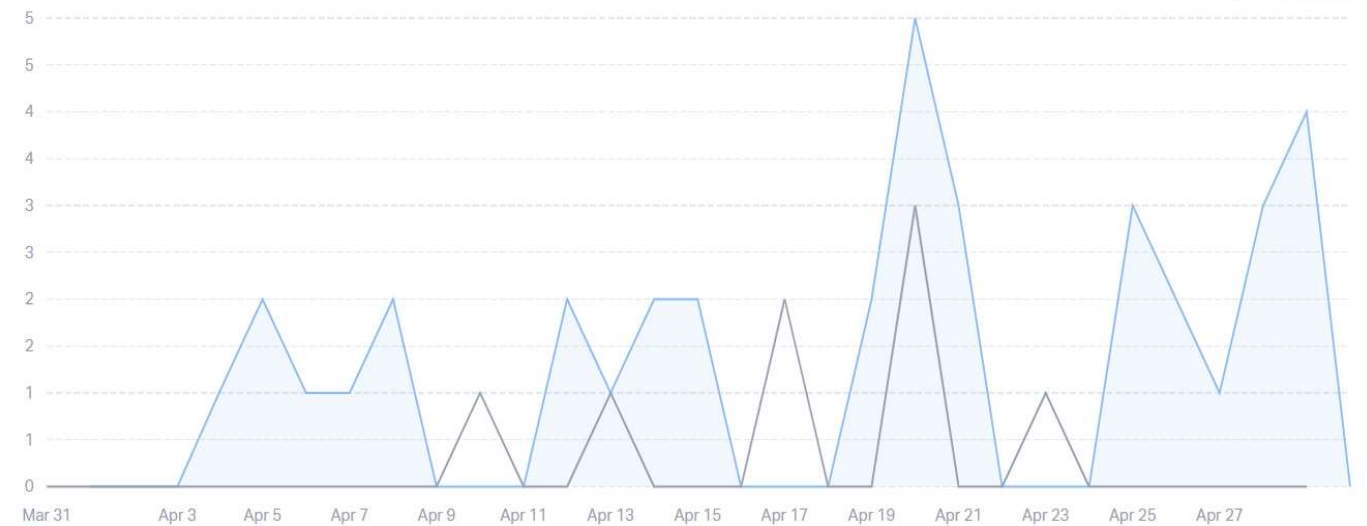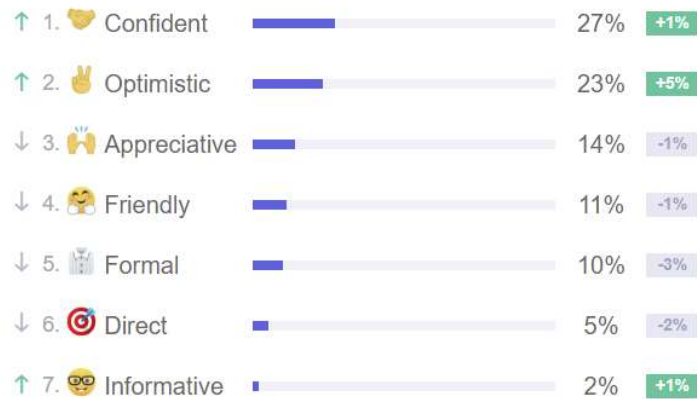
KARLA'S GRAMMARLY

TONE

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

1. ✌️ Optimistic — 19%

↓ 2. 🤝 Confident — 17% | -8%

↑ 3. 🙌 Appreciative — 16% | +8%

↓ 4. 🤗 Friendly — 13% | -7%

↑ 5. 👔 Formal — 12% | +6%

↑ 6. ☝️ Assertive — 6% | +6%

↓ 7. 🙂 Joyful — 4% | -2%

KATELYN'S GRAMMARLY

THANK YOU