



HELP SCOUT — ANALYTICS

February 2022



All Email Phone

Total Conversations
10,226 +193%

New Conversations
4,790 +40%

Customers
923 +44%

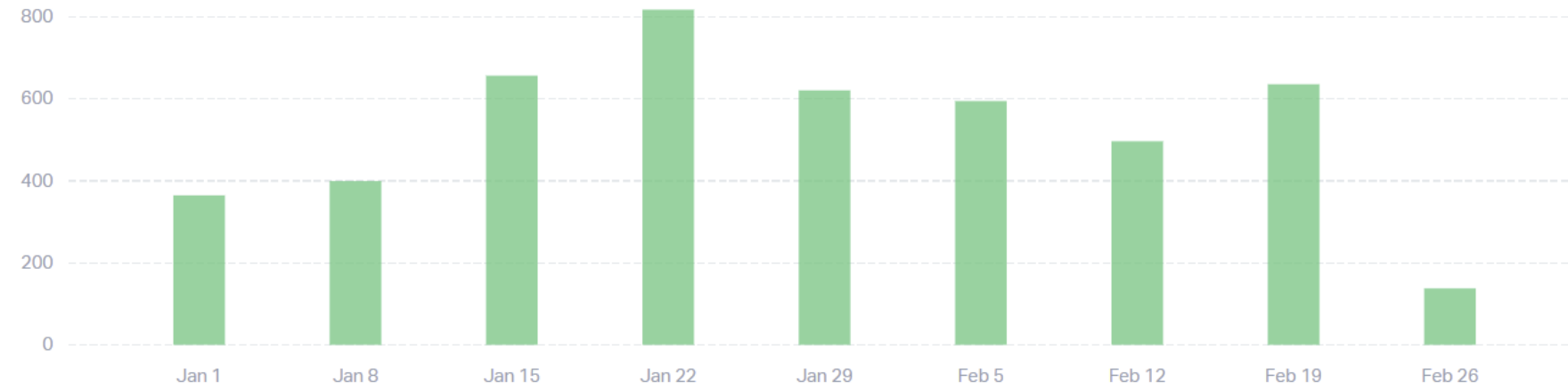
Conversations per Day
170 +193%

Busiest Day
Thursday

Volume by Channel

Email

Day Week



YTD - 2022
E-MAIL VOLUME

All Email Phone

Total Conversations
8,017 +213%

New Conversations
2,318 -6%

Customers
539 -7%

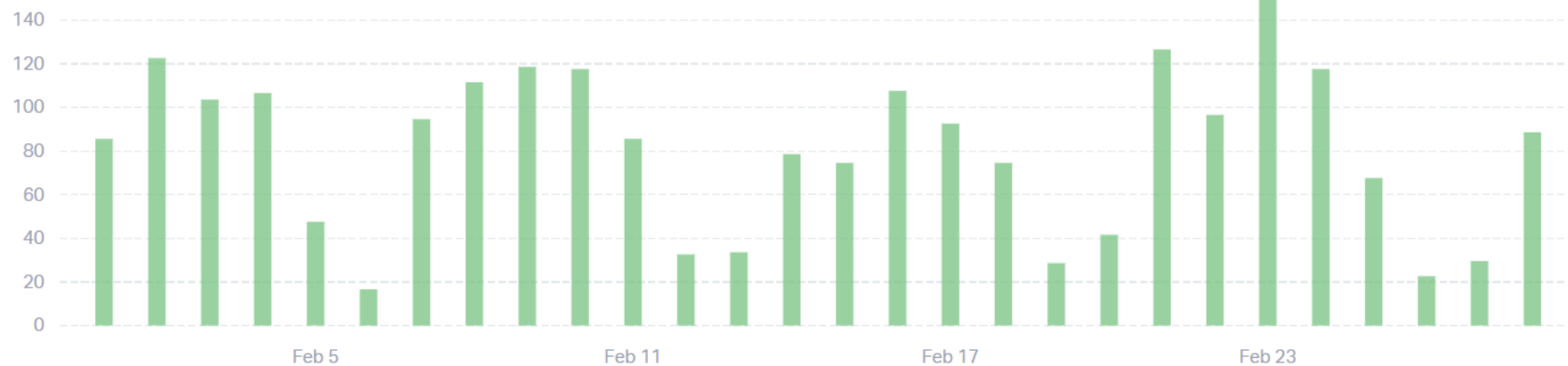
Conversations per Day
276 +214%

Busiest Day
Wednesday

Volume by Channel

Email

Day Week



FEBRUARY- 2022
E-MAIL VOLUME

Customers Helped

263 +11%

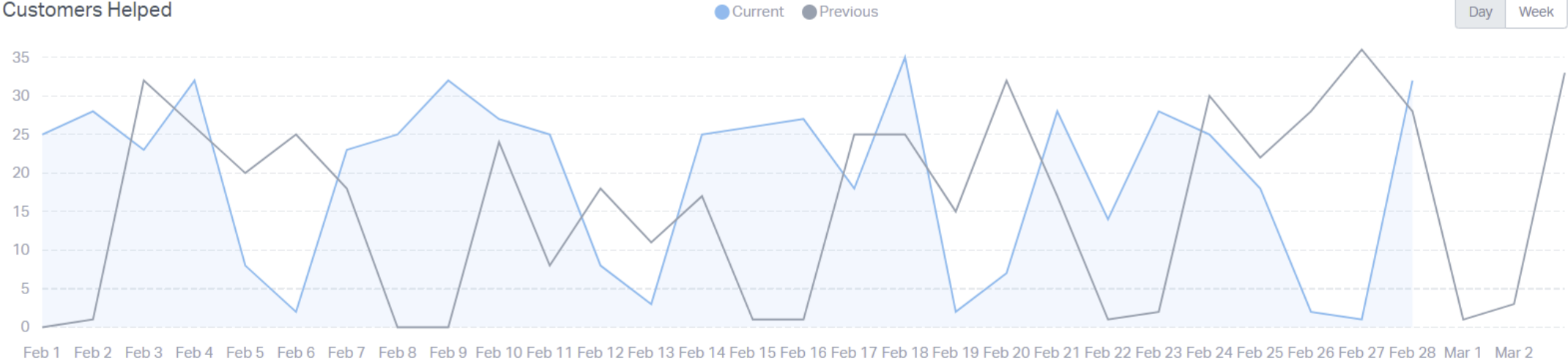
Conversations per Day

87 +3%

Closed

2,323 -5%

Customers Helped

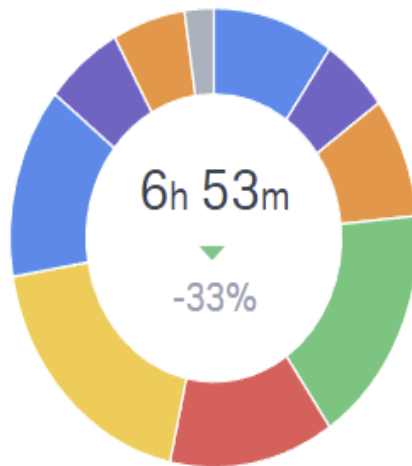


Your Team	Replies ▾	Customers Helped	Happiness Score
Jess Franco	244	92	33
Karla Calderon	135	81	0
Jason Wolf	121	50	0
Oscar Escarcega	117	71	0
Sharee Reyes	44	30	0
Katelyn Ekins	8	5	0

EMAILS BY EMPLOYEE



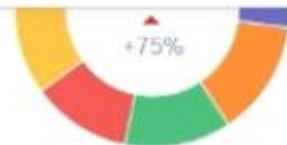
Response Time



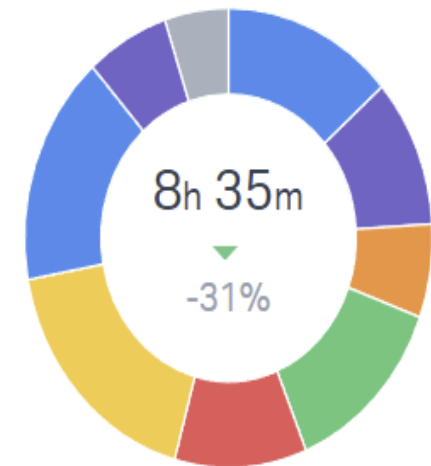
Response Time

Response Time

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



First Response Time



First Response Time

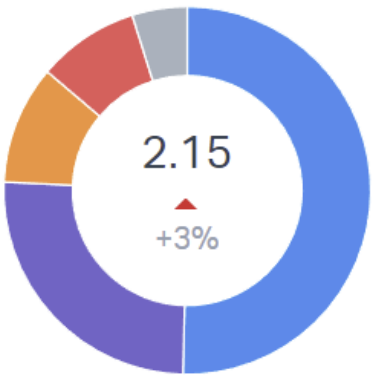
First Response Time

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



RESOLUTION

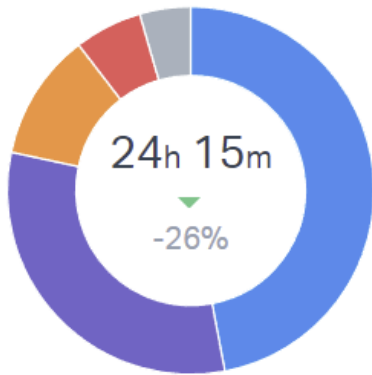
Replies to Resolve



Replies to Resolve

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

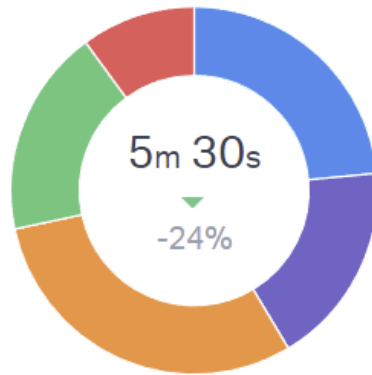
Resolution Time



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.





Jess Franco

176 customers helped since Dec 2, 2021

HAPPINESS
SCORE

33₀

All Channels

Email

Phone

Happiness

☒ Office Hours

Emails Created

39 -11%

Replies Sent

244 +13%

Resolved

108 +48%

Replies to Resolve

2.3 +4%

Response Time

8h 7m +100%

First Response Time

6h 23m +105%

Resolved on First Reply

44% -9%

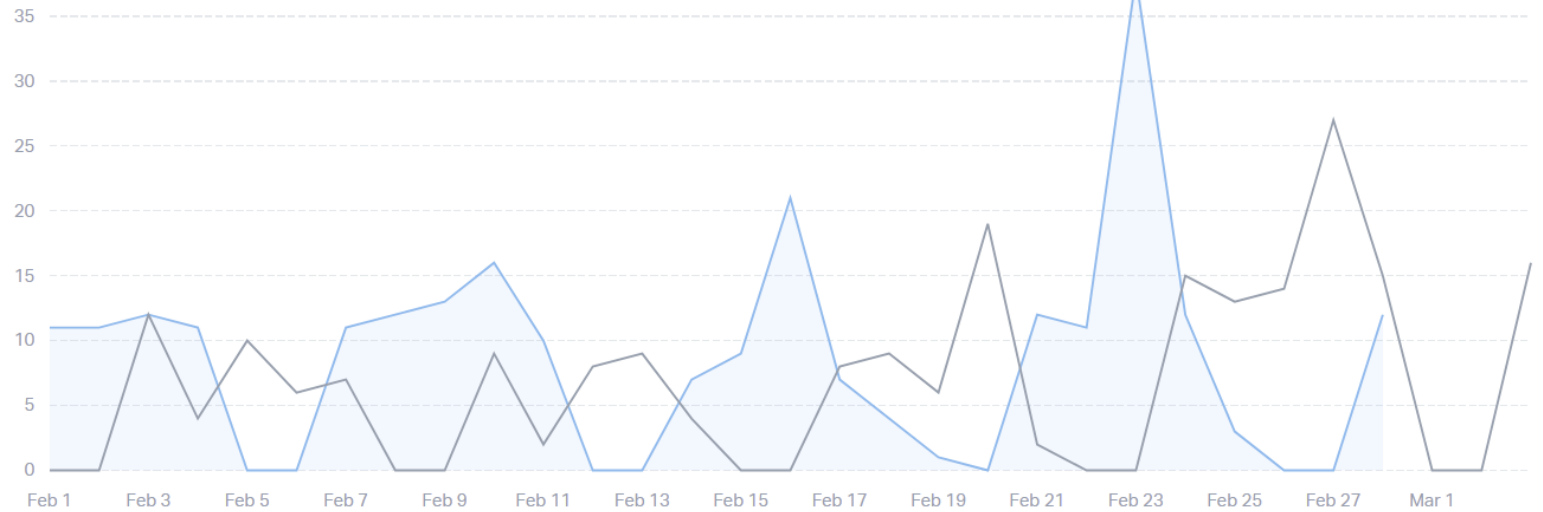
Handle Time

5m 42s +1%

Replies

● Current ● Previous

Day Week





Karla Calderon

135 customers helped since Jan 26, 2022

HAPPINESS
SCORE

0₀

All Channels

Email

Phone

Happiness

☒ Office Hours

Emails Created

40 +567%

Replies Sent

135 +543%

Resolved

63 +530%

Replies to Resolve

1.6 +41%

Response Time

4h 54m -81%

First Response Time

3h 6m -76%

Resolved on First Reply

65% -28%

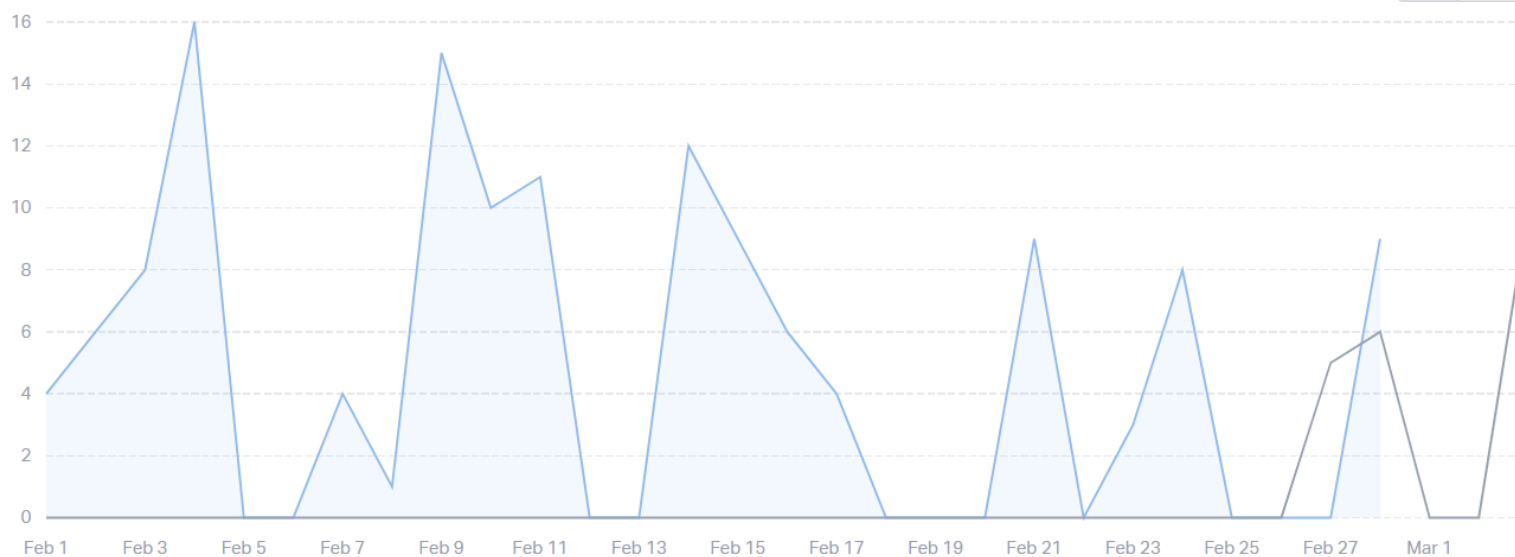
Handle Time

6m 29s -37%

Replies

Current Previous

Day Week





Jason Wolf

437 customers helped since May 24, 2019

HAPPINESS
SCORE

0₀

All Channels

Email

Phone

Happiness

☒ Office Hours

Emails Created

96 +52%

Replies Sent

121 +75%

Resolved

52 +117%

Replies to Resolve

2.2 -11%

Response Time

7 h 17 m -42%

First Response Time

4 h 22 m -56%

Resolved on First Reply

44% +165%

Handle Time

2 m 53 s -35%

Replies

Current Previous

Day Week




Sharee Reyes

162 customers helped since Nov 29, 2021

HAPPINESS
SCORE

0 -100

All Channels Email Phone Happiness

☒ Office Hours 

Emails Created

26 -40%

Replies Sent

44 -49%

Resolved

8 -72%

Replies to Resolve

3.0 +81%

Response Time

3 h 21 m -55%

First Response Time

3 h 22 m -16%

Resolved on First Reply

38% -46%

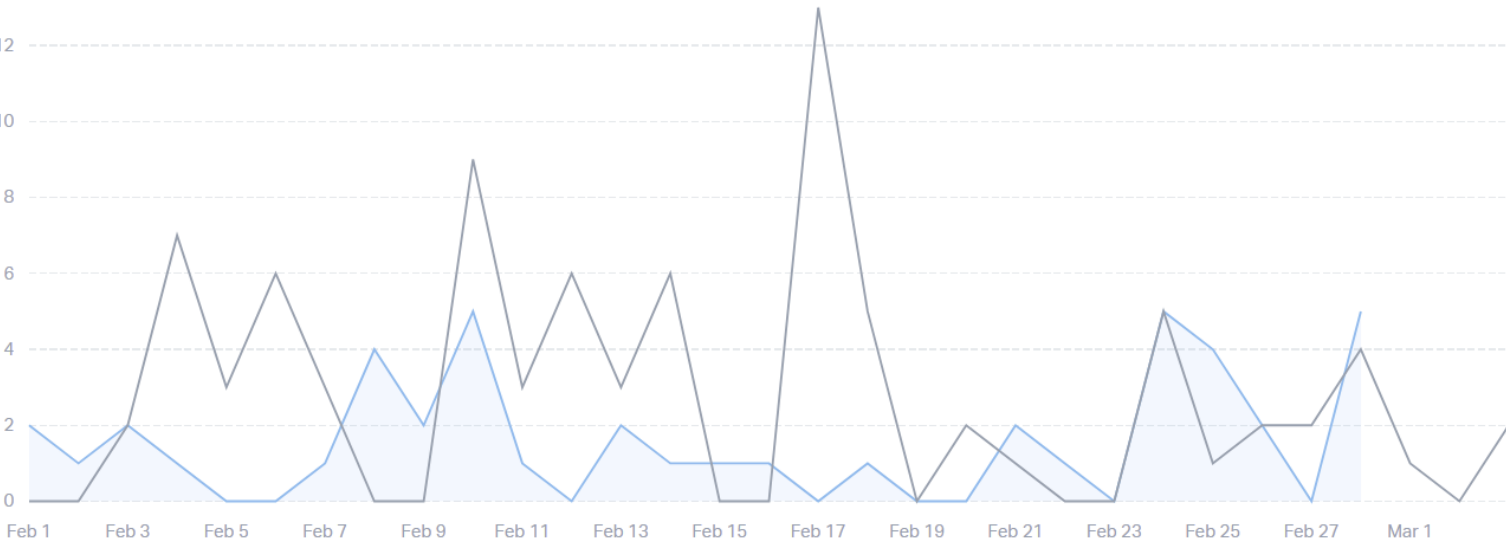
Handle Time

26 m 13 s +31%

Replies

● Current ● Previous

Day Week





Katelyn Ekins

351 customers helped since Feb 25, 2021

HAPPINESS
SCORE

0₀

All Channels

Email

Phone

Happiness

☒ Office Hours

Emails Created

2
-94%

Replies Sent

8
-90%

Resolved

1
-97%

Replies to Resolve

7.0
+111%

Response Time

3h 15m
-74%

First Response Time

8h 21m
+0.5%

Resolved on First Reply

0%
-100%

Handle Time

6m 51s
-5%

Replies

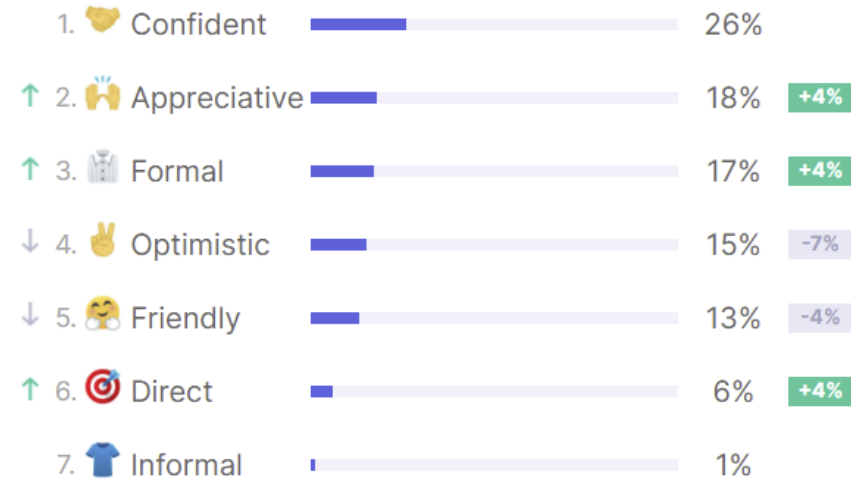
● Current ● Previous

Day Week



TONE

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

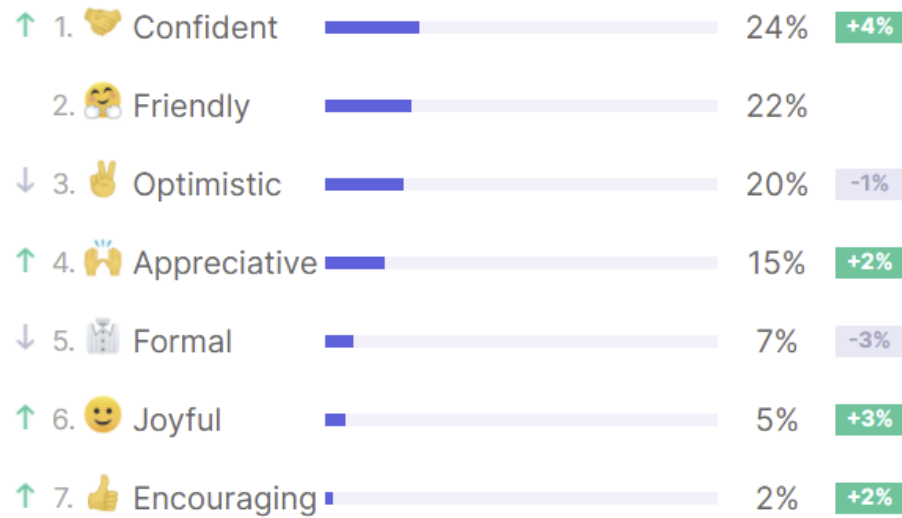


KARLA'S GRAMMARLY



TONE

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

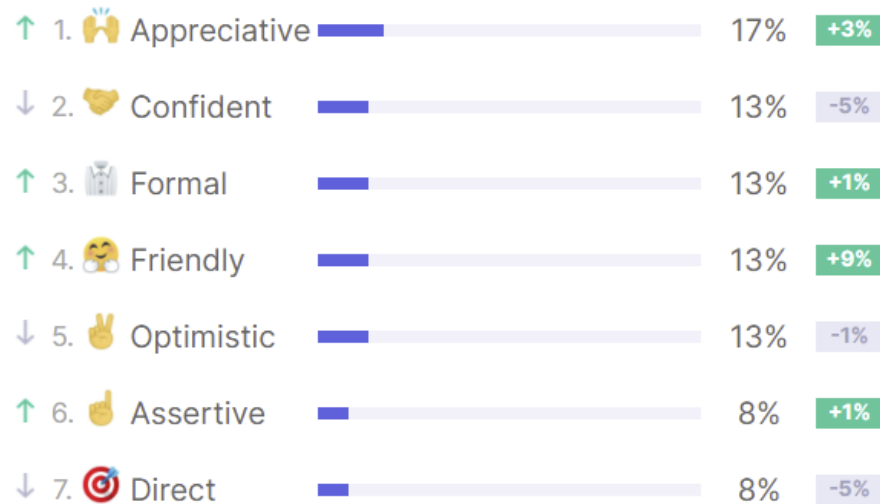


KATELYN'S GRAMMARLY



TONE

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

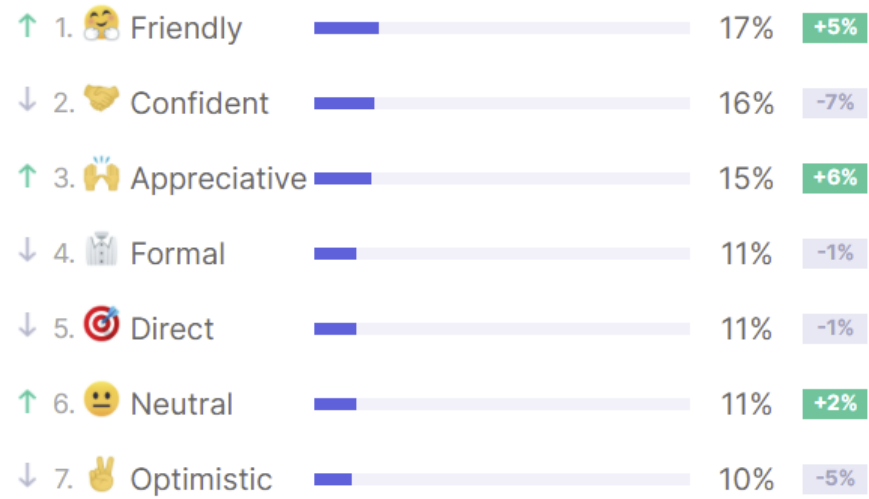


OSCAR'S GRAMMARLY



TONE

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



SHAREES GRAMMARLY





THANK YOU

