



# HELP SCOUT — ANALYTICS

January 2022



All Email Phone

Total Conversations

2,563 +37%

New Conversations

2,472 +38%

Customers

577 +38%

Conversations per Day

80 +38%

Busiest Day

Monday

Volume by Channel



Email

Day

Week

800

600

400

200

0

Jan 1

Jan 8

Jan 15

Jan 22

Jan 29

JANUARY- 2022  
E-MAIL VOLUME

Customers Helped

237

+30%

Conversations per Day

85

+39%

Closed

2,457

+36%



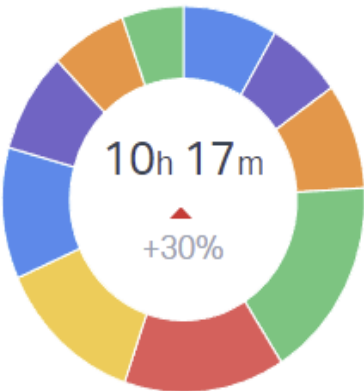
Your Team	Replies ▾	Customers Helped	Happiness Score
Jess Franco	215	67	0
Oscar Escarcega	130	72	100
Sharee Reyes	86	66	100
Katelyn Ekins	80	40	0
Jason Wolf	69	34	0
Karla Calderon	21	20	0

# EMAILS BY EMPLOYEE

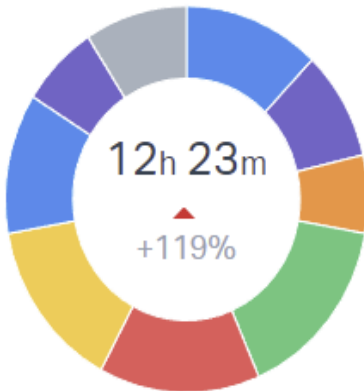


# RESPONSE TIME — COMPANY OVER ALL

Response Time



First Response Time



Response Time

Response Time

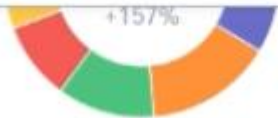
The average amount of time a customer is waiting for a response from your team



First Response Time

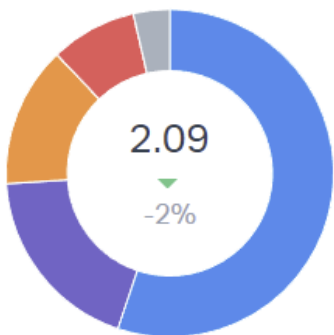
First Response Time

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



# RESOLUTION

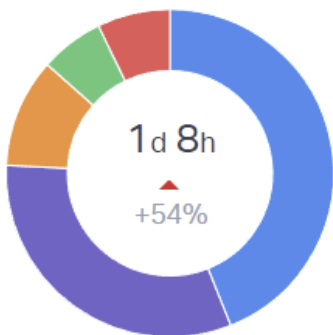
Replies to Resolve



Replies to Resolve

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

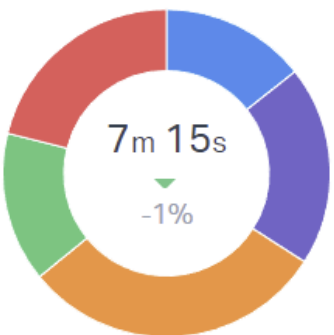
Resolution Time



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.





Jess Franco

176 customers helped since Dec 2, 2021

HAPPINESS  
SCORE

0

All Channels

Email

Phone

Happiness

☒ Office Hours

Emails Created

44 +69%

Replies Sent

215 +84%

Resolved

73 +62%

Replies to Resolve

2.2 -6%

Response Time

4h 3m +55%

First Response Time

3h 7m +44%

Resolved on First Reply

48% +35%

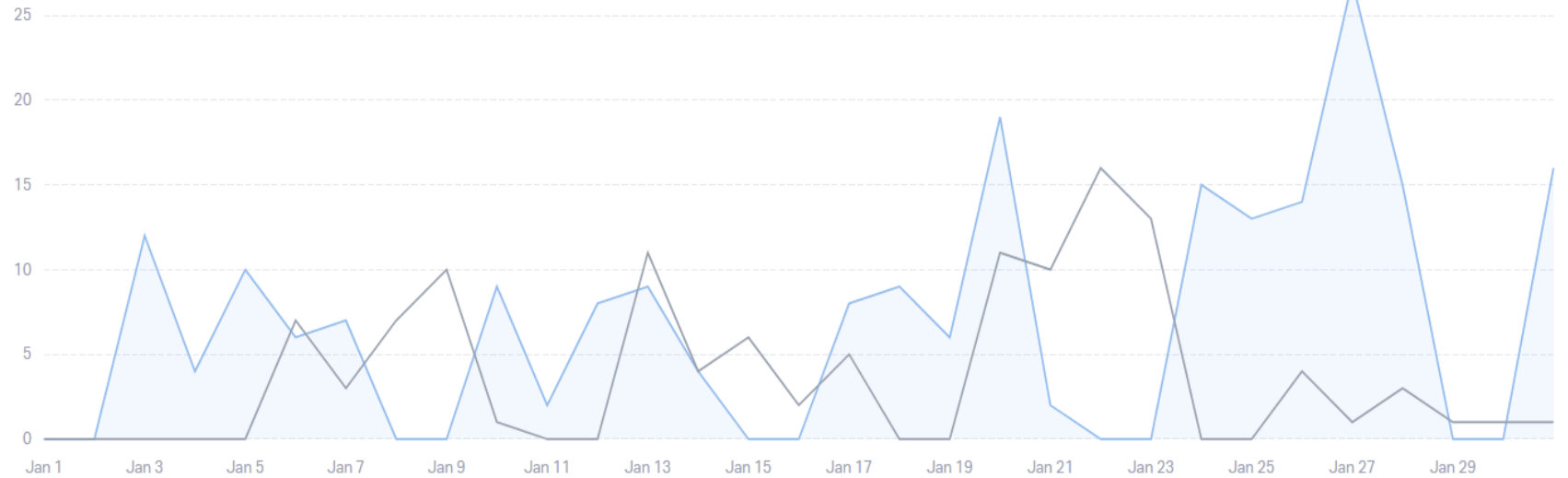
Handle Time

5m 39s +0.7%

Replies

Current Previous

Day Week





Oscar Escarcega

839 customers helped since May 24, 2019

HAPPINESS  
SCORE

100<sub>0</sub>

All Channels

Email

Phone

Happiness

☒ Office Hours

Emails Created

89 +27%

Replies Sent

130 +40%

Resolved

58 +9%

Replies to Resolve

1.6 -10%

Response Time

18h 14m +22%

First Response Time

2h 50m -83%

Resolved on First Reply

72% +7%

Handle Time

6m 59s +0.9%

Replies

Current Previous

Day Week





Sharee Reyes

153 customers helped since Nov 29, 2021

HAPPINESS  
SCORE

100<sub>0</sub>

All Channels   Email   Phone   Happiness

☒ Office Hours ⓘ

Emails Created

43 +5%

Replies Sent

86 -21%

Resolved

29 -43%

Replies to Resolve

1.7 +7%

Response Time

7 h 25 m +17%

First Response Time

4 h 2 m +30%

Resolved on First Reply

69% -7%

Handle Time

20 m 3 s -2%

Replies

● Current ● Previous

Day Week







Katelyn Ekins

348 customers helped since Feb 25, 2021

HAPPINESS

SCORE

0

0

All Channels

Email

Phone

Happiness

☒ Office Hours

Emails Created

34

-8%

Replies Sent

80

-19%

Resolved

29

+38%

Replies to Resolve

3.3

-14%

Response Time

12h 47m

+10%

First Response Time

8h 18m

-35%

Resolved on First Reply

45%

+371%

Handle Time

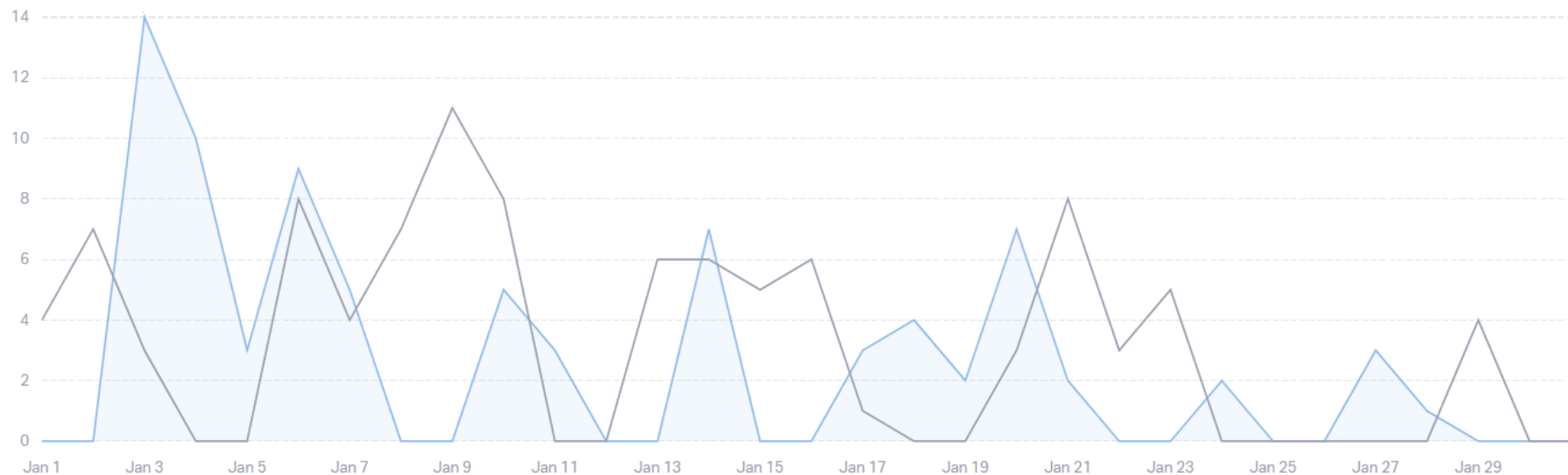
7m 11s

-24%

Replies

● Current ● Previous

Day Week





Jason Wolf

430 customers helped since May 24, 2019

HAPPINESS  
SCORE  
0

All Channels Email Phone Happiness

Office Hours

Emails Created

63 +75%

Replies Sent

69 +57%

Resolved

24 +140%

Replies to Resolve

2.5 -26%

Response Time

12h 37m +122%

First Response Time

9h 52m -55%

Resolved on First Reply

17% -17%

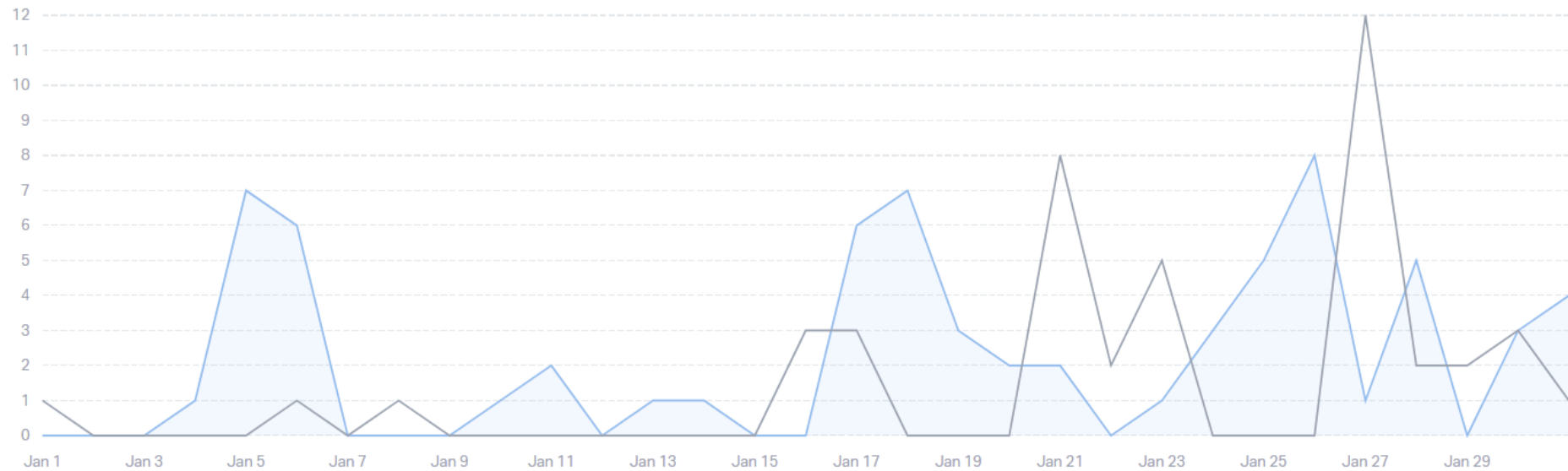
Handle Time

4m 26s +39%

Replies

Current Previous

Day Week





Karla Calderon

125 customers helped since Jan 26, 2022

HAPPINESS  
SCORE

0  
0

All Channels

Email

Phone

Happiness

☒ Office Hours

Emails Created

6

0%

Replies Sent

21

0%

Resolved

10

0%

Replies to Resolve

1.1

0%

Response Time

1 d 1 h

0%

First Response Time

12 h 54 m

0%

Resolved on First Reply

90%

0%

Handle Time

10 m 19 s

0%

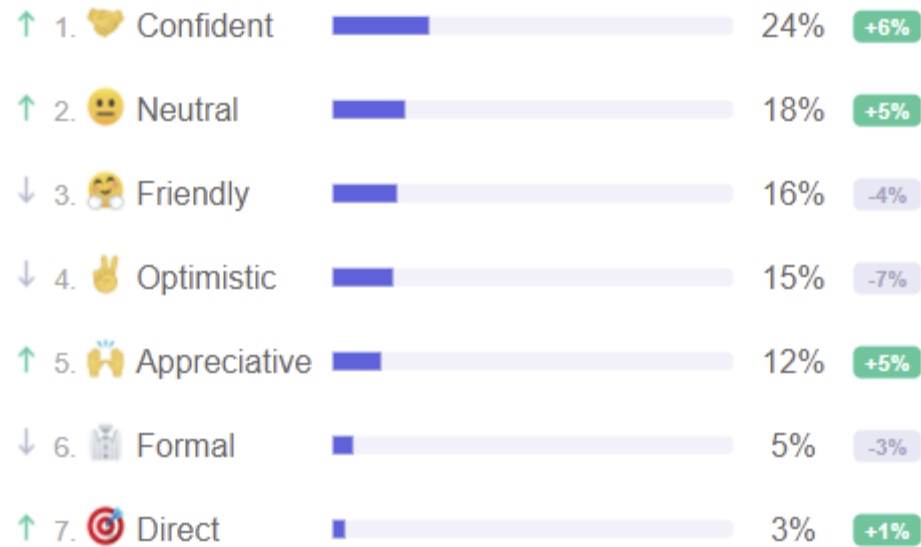
Replies

● Current ● Previous

Day Week



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

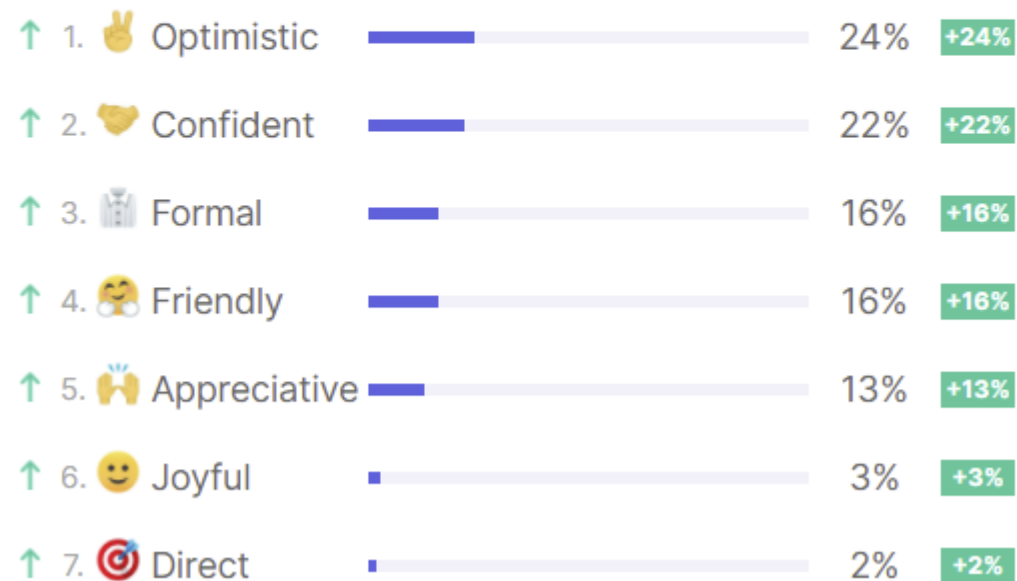


# JASON'S GRAMMARLY

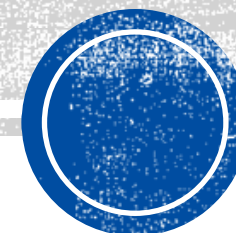


## TONE

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

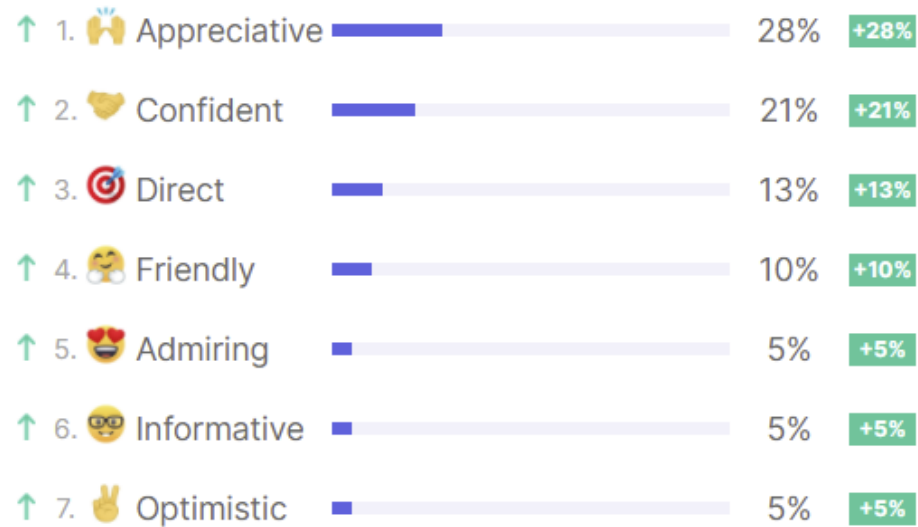


# KATELYN'S GRAMMARLY



## TONE

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



# OSCAR'S GRAMMARLY







**THANK YOU**

