



HELP SCOUT — ANALYTICS

March 2022



All Email Phone

Total Conversations
12,852 +148%

New Conversations
7,416 +46%

Customers
1,242 +41%

Conversations per Day
142 +149%

Busiest Day
Wednesday



**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



MARCH - 2022
E-MAIL VOLUME

Customers Helped

238 -10%

Conversations per Day

84 +6%

Closed

2,551 +12%

Customers Helped



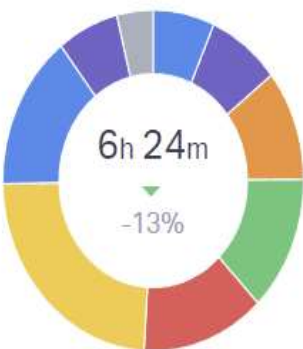
Your Team	Replies ▾	Customers Helped	Happiness Score
Karla Calderon	241	119	100
Jess Franco	169	57	0
Katelyn Ekins	117	29	100
Jason Wolf	85	40	0
Oscar Escarcega	68	33	50
Sharee Reyes	58	37	100
Sofi Paredo	8	6	0

EMAILS BY EMPLOYEE



RESPONSE TIME — COMPANY OVER ALL

Response Time



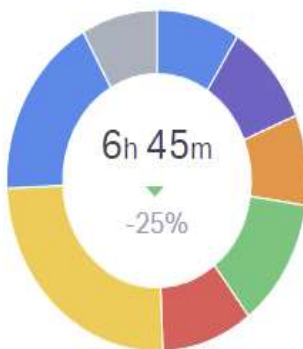
Response Time

Response Time

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



First Response Time



First Response Time

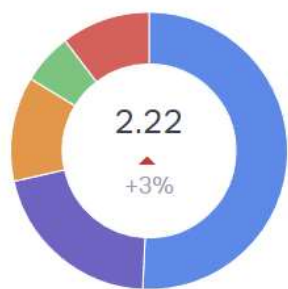
First Response Time

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



RESOLUTION

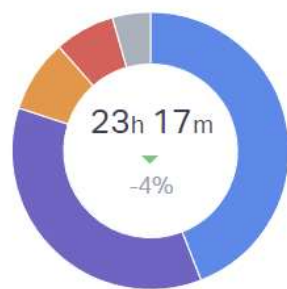
Replies to Resolve



Replies to Resolve

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

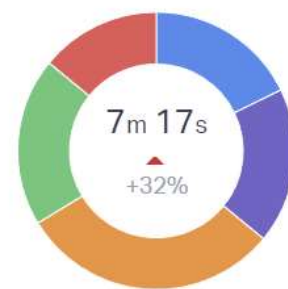
Resolution Time



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.





Karla Calderon

173 customers helped since Jan 26, 2022

HAPPINESS
SCORE

100

All Channels **Email** Phone Happiness

☒ Office Hours [?](#)

Emails Created

52 +30%

Replies Sent

241 +79%

Resolved

101 +63%

Replies to Resolve

1.8 +16%

Response Time

5 h 35 m +14%

First Response Time

2 h 22 m -23%

Resolved on First Reply

64% -3%

Handle Time

4 m 38 s -28%

Replies

● Current ● Previous

Day Week





Jess Franco

195 customers helped since Dec 2, 2021

HAPPINESS
SCORE

0 -100

All Channels **Email** Phone Happiness

☒ Office Hours [?](#)

Emails Created

26 -33%

Replies Sent

169 -31%

Resolved

59 -45%

Replies to Resolve

2.8 +26%

Response Time

5h 57m -27%

First Response Time

6h 15m -18%

Resolved on First Reply

32% -26%

Handle Time

5m 16s -8%

Replies

● Current ● Previous

Day Week





Katelyn Ekins

362 customers helped since Feb 25, 2021

HAPPINESS
SCORE

100 ₀

All Channels

Email

Phone

Happiness

☒ Office Hours

Emails Created

30 +1.4k%

Replies Sent

117 +1.4k%

Resolved

33 +3.2k%

Replies to Resolve

2.4 -65%

Response Time

6h 24m +97%

First Response Time

5h 36m -33%

Resolved on First Reply

36% 0%

Handle Time

18m 42s +173%

Replies

● Current ● Previous

Day Week





Jason Wolf

442 customers helped since May 24, 2019

HAPPINESS
SCORE

0

All Channels **Email** Phone Happiness

☒ Office Hours ?

Emails Created

91 -5%

Replies Sent

85 -30%

Resolved

32 -38%

Replies to Resolve

2.8 +25%

Response Time

6h 12m -20%

First Response Time

3h 35m -18%

Resolved on First Reply

38% -15%

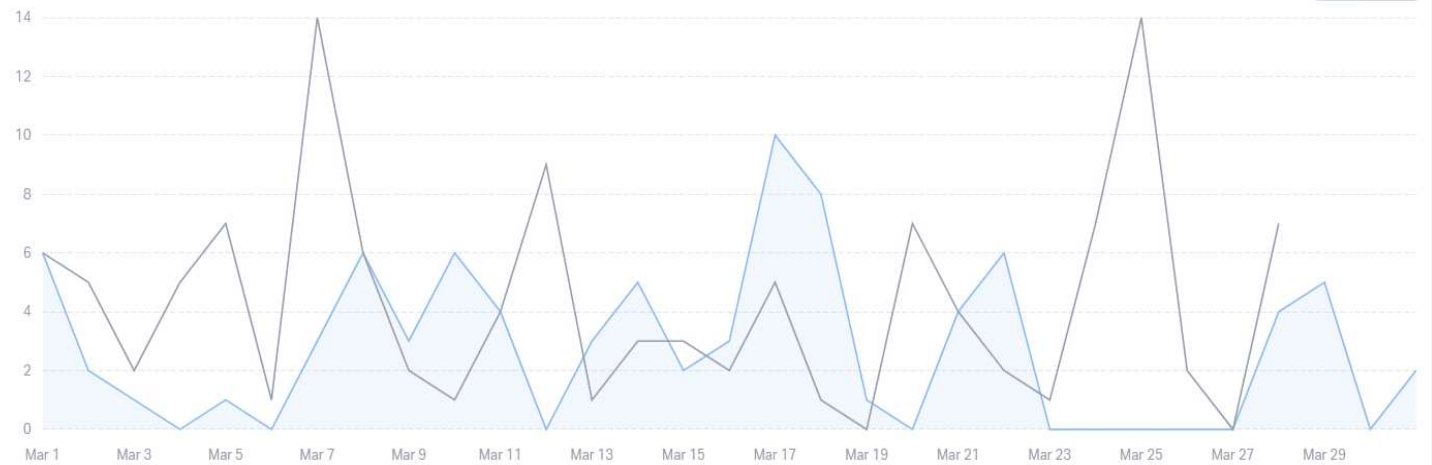
Handle Time

4m 0s +38%

Replies

● Current ● Previous

Day Week





Oscar Escarcega

847 customers helped since May 24, 2019

HAPPINESS
SCORE

50

All Channels **Email** Phone Happiness

☒ Office Hours [?](#)

Emails Created

25 -63%

Replies Sent

68 -42%

Resolved

23 -36%

Replies to Resolve

1.7 -32%

Response Time

8h 27m +27%

First Response Time

9h 27m +81%

Resolved on First Reply

70% +19%

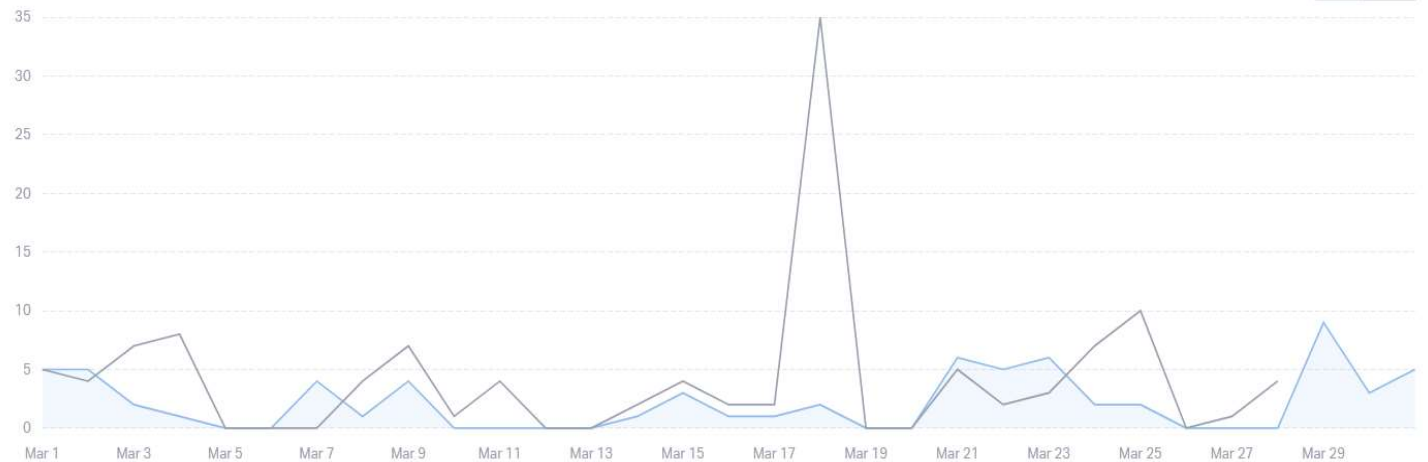
Handle Time

7m 25s +10%

Replies

● Current ● Previous

Day Week



Sofi Paredo

6 customers helped since Mar 8, 2022

HAPPINESS
SCORE
0

All Channels Email Phone Happiness

Office Hours

Emails Created

5

0%

Replies Sent

8

0%

Resolved

2

0%

Replies to Resolve

1.5

0%

Response Time

1 h 54 m

0%

First Response Time

2 h 41 m

0%

Resolved on First Reply

50%

0%

Handle Time

7 m 19 s

0%

Replies

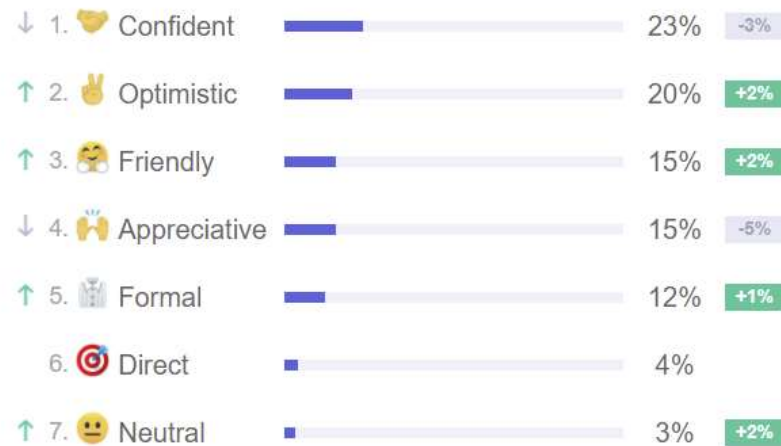
Current Previous

Day Week



TONE

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

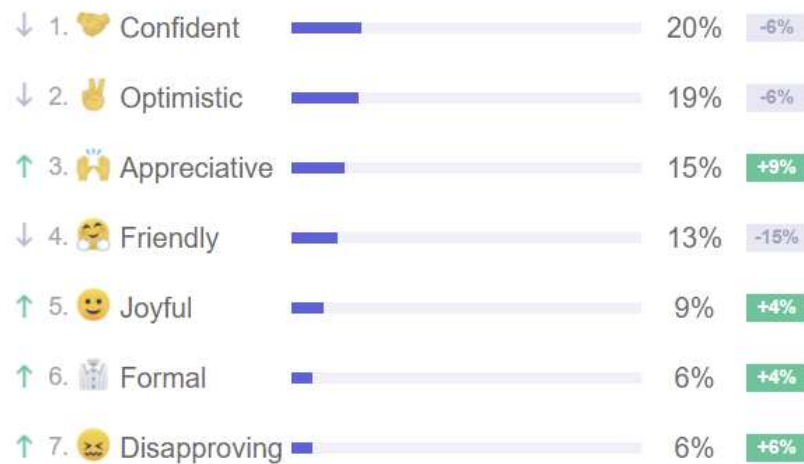


KARLA'S GRAMMARLY



TONE

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

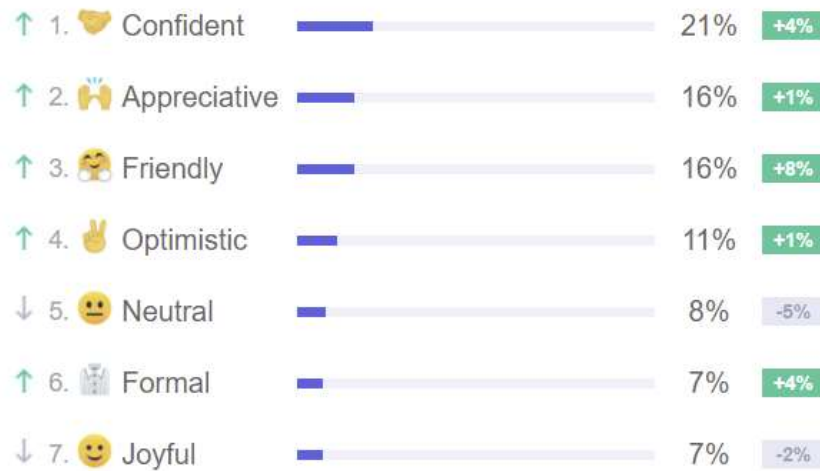


KATELYN'S GRAMMARLY



TONE

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

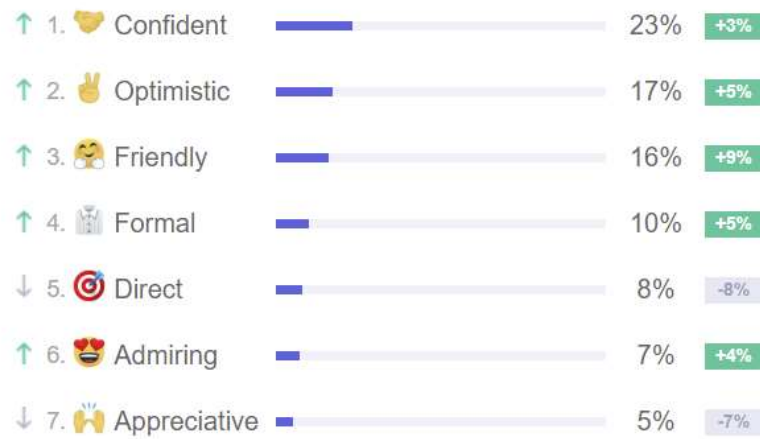


OSCAR'S GRAMMARLY



tone

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



SHAREES GRAMMARLY





THANK YOU

