



HELP SCOUT — ANALYTICS

January 2023



All Email Phone

Total Conversations

3,225 +5%

New Conversations

3,043 +6%

Customers

781 +11%

Conversations per Day

100 +5%

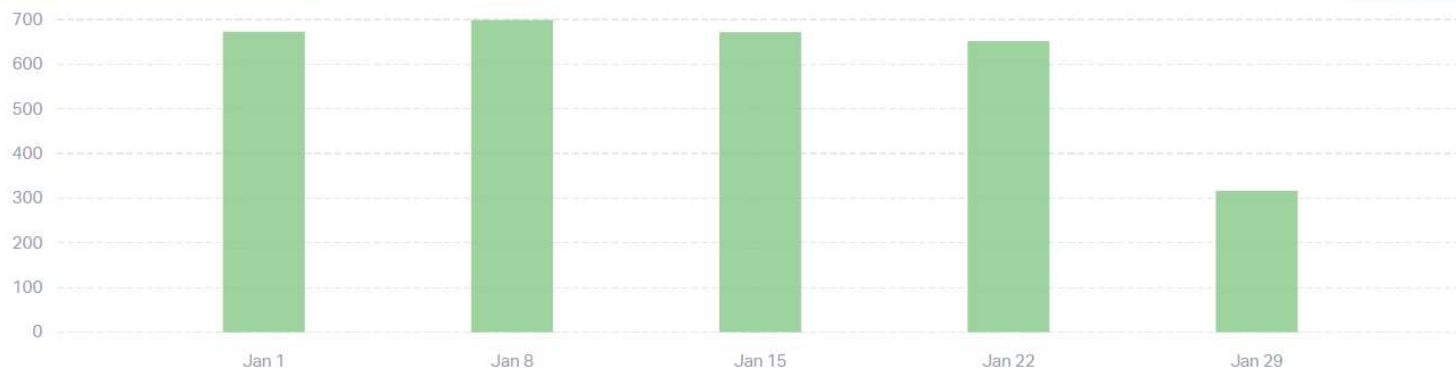
Busiest Day

Monday

Volume by Channel

Email

Day Week



YTD - 2023
E-MAIL VOLUME

All Email Phone

Total Conversations

3,225 +5%

New Conversations

3,043 +6%

Customers

781 +11%

Conversations per Day

100 +5%

Busiest Day

Monday

Volume by Channel

Email

Day Week



JANUARY - 2022
E-MAIL VOLUME

Customers Helped

376 +27%

Conversations per Day

104 +7%

Closed

3,255 +7%

Customers Helped



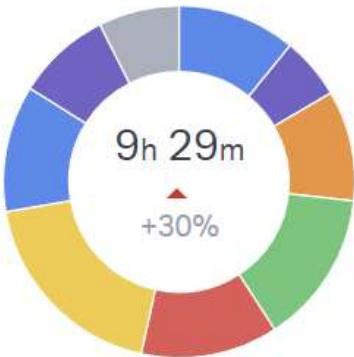
Your Team	Replies ▾	Customers Helped	Happiness Score
Jess Franco	281	109	0
Karla Calderon	235	106	100
Mariana Chavez	165	96	0
Katelyn Ekins	156	55	0
Sharee Reyes	121	80	100
Oscar Escarcega	47	21	0
Jason "Wolf"	10	10	0

EMAILS BY EMPLOYEE



RESPONSE TIME — COMPANY OVER ALL

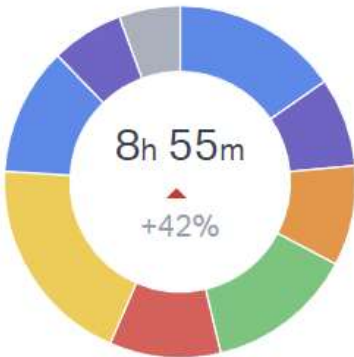
Response Time



Response Time



First Response Time

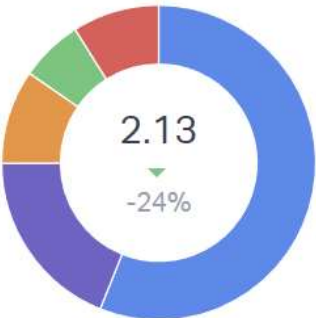


First Response Time



RESOLUTION

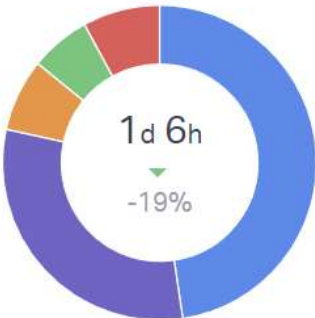
Replies to Resolve



Replies to Resolve

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

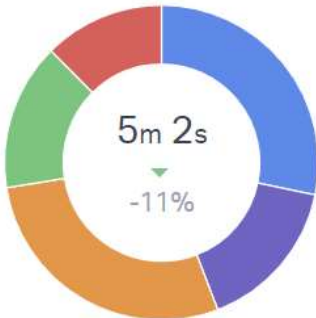
Resolution Time



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

696 customers helped since Dec 2, 2021

HAPPINESS
SCORE

0 -100

All Channels

Email

Phone

Happiness

☒ Office Hours

Emails Created

24 +33%

Replies Sent

281 +54%

Resolved

104 +46%

Replies to Resolve

2.4 -9%

Response Time

5 h 36 m +8%

First Response Time

5 h 53 m +10%

Resolved on First Reply

50% +22%

Handle Time

7 m 54 s +9%

Replies

● Current ● Previous

Day Week





Karla Calderon

684 customers helped since Jan 26, 2022

HAPPINESS
SCORE

100.0

All Channels Email Phone Happiness

☒ Office Hours

Emails Created

68 +66%

Replies Sent

235 +50%

Resolved

70 +43%

Replies to Resolve

2.5 -4%

Response Time

19h 36m +137%

First Response Time

6h 32m -41%

Resolved on First Reply

29% -7%

Handle Time

2m 38s +20%

Replies

● Current ● Previous

Day Week





Mariana Chavez

279 customers helped since Sep 19, 2022

HAPPINESS
SCORE

0 0

All Channels **Email** Phone Happiness

☒ Office Hours ⓘ

Emails Created

12 -50%

Replies Sent

165 +13%

Resolved

87 +45%

Replies to Resolve

1.6 -19%

Response Time

6h 23m -1%

First Response Time

2h 29m -60%

Resolved on First Reply

72% +24%

Handle Time

2m 57s -10%

Replies

● Current ● Previous

Day Week





Katelyn Ekins

589 customers helped since Feb 25, 2021

HAPPINESS
SCORE

0

All Channels Email Phone Happiness

☒ Office Hours [?](#)

Emails Created

31 -33%

Replies Sent

156 -37%

Resolved

43 -26%

Replies to Resolve

3.5 -24%

Response Time

8 h 38 m +3%

First Response Time

7 h 46 m -13%

Resolved on First Reply

26% +24%

Handle Time

7 m 8 s +33%

Replies

● Current ● Previous

Day Week





Sharee Reyes

715 customers helped since Nov 29, 2021

HAPPINESS
SCORE

100

All Channels **Email** Phone Happiness

☒ Office Hours ⓘ

Emails Created

23 -53%

Replies Sent

121 -14%

Resolved

71 +82%

Replies to Resolve

1.5 -21%

Response Time

5h 2m -32%

First Response Time

1h 38m -68%

Resolved on First Reply

80% +30%

Handle Time

12m 31s -7%

Replies

● Current ● Previous

Day Week





Oscar Escarcega

934 customers helped since May 24, 2019

HAPPINESS
SCORE

0 -100

All Channels **Email** Phone Happiness

☒ Office Hours ⓘ

Emails Created

12 +200%

Replies Sent

47 +236%

Resolved

18 +200%

Replies to Resolve

1.3 -49%

Response Time

8h 31m -41%

First Response Time

2h 47m -83%

Resolved on First Reply

72% -13%

Handle Time

13m 3s -24%

Replies

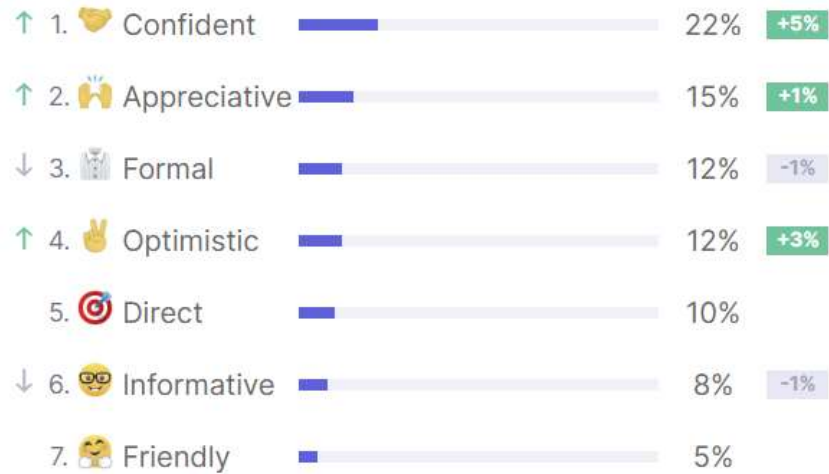
● Current ● Previous

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:

↑1.	😊	Confident	20% +1%
↓2.	🧐	Informative	18% -1%
↓3.	🎯	Direct	13% -1%
↑4.	👔	Formal	9% +4%
↓5.	🙌	Appreciative	8% -1%
↑6.	👕	Informal	6% +3%
7.	👉	Optimistic	5%

KATELYN'S GRAMMARLY



TONE

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

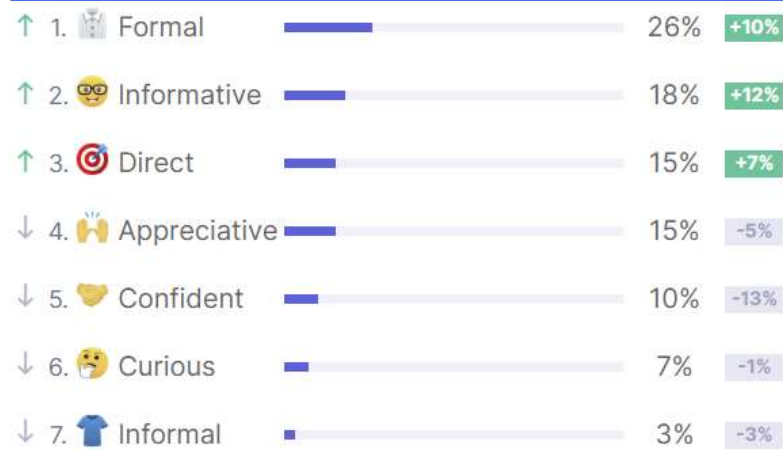
↑1. 🤔 Confident	21%+5%
↑2. 🏢 Formal	19%+15%
↓3. 🙌 Appreciative	12%-13%
↑4. 👉 Assertive	12%+12%
↓5. 🎯 Direct	12% -9%
↓6. 🤔 Curious	10% -3%
↓7. 😊 Friendly	10% -7%

OSCAR'S GRAMMARLY



TONE

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



SHAREES GRAMMARLY



TONE

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

- | | |
|---------------------|---------|
| ↓ 1. 📋 Formal | 19% -1% |
| ↑ 2. 🧐 Informative | 18% +2% |
| ↓ 3. 😊 Confident | 17% -6% |
| ↓ 4. 🎯 Direct | 11% -3% |
| ↑ 5. 🙌 Appreciative | 10% +3% |
| ↑ 6. 🙏 Optimistic | 5% +1% |
| ↑ 7. ★ Cooperative | 4% +2% |

JESS'S GRAMMARLY



TONE

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

↑1.	👏	Appreciative	21% +2%
↓2.	💪	Confident	18% -5%
↓3.	🎯	Direct	12% -8%
↑4.	🧐	Informative	10% +5%
↑5.	👔	Formal	9% +2%
↑6.	✌️	Optimistic	7% +3%
↓7.	🤔	Curious	5% -1%

MARIANA GRAMMARLY



TONE

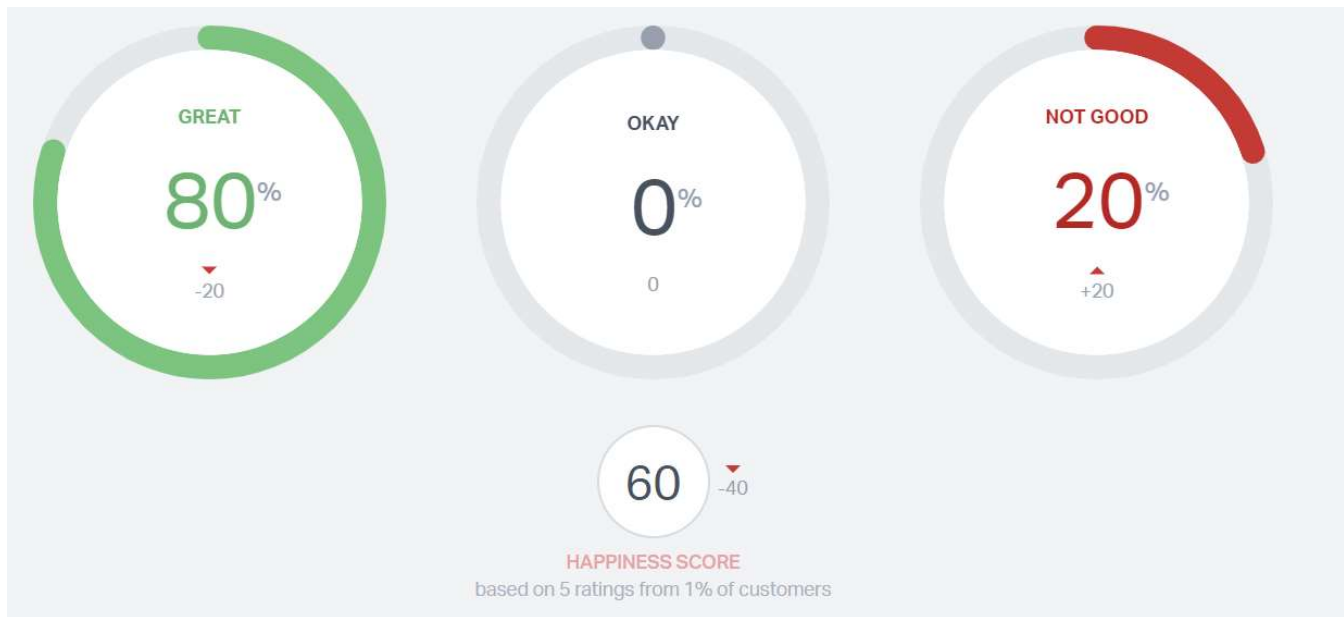
Some of the tones that were detected in your writing last week:

↑1. 🙌 Appreciative	21% +2%
↓2. 😊 Confident	18% -5%
↓3. 🎯 Direct	12% -8%
↑4. 🧐 Informative	10% +5%
↑5. 🏢 Formal	9% +2%
↑6. ✌️ Optimistic	7% +3%
↓7. 🤔 Curious	5% -1%

**CINDY
GRAMMARLY**



HAPPINESS SCORE



HAPPINESS SCORE

Ratings

#	Customer	User	Date	Rating	Comment
132330	Chris Ballenger	Mariana Chavez	Jan 24	Not Good	Didn't try their best to get approval.
132200	Rosendo Martinez	Karla Calderon	Jan 23	Great	
131085	Jadyn Robinson	Mariana Chavez	Jan 13	Great	
131058	Florin Gombos	Sharee Reyes	Jan 12	Great	
130337	Lynne Wolf	Sharee Reyes	Jan 6	Great	Very fast response





THANK YOU

