



HELP SCOUT — ANALYTICS

July 2022



All Email Phone

Total Conversations
22,837 ▲ +74%

New Conversations
17,402 ▲ +33%

Customers
2,534 ▲ +15%

Conversations per Day
107 ▲ +73%

Busiest Day
Wednesday

Volume by Channel

● Email

Week Month



**YTD - 2022
E-MAIL VOLUME**



JULY - 2022
E-MAIL VOLUME

Customers Helped

342 +12%

Conversations per Day

95 -4%

Closed

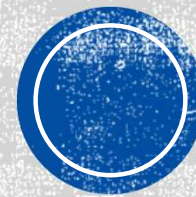
2,901 -3%

Customers Helped



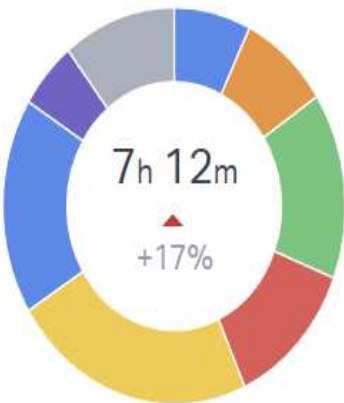
Your Team	Replies ▾	Customers Helped	Happiness Score
Karla Calderon	404	171	0
Jess Franco	298	96	100
Katelyn Ekins	99	38	-100
Oscar Escarcega	91	36	0
Sharee Reyes	87	60	100
Sofi Peredo	63	28	100
Jason Wolf	39	27	0

EMAILS BY EMPLOYEE



RESPONSE TIME — COMPANY OVER ALL

Response Time



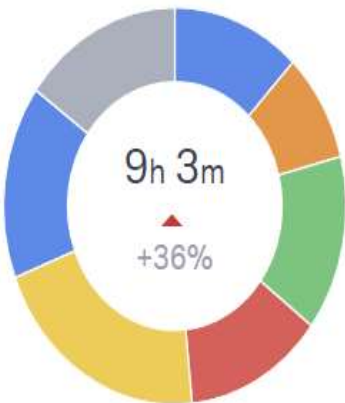
Response Time

Response Time

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



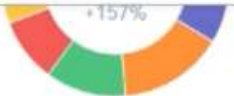
First Response Time



First Response Time

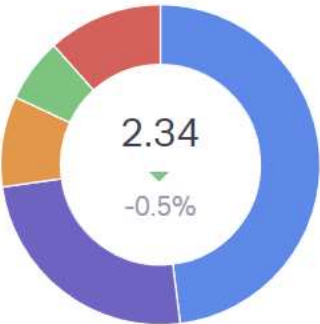
First Response Time

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



RESOLUTION

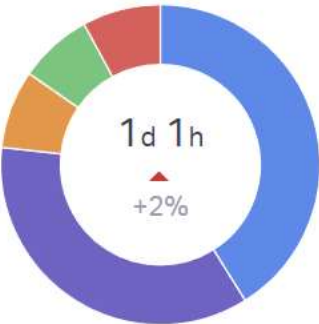
Replies to Resolve



Replies to Resolve

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

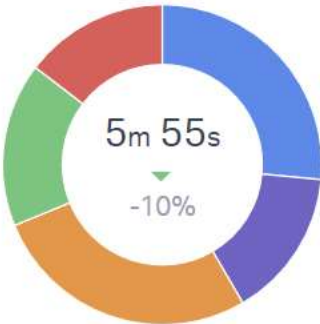
Resolution Time



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

447 customers helped since Jan 26, 2022

HAPPINESS
SCORE

0 0

All Channels

Email

Phone

Happiness

☒ Office Hours [?](#)

Emails Created

87 +21%

Replies Sent

404 +29%

Resolved

144 +25%

Replies to Resolve

2.3 -7%

Response Time

8h 19m +76%

First Response Time

3h 22m -31%

Resolved on First Reply

51% -6%

Handle Time

3m 6s +3%

Replies

● Current ● Previous

Day Week





Jess Franco

472 customers helped since Dec 2, 2021

HAPPINESS
SCORE

100 ▲ +50

All Channels **Email** Phone Happiness

☒ Office Hours ⓘ

Emails Created

26 ▲ +18%

Replies Sent

298 ▲ +61%

Resolved

116 ▲ +57%

Replies to Resolve

2.3 ▲ +4%

Response Time

5h 18m ▲ +18%

First Response Time

5h 41m ▼ -25%

Resolved on First Reply

42% ▼ -20%

Handle Time

5m 25s ▼ -27%

Replies

● Current ● Previous

Day Week





Katelyn Ekins

443 customers helped since Feb 25, 2021

HAPPINESS
SCORE

-100₀

All Channels

Email

Phone

Happiness

☒ Office Hours [?](#)

Emails Created

17 -48%

Replies Sent

99 -31%

Resolved

29 -15%

Replies to Resolve

3.3 -13%

Response Time

9h 28m -2%

First Response Time

13h 5m -6%

Resolved on First Reply

38% +7%

Handle Time

7m 3s -16%

Replies

● Current ● Previous

Day Week





Oscar Escarcega

890 customers helped since May 24, 2019

HAPPINESS
SCORE

0

All Channels

Email

Phone

Happiness

☒ Office Hours

Emails Created

18 -44%

Replies Sent

91 -45%

Resolved

45 -36%

Replies to Resolve

2.0 +9%

Response Time

8h 27m +21%

First Response Time

7h 4m -11%

Resolved on First Reply

56% -21%

Handle Time

15m 30s +89%

Replies

● Current ● Previous

Day Week





Sharee Reyes

402 customers helped since Nov 29, 2021

HAPPINESS
SCORE

100₀

All Channels **Email** Phone Happiness

☒ Office Hours [?](#)

Emails Created

35 -8%

Replies Sent

87 +55%

Resolved

28 +155%

Replies to Resolve

2.3 +30%

Response Time

7 h 20 m +38%

First Response Time

3 h 44 m -67%

Resolved on First Reply

46% -15%

Handle Time

16 m 11 s -20%

Replies

● Current ● Previous

Day Week





Sofi Peredo

122 customers helped since Mar 8, 2022

HAPPINESS
SCORE

100₀

All Channels **Email** Phone Happiness

☒ Office Hours ⓘ

Emails Created

22 +10%

Replies Sent

63 -5%

Resolved

20 0%

Replies to Resolve

3.7 +37%

Response Time

3h 1m -60%

First Response Time

10h 15m -25%

Resolved on First Reply

25% -17%

Handle Time

6m 40s -5%

Replies

● Current ● Previous

Day Week





Jason Wolf

528 customers helped since May 24, 2019

HAPPINESS
SCORE

0 0

All Channels **Email** Phone Happiness

☒ Office Hours [?](#)

Emails Created

139 -2%

Replies Sent

39 +105%

Resolved

22 +47%

Replies to Resolve

1.4 -15%

Response Time

10h 28m +3%

First Response Time

3h 34m -32%

Resolved on First Reply

77% -3%

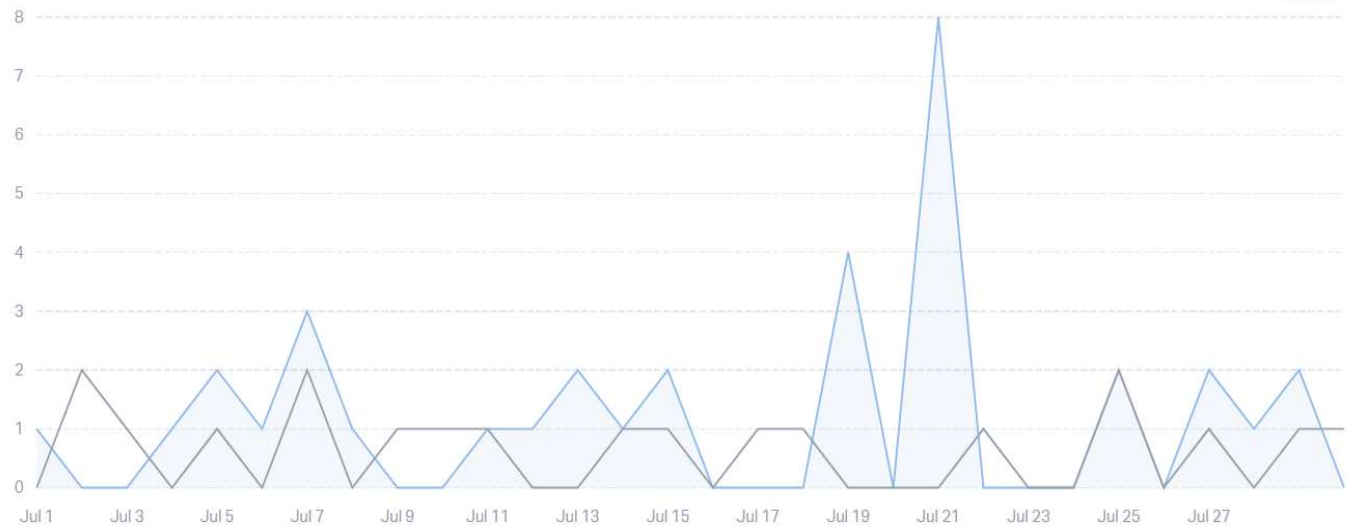
Handle Time

4m 11s +53%

Replies

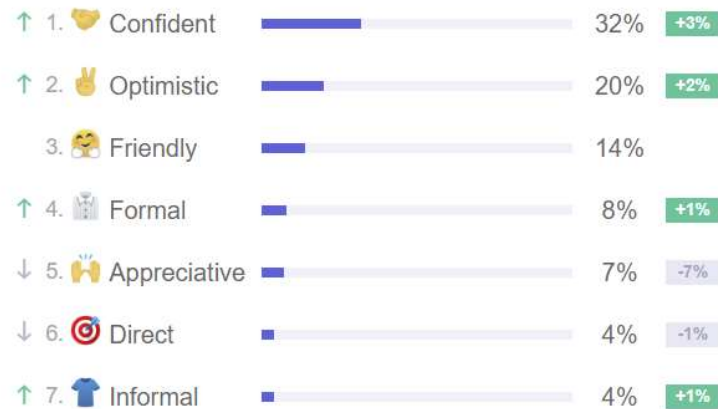
● Current ● Previous

Day Week



TONE

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

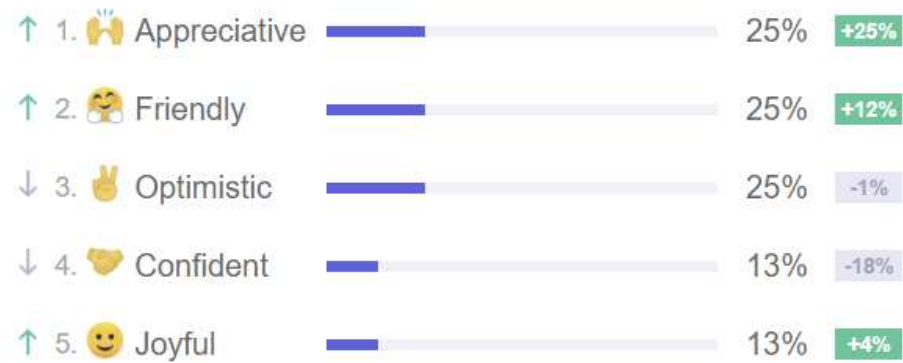


KARLA'S GRAMMARLY



TONE

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

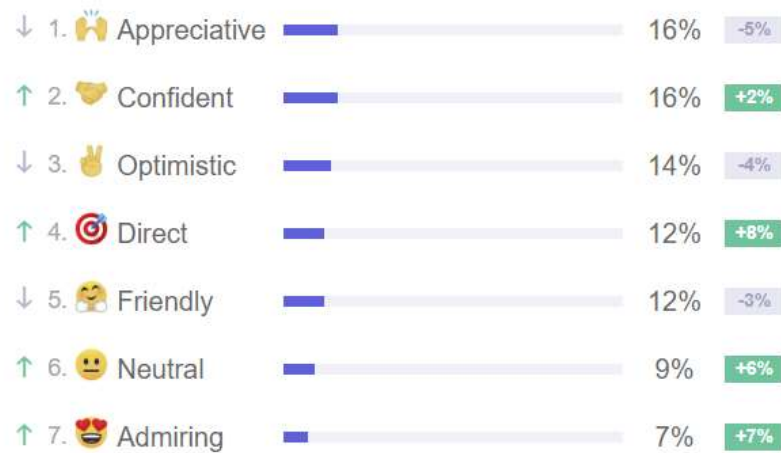


KATELYN'S GRAMMARLY



TONE

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

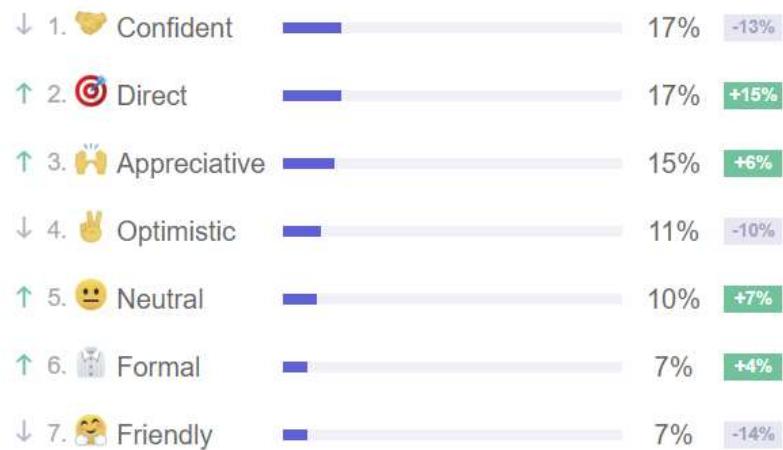


OSCAR'S GRAMMARLY



TONE

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

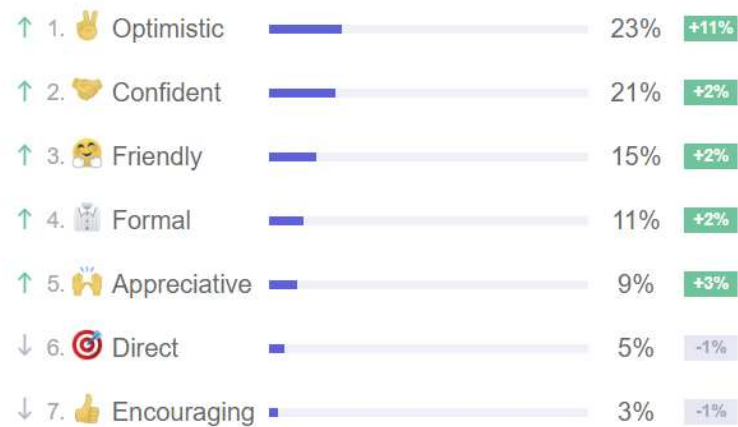


SHAREES GRAMMARLY



tone

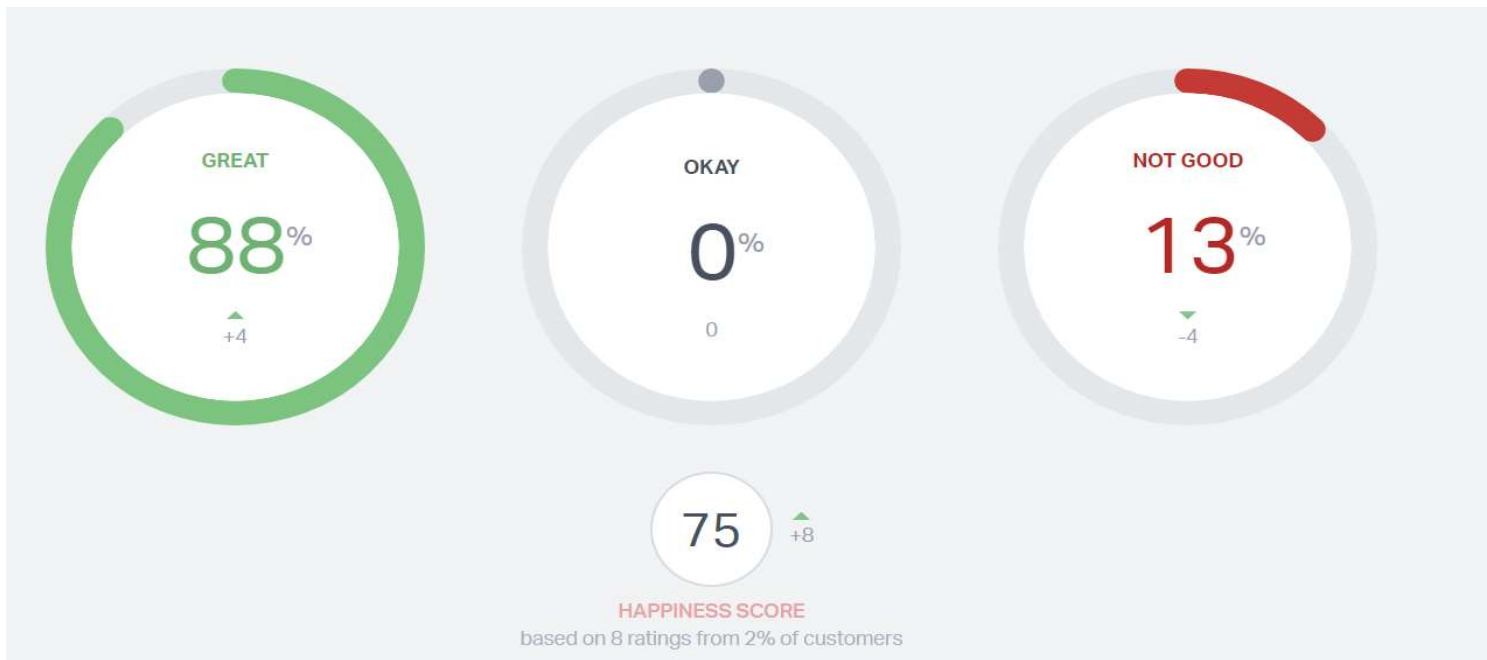
Some of the tones that were detected in your writing last week:



JESS'S GRAMMARLY



HAPPINESS SCORE



HAPPINESS SCORE

Ratings

All Great Okay Not Good

#	Customer	User	Date	Rating	Comment
112468	Debbie White	Jess Franco	Jul 29	Great	
112430	Justin White	Jess Franco	Jul 29	Great	
112430	Justin White	Jess Franco	Jul 27	Great	
109759	Devon Harris	Sofi Peredo	Jul 12	Great	
108767	Erik Anderson	Jess Franco	Jul 12	Great	
110167	Mike Bowlin	Sharee Reyes	Jul 7	Great	Very timely and professional response
109839	Daniel Lujan	Katelyn Ekins	Jul 8	Not Good	
109759	Devon Harris	Jess Franco	Jul 5	Great	
8 ratings					





THANK YOU

