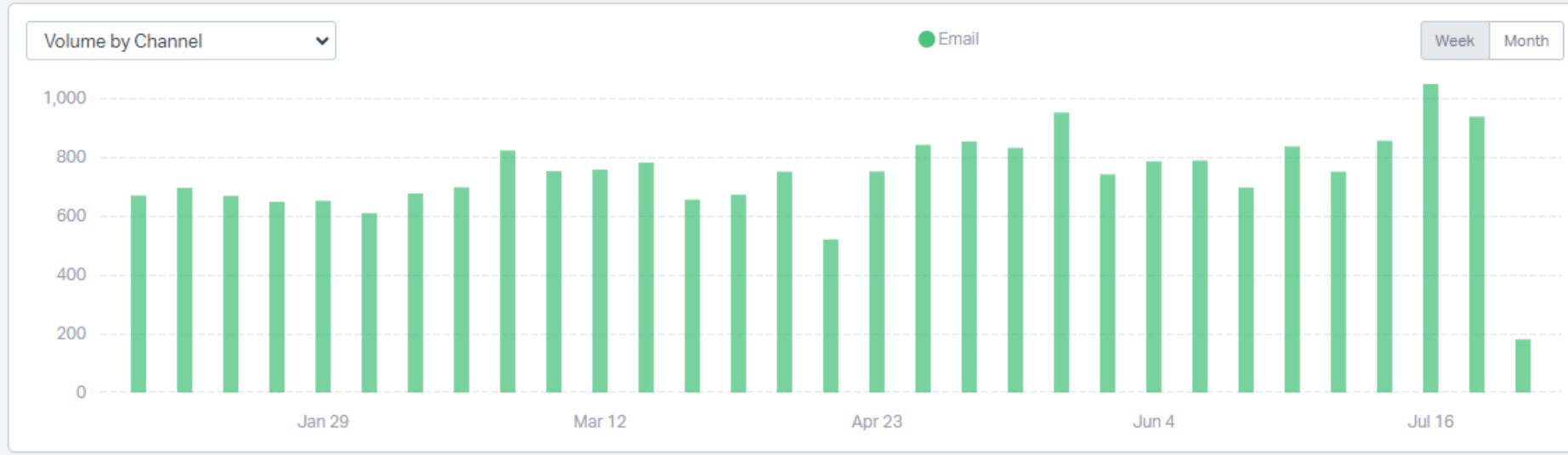# HELP SCOUT — ANALYTICS

July 2023

Total Conversations
23,406 ▲ +22%

New Conversations
23,175 ▲ +21%

Customers
3,279 ▲ +26%

Conversations per Day
110 ▲ +22%

Busiest Day
Thursday

Volume by Channel ▾

● Email

Week | Month

1,000

800

600

400

200

0

Jan 29   Mar 12   Apr 23   Jun 4   Jul 16

YTD - 2023
E-MAIL VOLUME

Volume by Channel
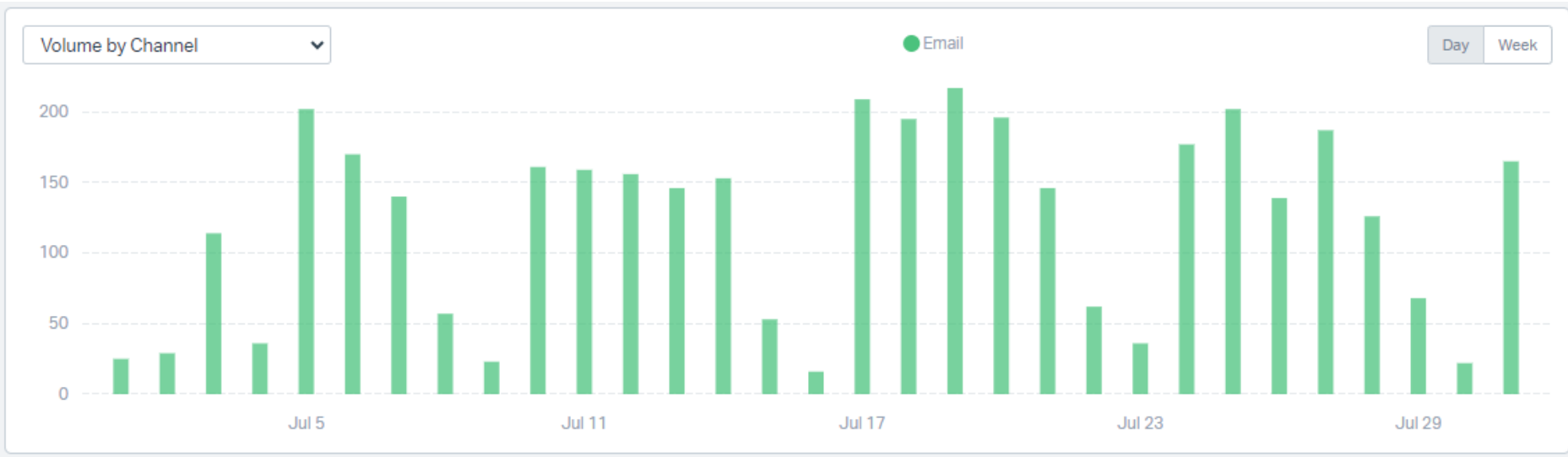
● Email

Day | Week

Total Conversations
4,034 ▲ +11%

New Conversations
3,849 ▲ +13%

Customers
877 ▲ +2%

Conversations per Day
126 ▲ +12%

Busiest Day
Monday

200

150

100

50

0

Jul 5   Jul 11   Jul 17   Jul 23   Jul 29

JULY - 2022
E-MAIL VOLUME

Customers Helped

Customers Helped
401 ▲ +1%

Conversations per Day
127 ▲ +8%

Closed
3,719 ▲ +9%
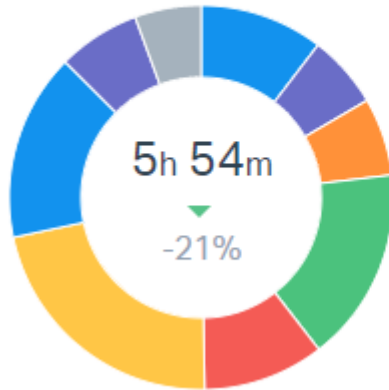
Customers Helped

● Current　● Previous

Day | Week

Jul 1 · Jul 2 · Jul 3 · Jul 4 · Jul 5 · Jul 6 · Jul 7 · Jul 8 · Jul 9 · Jul 10 · Jul 11 · Jul 12 · Jul 13 · Jul 14 · Jul 15 · Jul 16 · Jul 17 · Jul 18 · Jul 19 · Jul 20 · Jul 21 · Jul 22 · Jul 23 · Jul 24 · Jul 25 · Jul 26 · Jul 27 · Jul 28 · Jul 29
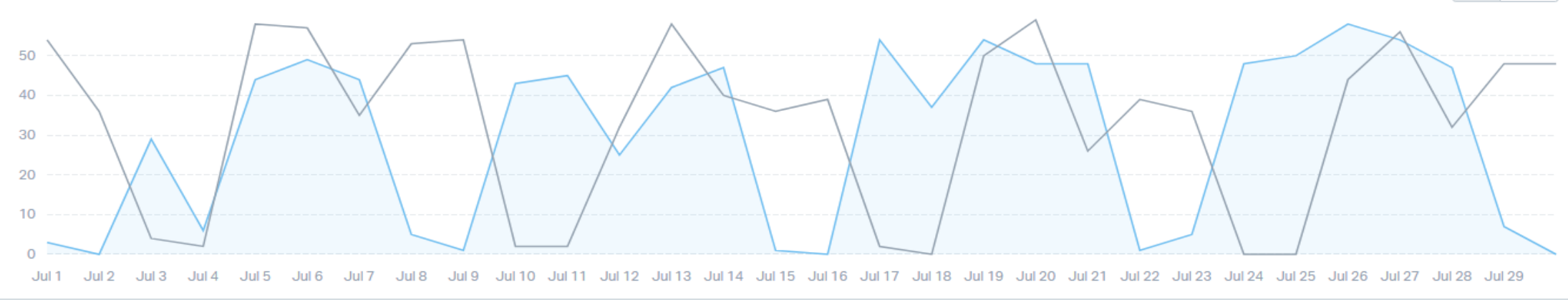
Your Team	Replies ⌄	Customers Helped	Happiness Score
Katelyn Ekins	318	96	100
Ivette Villanueva	259	133	0
Mariana Chavez	233	72	0
Jess Franco	144	63	0
Oscar Escarcega	122	39	0
Sharee Reyes	99	60	0
Mario Reyes	86	44	0
Jason Wolf	48	19	0
Karla Calderon	2	2	0

EMAILS BY EMPLOYEE

RESPONSE TIME — COMPANY OVER ALL

RESOLUTION

Replies to Resolve

2.22
▼
-9%

Replies to Resolve

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

Resolution Time

22h 9m
▼
-37%
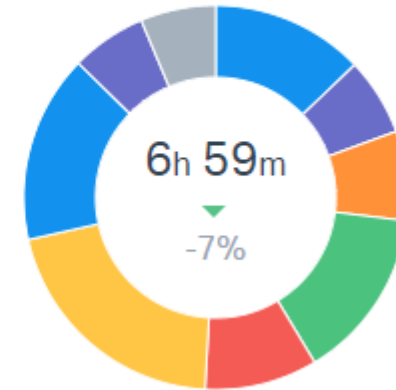
Resolution Time
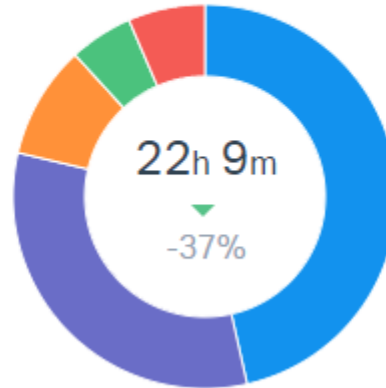
The average amount of time it takes from the time a conversation is created to the time it is resolved. A conversation can only be resolved once and must include a reply.

Handle Time

6m 13s
▼
-10%
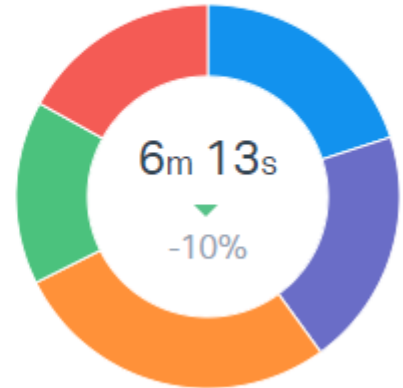
Handle Time

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.

Katelyn Ekins

735 customers helped since Feb 25, 2021

All Channels   Email   Phone   Happiness

☑ Office Hours ⓘ

Emails Created

40 ▲ +38%

Replies Sent

318 ▲ +9%

Resolved

96 ▲ +4%

Replies to Resolve

3.4 ▲ +8%

Response Time

8$_h$ 5$_m$ ▲ +24%

First Response Time

11$_h$ 40$_m$ ▲ +48%

Resolved on First Reply

32% ▲ +6%

Handle Time

4$_m$ 2$_s$ ▼ -18%

Replies

● Current ● Previous

Day | Week

Jul 1 · Jul 3 · Jul 5 · Jul 7 · Jul 9 · Jul 11 · Jul 13 · Jul 15 · Jul 17 · Jul 19 · Jul 21 · Jul 23 · Jul 25 · Jul 27
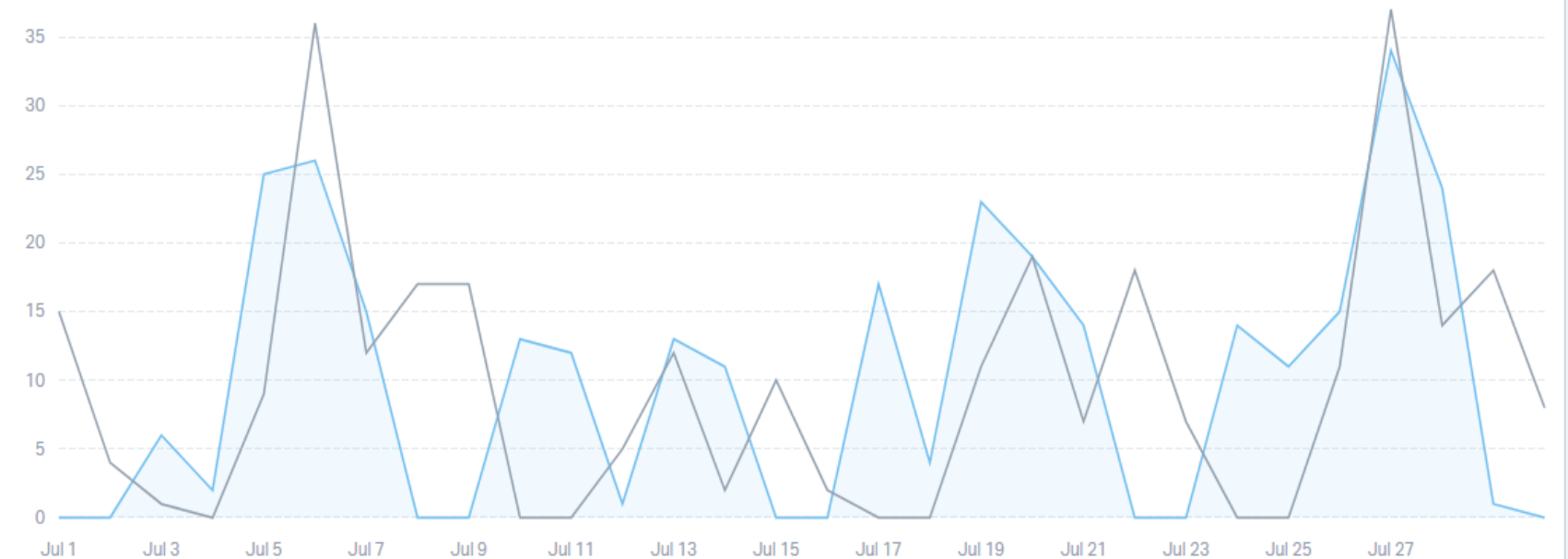
Ivette Villanueva
141 customers helped since Jun 29, 2023

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Replies

● Current   ● Previous

Day | Week

Emails Created	Replies Sent
41 0%	259 0%

Resolved	Replies to Resolve
129 0%	1.6 0%

Response Time	First Response Time
2 h 51 m 0%	2 h 2 m ▼ -88%

Resolved on First Reply	Handle Time
67% 0%	4 m 41 s 0%

25

20

15

10

5

0

Jul 1   Jul 3   Jul 5   Jul 7   Jul 9   Jul 11   Jul 13   Jul 15   Jul 17   Jul 19   Jul 21   Jul 23   Jul 25   Jul 27

Mariana Chavez

624 customers helped since Sep 19, 2022

All Channels · Email · Phone · Happiness

☑ Office Hours ⓘ

Emails Created	Replies Sent
8 ▲ +14%	233 ▼ -8%

Resolved	Replies to Resolve
89 ▼ -9%	2.5 ▼ -7%

Response Time	First Response Time
2h 21m ▲ +5%	3h 21m ▲ +74%

Resolved on First Reply	Handle Time
43% ▼ -7%	3m 13s ▲ +10%

Replies

● Current ● Previous

Day | Week
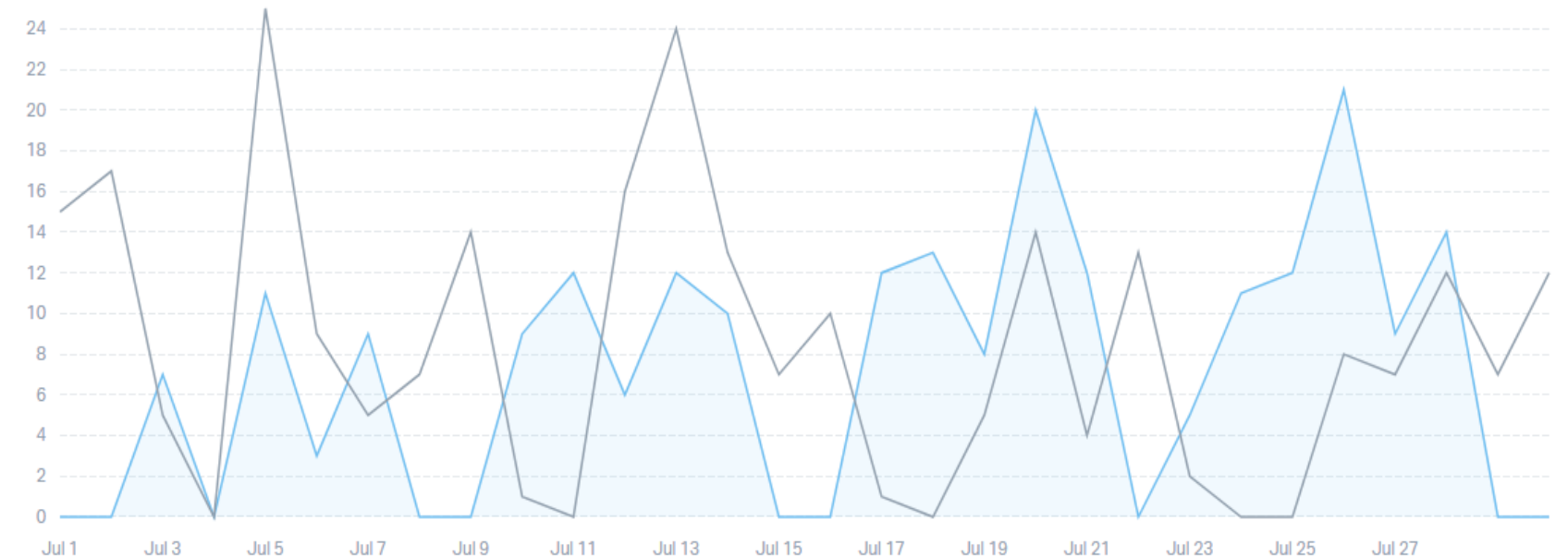
Jess Franco

808 customers helped since Dec 2, 2021

All Channels | **Email** | Phone | Happiness

☑ Office Hours ⓘ

Emails Created

22 ▼ -19%

Replies Sent

144 ▼ -24%

Resolved

59 ▼ -3%

Replies to Resolve

2.7 ▼ -6%

Response Time

6h 24m ▼ -27%

First Response Time

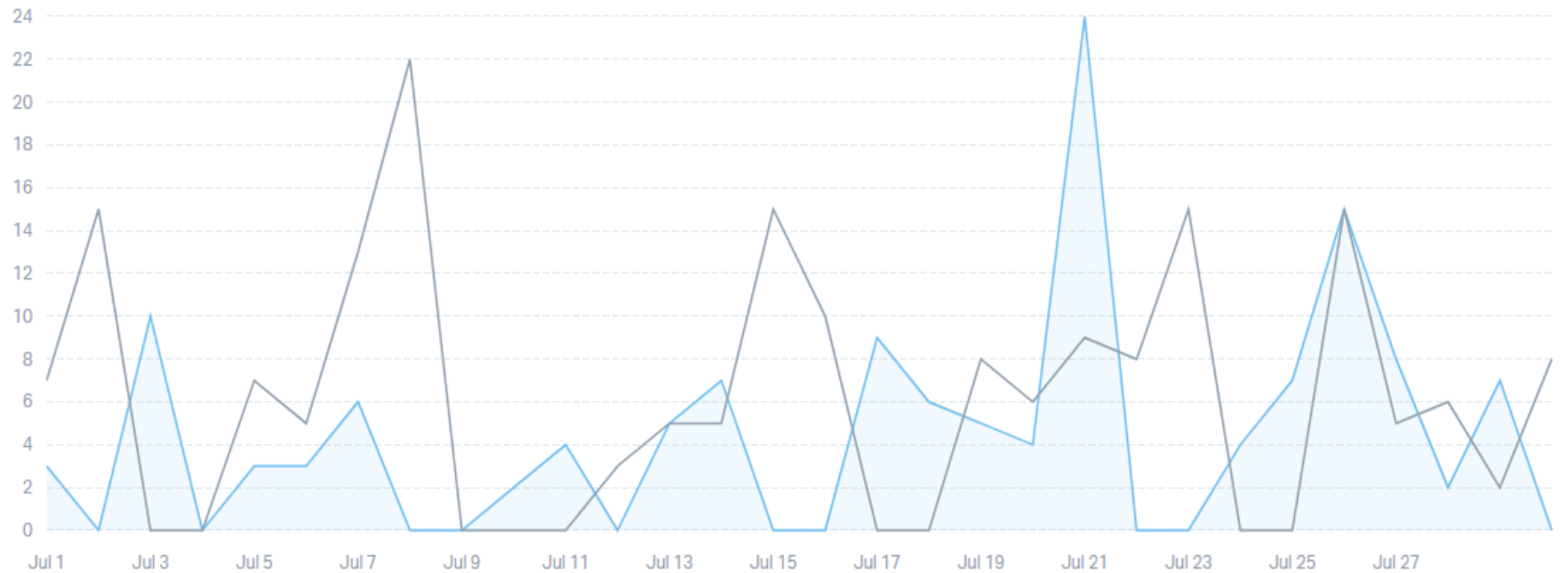6h 14m ▼ -33%

Resolved on First Reply

49% ▲ +36%

Handle Time

10m 8s ▼ -0.5%

Replies

● Current ● Previous

Day | Week

Oscar Escarcega

990 customers helped since May 24, 2019

All Channels | **Email** | Phone | Happiness

☑ Office Hours ⓘ

Emails Created	Replies Sent
27 ▲ +4%	**122** ▲ +40%

Resolved	Replies to Resolve
83 ▲ +34%	**1.2** ▲ +6%

Response Time	First Response Time
9 h **36** m ▲ +17%	**6** h **27** m ▼ -24%

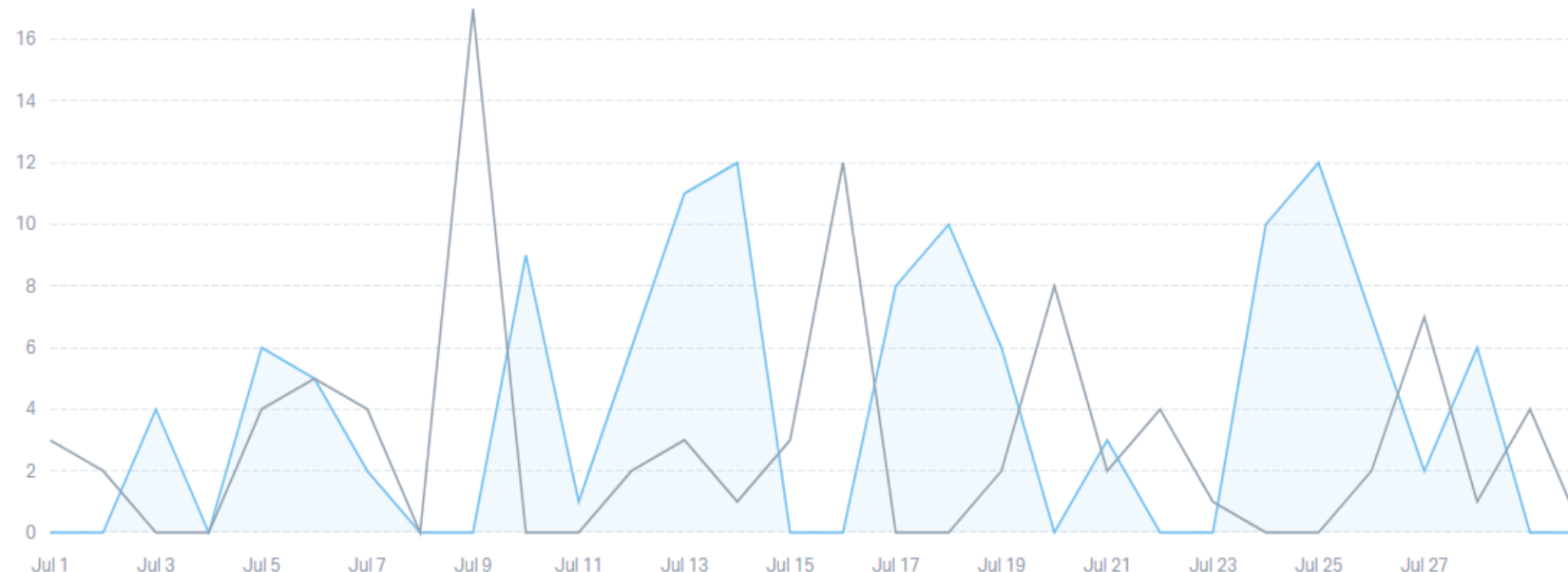| Resolved on First Reply	Handle Time
93% ▲ +0.9%	**11** m **59** s ▲ +2%

Replies

● Current ● Previous

Day | Week

Sharee Reyes

841 customers helped since Nov 29, 2021

HAPPINESS SCORE

0 0

All Channels   Email   Phone   Happiness

☑ Office Hours ⓘ

Emails Created
24 ▲ +60%

Replies Sent
99 ▲ +29%

Resolved
34 ▲ +6%

Replies to Resolve
2.1 ▼ -34%

Response Time
6 h 7 m ▼ -51%

First Response Time
5 h 21 m ▼ -51%

Resolved on First Reply
53% ▲ +30%

Handle Time
19 m 6 s ▼ -33%

Replies

● Current ● Previous

Day | Week

Jul 1 Jul 3 Jul 5 Jul 7 Jul 9 Jul 11 Jul 13 Jul 15 Jul 17 Jul 19 Jul 21 Jul 23 Jul 25 Jul 27

Mario Reyes

232 customers helped since Apr 9, 2023

All Channels — **Email** — Phone — Happiness

☑ Office Hours ⓘ

Emails Created	**Replies Sent**
25 ▼ -26%	86 ▼ -45%
Resolved	**Replies to Resolve**
26 ▼ -67%	2.2 ▲ +39%
Response Time	**First Response Time**
9 h 25 m ▼ -14%	5 h 4 m ▼ -23%
Resolved on First Reply	**Handle Time**
38% ▼ -42%	12 m 8 s ▲ +3%

Replies

● Current ● Previous

Day | Week
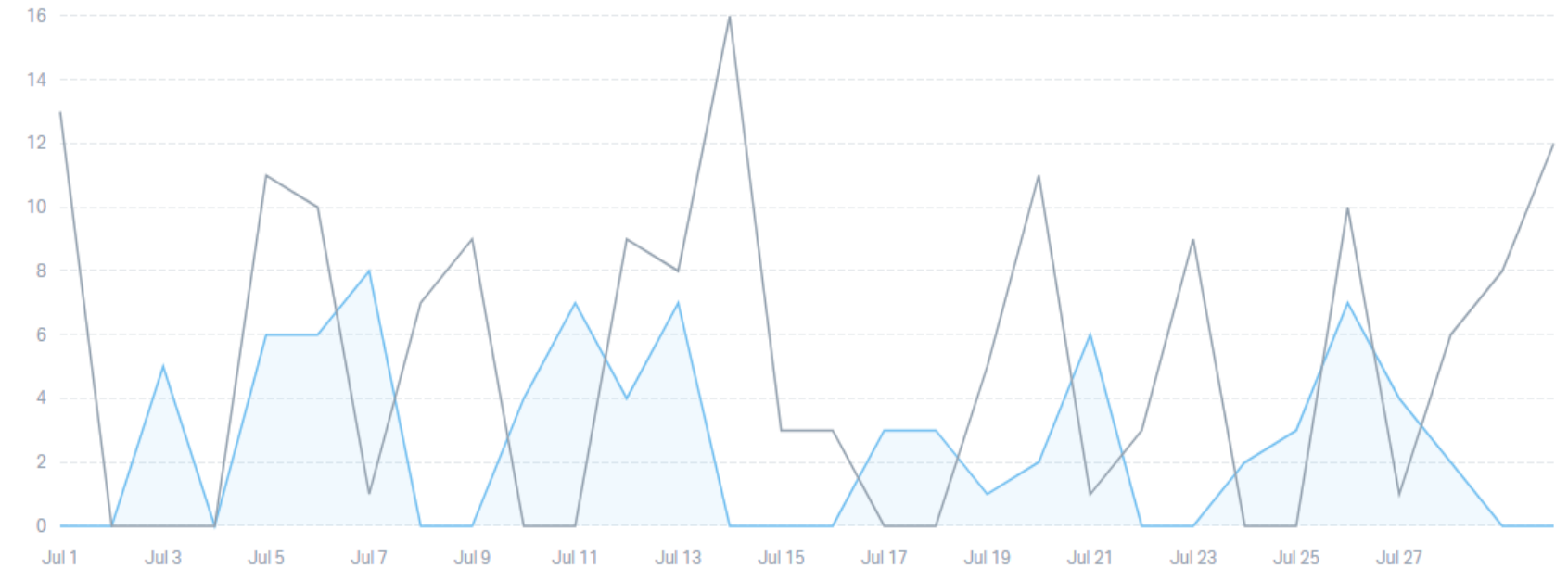
Karla Calderon

831 customers helped since Jan 26, 2022

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Emails Created

0 ▼ -100%

Replies Sent

2 ▼ -99%

Resolved

0 ▼ -100%

Replies to Resolve

0.0 0%

Response Time

6h 23m ▼ -35%

First Response Time

1d 2h ▲ +481%

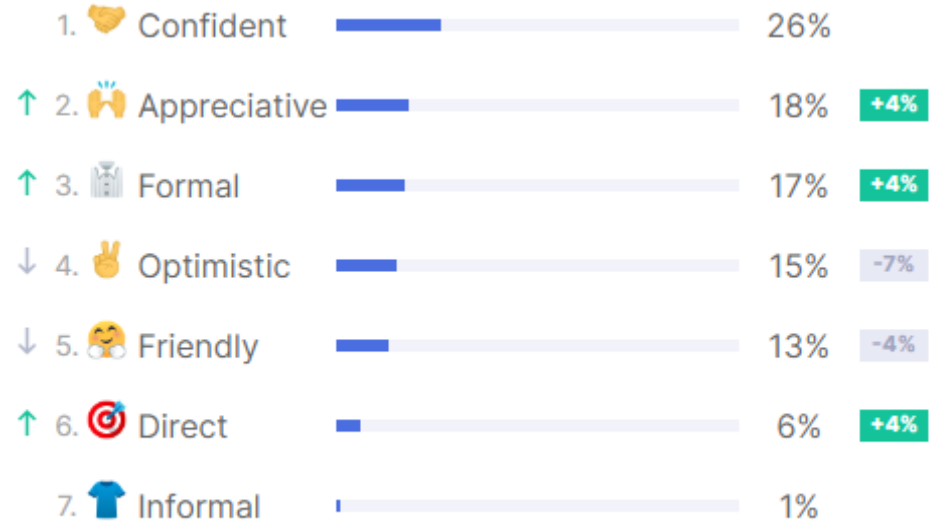**Resolved on First Reply**

0% ▼ -100%

Handle Time

7m 52s ▲ +244%

Replies

● Current   ● Previous

Day | Week

Jul 1 Jul 3 Jul 5 Jul 7 Jul 9 Jul 11 Jul 13 Jul 15 Jul 17 Jul 19 Jul 21 Jul 23 Jul 25 Jul 27

TONE

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

↓1. 🤛 Confident	19%	-6%
↓2. 🎯 Direct	18%	-2%
↓3. 👔 Formal	11%	-3%
↑4. 🙌 Appreciative	9%	+2%
↓5. 🤓 Informative	9%	-3%
↑6. ☝️ Assertive	6%	+4%
↑7. 😊 Friendly	5%	+2%

KATELYN'S GRAMMARLY

TONE

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

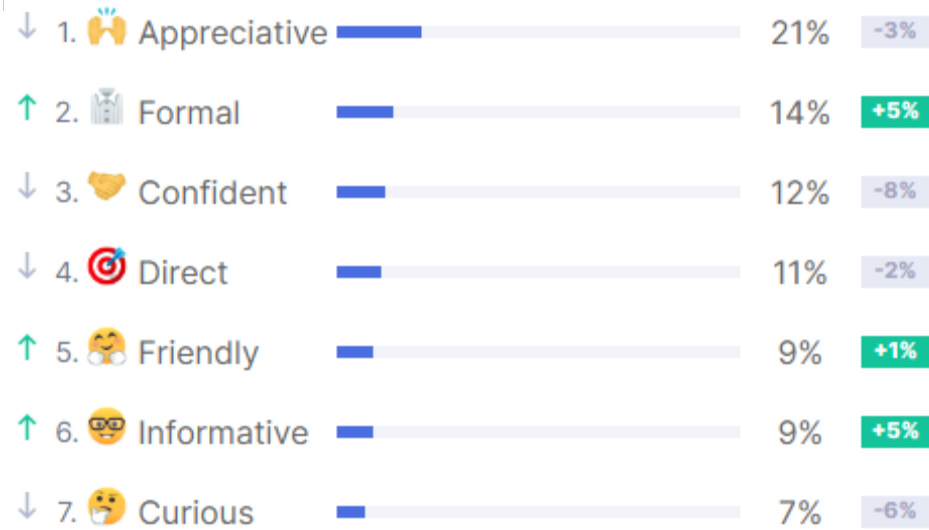↑1. 🤝 Confident   29% +4%
↑2. 🙌 Appreciative   20% +3%
↑3. 🎯 Direct   16%+11%
↓4. 🤓 Informative   13% -1%
↓5. 🤗 Friendly   9% -1%
↑6. 💡 Inspirational   4% +4%
↓7. ✌️ Optimistic   4% -3%

OSCAR'S GRAMMARLY

TONE

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

↓ 1. 🙌 Appreciative � 21% -3%
↑ 2. 👔 Formal 14% +5%
↓ 3. 🤝 Confident 12% -8%
↓ 4. 🎯 Direct 11% -2%
↑ 5. 🥰 Friendly 9% +1%
↑ 6. 🤓 Informative 9% +5%
↓ 7. 🤔 Curious 7% -6%

SHAREES GRAMMARLY

TONE

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

1. 🎯 Direct — 20%
↓2. 🤝 Confident — 19% -5%
↓3. 👔 Formal — 16% -2%
↓4. 🤓 Informative — 7% -1%
↑5. 🙂 Joyful — 5% +2%
6. 🙌 Appreciative — 5%
↑7. ✌️ Optimistic — 4% +2%

JESS'S GRAMMARLY

TONE

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

↓ 1. 🙌	Appreciative	20%	-6%
↑ 2. 🤓	Informative	20%	+3%
3. 🎯	Direct	18%	
↑ 4. 🤝	Confident	12%	+2%
↓ 5. 👔	Formal	7%	-2%
↓ 6. ☝️	Assertive	7%	-5%
↑ 7. 🤔	Curious	5%	+2%

MARIO'S GRAMMARLY

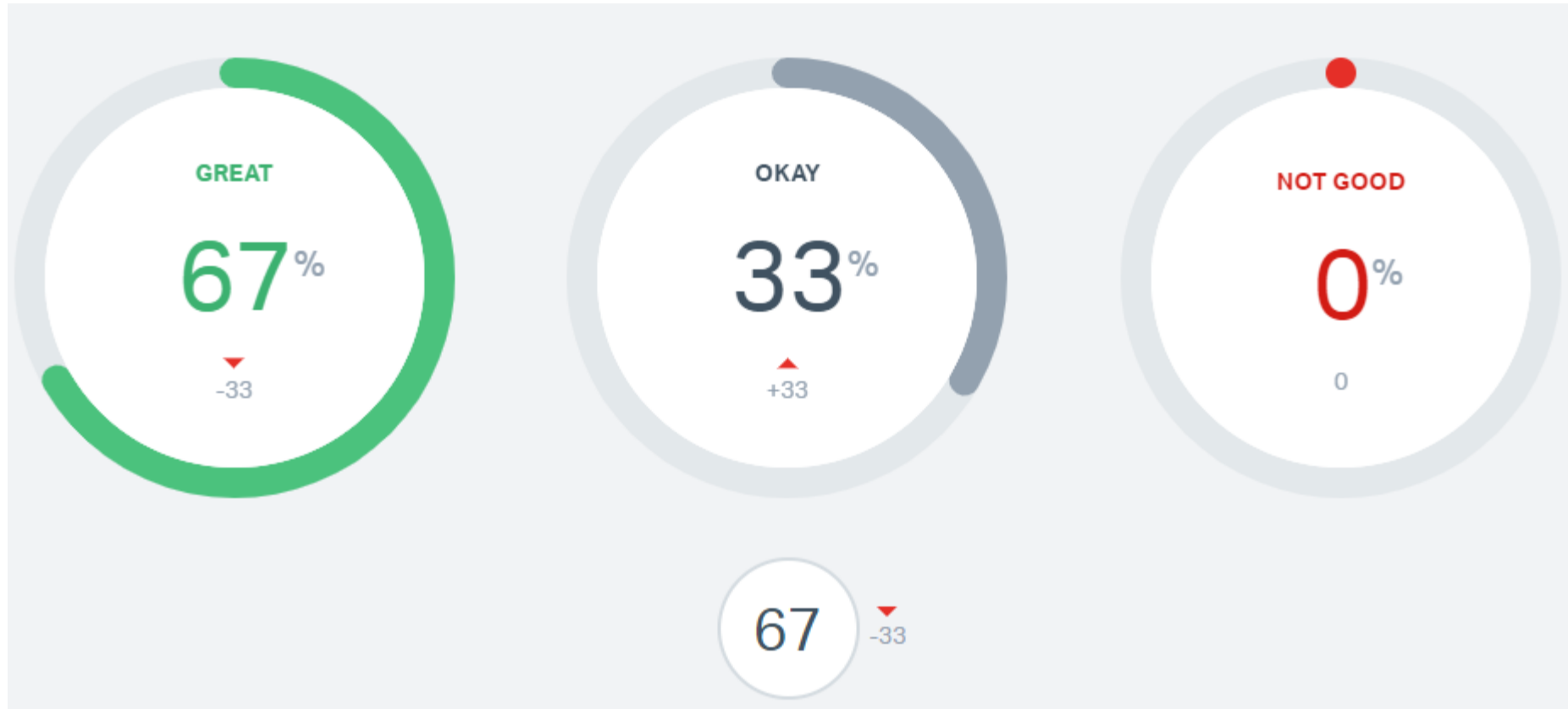**TONE**

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

↑1. 🙌 Appreciative   21% +3%
↑2. 🤝 Confident   16% +2%
↑3. 👔 Formal   12% +2%
↑4. 🎯 Direct   12% +1%
↓5. 🤓 Informative   9% -4%
↓6. 🤗 Friendly   7% -1%
↑7. ✌️ Optimistic   6% +1%

MARIANA GRAMMARLY

Happiness Score

HAPPINESS SCORE

Ratings

#	Customer	User	Date	Rating	Comment
153142	Terry Ladwig	Katelyn Ekins	Jul 19	Great	
153579	Jaimee Obrien	Katelyn Ekins	Jul 14	Great	
153407	Rick Bumcrot	Mario Reyes	Jul 14	Okay	

3 ratings