HELP SCOUT — ANALYTICS

June 2022

	All	Email	Phone

Total Conversations
20,122 ▲ +81%

New Conversations
14,687 ▲ +34%

Customers
2,221 ▲ +20%

Conversations per Day
111 ▲ +82%

Busiest Day
Wednesday

Volume by Channel ⌄	● Email	Week	Month

	Jan	Feb	Mar	Apr	May	Jun
2,500						
2,000						
1,500						
1,000						
500						
0						
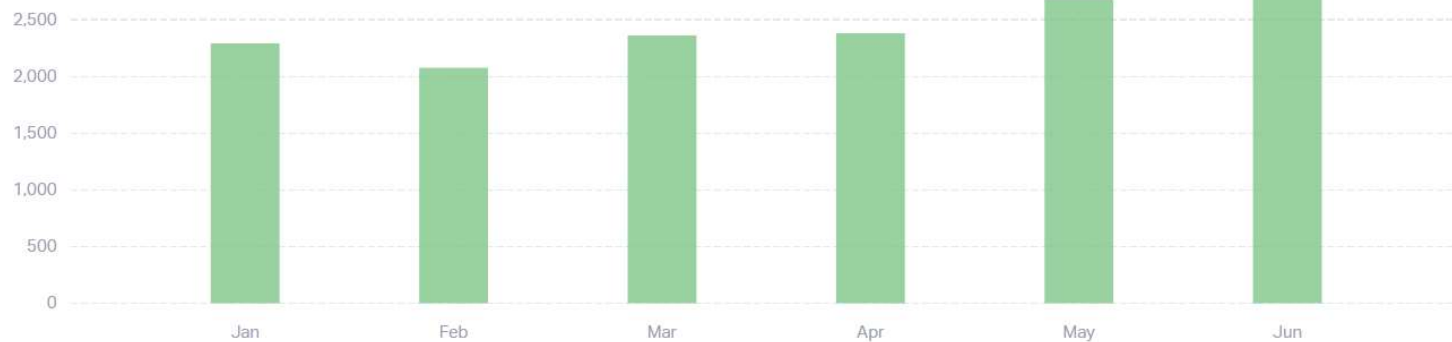
YTD - 2022
E-MAIL VOLUME

All | Email | Phone

Total Conversations
2,907 ▲ +3%

New Conversations
2,770 ▲ +2%
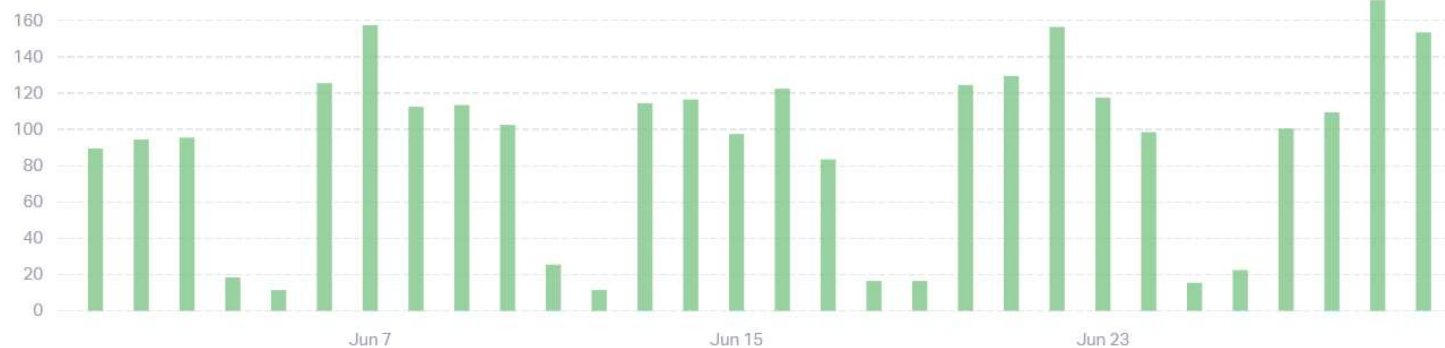
Customers
597 ▼ -6%

Conversations per Day
93 ▲ +2%

Busiest Day
Wednesday

Volume by Channel ⌄   ● Email   Day | Week

JUNE - 2022
E-MAIL VOLUME

Customers Helped

Customers Helped
306 ▼ -13%

Conversations per Day
99 ▲ +6%

Closed
2,978 ▲ +4%

Customers Helped ●Current ●Previous [Day | Week]

Your Team	Replies ⌄	Customers Helped	Happiness Score
Karla Calderon	313	120	0
Jess Franco	185	68	67
Oscar Escarcega	164	62	0
Katelyn Ekins	143	43	0
Sofi Peredo	66	28	0
Sharee Reyes	56	48	0
Jason Wolf	19	17	0

EMAILS BY EMPLOYEE

RESPONSE TIME — COMPANY OVER ALL

Response Time

5h 56m
▲
+10%

First Response Time

6h 22m
▲
+36%

Response Time

Response Time

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

▲
+75%

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

+157%
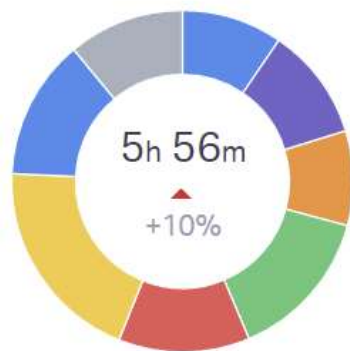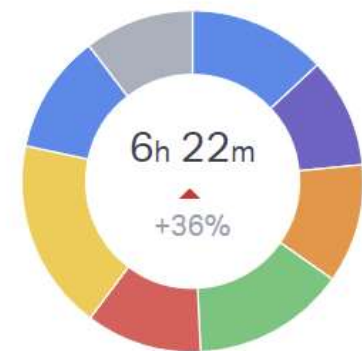
RESOLUTION

Replies to Resolve

2.36
▲
+0.4%

Resolution Time

24h 35m
▲
+5%

Handle Time

6m 32s
▲
+15%
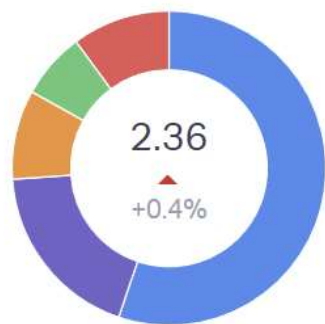
Replies to Resolve

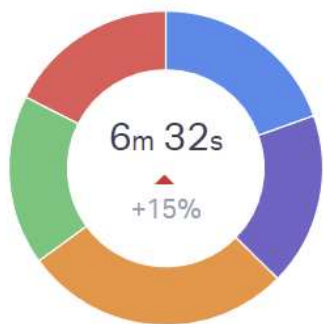Number of replies sent to the customer before the conversation is resolved
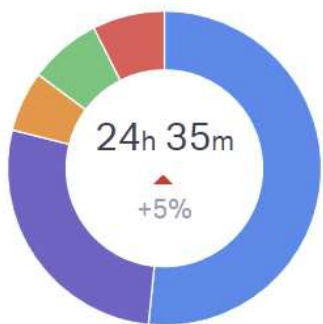
Resolution Time

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

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

423 customers helped since Dec 2, 2021

HAPPINESS SCORE

67 ▼ -33

All Channels　　**Email**　　Phone　　Happiness

☑ Office Hours ⓘ

Emails Created	Replies Sent
22 ▼ -44%	**185** ▼ -36%

Resolved	Replies to Resolve
74 ▼ -26%	**2.2** ▼ -9%

Response Time	First Response Time
4h **28**m ▲ +54%	**7**h **33**m ▲ +174%

Resolved on First Reply	Handle Time
53% ▲ +32%	**7**m **24**s ▲ +32%

Replies

● Current　● Previous

Day | Week
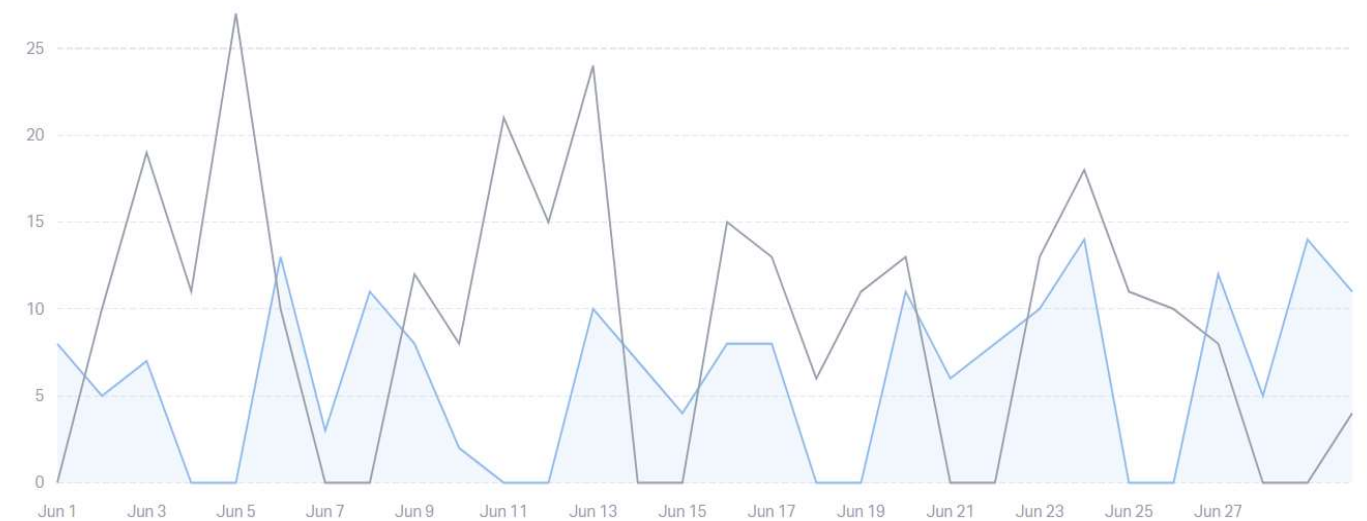
Oscar Escarcega
883 customers helped since May 24, 2019

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Emails Created	**Replies Sent**
32 ▼ -3%	164 ▲ +52%
Resolved	**Replies to Resolve**
70 ▲ +63%	1.8 ▼ -12%
Response Time	**First Response Time**
6h 37m ▲ +45%	7h 58m ▼ -3%
Resolved on First Reply	**Handle Time**
70% ▲ +20%	8m 11s ▼ -30%

Replies

● Current ● Previous

Day | Week
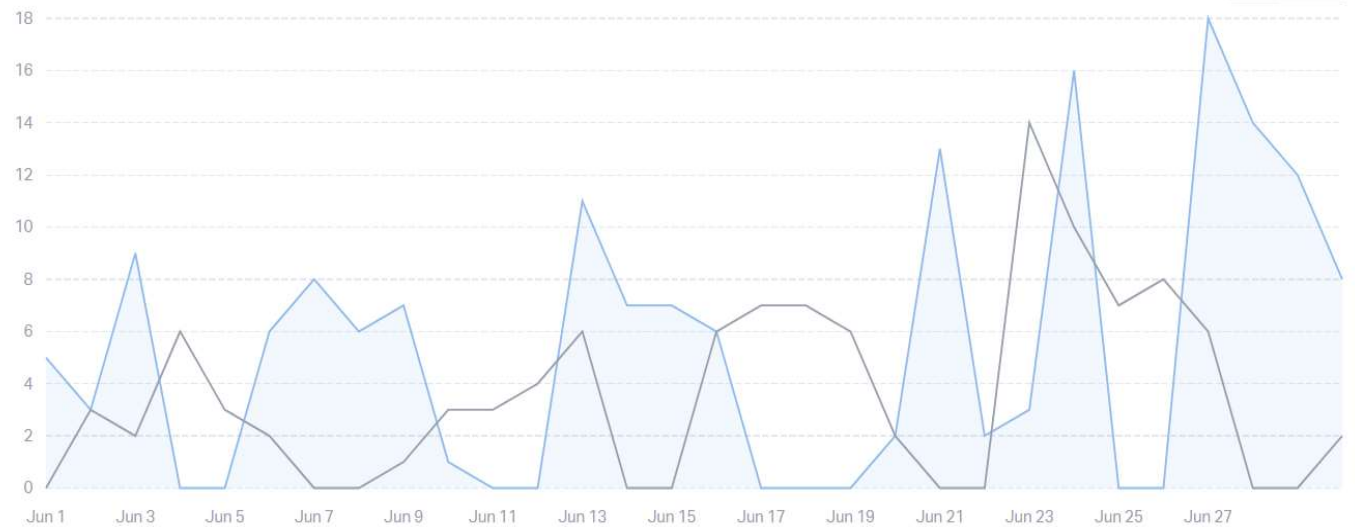
Katelyn Ekins

433 customers helped since Feb 25, 2021

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Emails Created

33 ▲ +6%

Replies Sent

143 ▼ -8%

Resolved

33 ▲ +6%

Replies to Resolve

3.9 ▲ +10%

Response Time

9h 37m ▲ +75%

First Response Time

13h 52m ▲ +206%

Resolved on First Reply

36% ▲ +41%

Handle Time

8m 22s ▼ -35%

Replies

● Current ● Previous

Day | Week

Sofi Peredo

84 customers helped since Mar 8, 2022

HAPPINESS SCORE

0 ▼ -100

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

☑ Office Hours ⓘ

Emails Created
20 ▲ +11%

Replies Sent
66 ▲ +22%

Resolved
20 ▲ +100%

Replies to Resolve
2.7 ▼ -10%

Response Time
5 h **37** m ▼ -38%

First Response Time
1 h **19** m ▼ -71%

Resolved on First Reply
30% ▼ -25%

Handle Time
7 m **0** s ▼ -14%

Replies

● Current ● Previous

Day | Week

Jun 1 | Jun 3 | Jun 5 | Jun 7 | Jun 9 | Jun 11 | Jun 13 | Jun 15 | Jun 17 | Jun 19 | Jun 21 | Jun 23 | Jun 25 | Jun 27
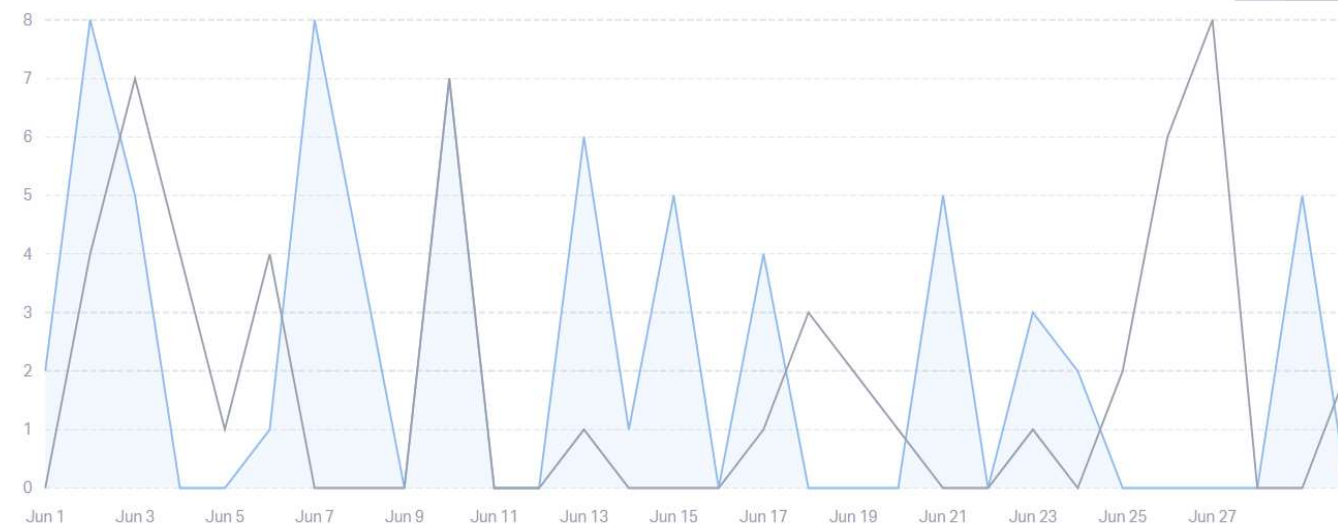
Sharee Reyes
366 customers helped since Nov 29, 2021

All Channels   Email   Phone   Happiness

☑ Office Hours ⓘ

Emails Created	Replies Sent
38 ▼ -37%	**56** ▼ -32%

Resolved	Replies to Resolve
11 ▼ -8%	**1.7** ▼ -39%

Response Time	First Response Time
5 h 18 m ▼ -21%	**11 h 15 m** ▲ +544%

Resolved on First Reply	Handle Time
55% ▲ +118%	**20 m 11 s** ▲ +48%

Replies

● Current ● Previous

Day Week

Jason Wolf

511 customers helped since May 24, 2019

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Emails Created	Replies Sent
142 ▲ +9%	**19** ▼ -65%
Resolved	Replies to Resolve
15 ▼ -52%	**1.6** ▲ +3%
Response Time	First Response Time
10h 12m ▲ +4%	**5h 15m** ▲ +58%
Resolved on First Reply	Handle Time
80% ▲ +24%	**2m 44s** ▼ -51%

Replies

● Current   ● Previous

| Day | Week |

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

TONE

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

↑	1. 🤝 Confident	▰▰▰▱▱▱▱▱▱▱	31%	+3%
↑	2. ✌️ Optimistic	▰▰▰▱▱▱▱▱▱▱	23%	+4%
↑	3. 🙌 Appreciative	▰▰▱▱▱▱▱▱▱▱	16%	+3%
↑	4. 🥰 Friendly	▰▰▱▱▱▱▱▱▱▱	14%	+1%
	5. 🥼 Formal	▰▱▱▱▱▱▱▱▱▱	6%	
↓	6. 🎯 Direct	▱▱▱▱▱▱▱▱▱▱	2%	-6%
↓	7. 👕 Informal	▱▱▱▱▱▱▱▱▱▱	2%	-3%

KARLA'S GRAMMARLY

TONE

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

		Tone		%	Change
↑	1. 🤝	Confident		29%	+2%
↑	2. 🙌	Appreciative		15%	+9%
↓	3. 👔	Formal		12%	-2%
↓	4. 🤗	Friendly		12%	-4%
↑	5. 💡	Inspirational		9%	+9%
↓	6. ✌️	Optimistic		9%	-13%
↑	7. 🙁	Sad		9%	+9%
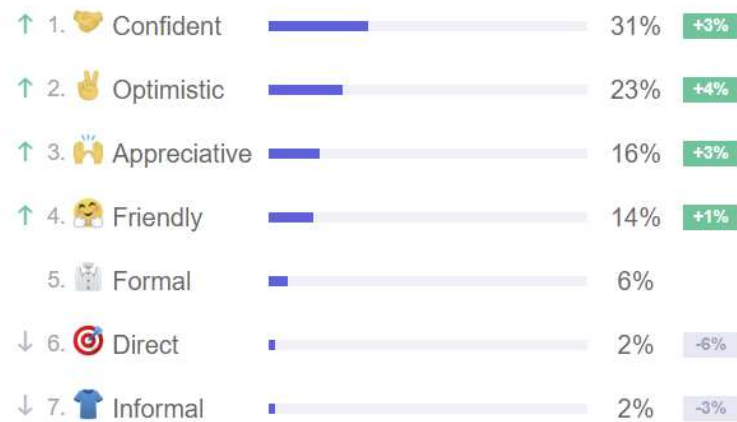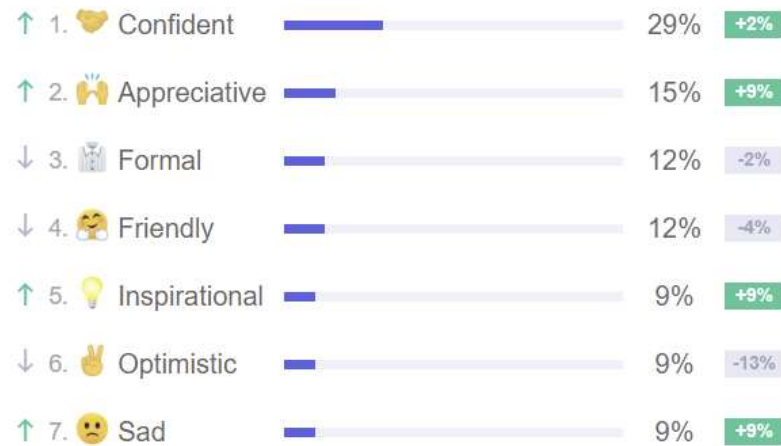
KATELYN'S GRAMMARLY

TONE

Some of the tones that were detected in your writing last week:
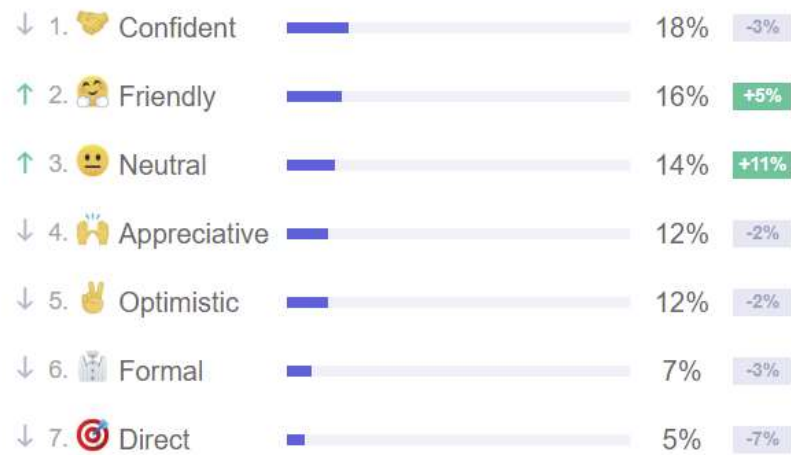
↓ 1. 🤝 Confident	▬▬	18%	-3%
↑ 2. 🤗 Friendly	▬▬	16%	+5%
↑ 3. 😐 Neutral	▬	14%	+11%
↓ 4. 🙌 Appreciative	▬	12%	-2%
↓ 5. ✌️ Optimistic	▬	12%	-2%
↓ 6. 🦺 Formal	▪	7%	-3%
↓ 7. 🎯 Direct	▪	5%	-7%

OSCAR'S GRAMMARLY

TONE

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

↑ 1. 🤜	Confident	▬▬	23%	+3%
↑ 2. 🤗	Friendly	▬▬	21%	+14%
↑ 3. 🙌	Appreciative	▬▬	18%	+2%
↑ 4. ✌️	Optimistic	▬	13%	+4%
↓ 5. 👕	Informal	▪	6%	-1%
↓ 6. 😐	Neutral	▪	4%	-2%
↓ 7. 🎯	Direct	▪	4%	-10%
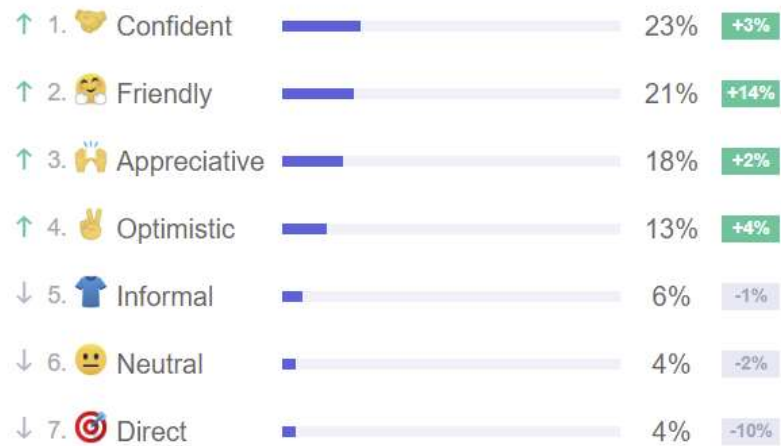
SHAREES
GRAMMARLY

TONE

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

↓ 1. ✌️	Optimistic		21%	-1%
↓ 2. 🤝	Confident		19%	-2%
↑ 3. 🤗	Friendly		15%	+4%
↑ 4. 🙌	Appreciative		9%	+6%
↑ 5. 😊	Joyful		8%	+3%
↓ 6. 👔	Formal		6%	-5%
↑ 7. 🎯	Direct		5%	+3%
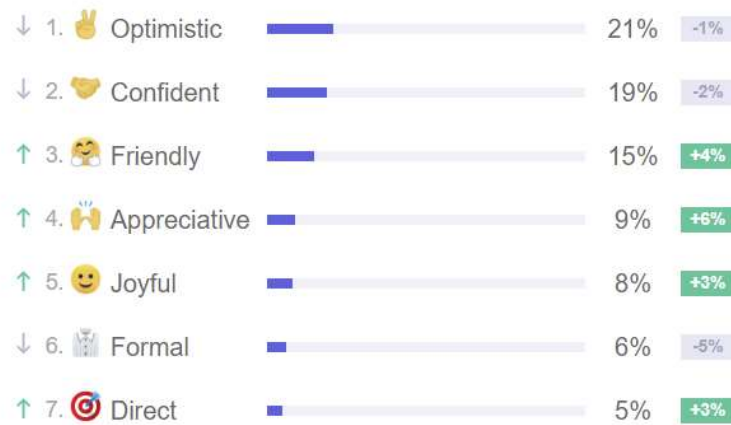
JESS'S GRAMMARLY

HAPPINESS SCORE
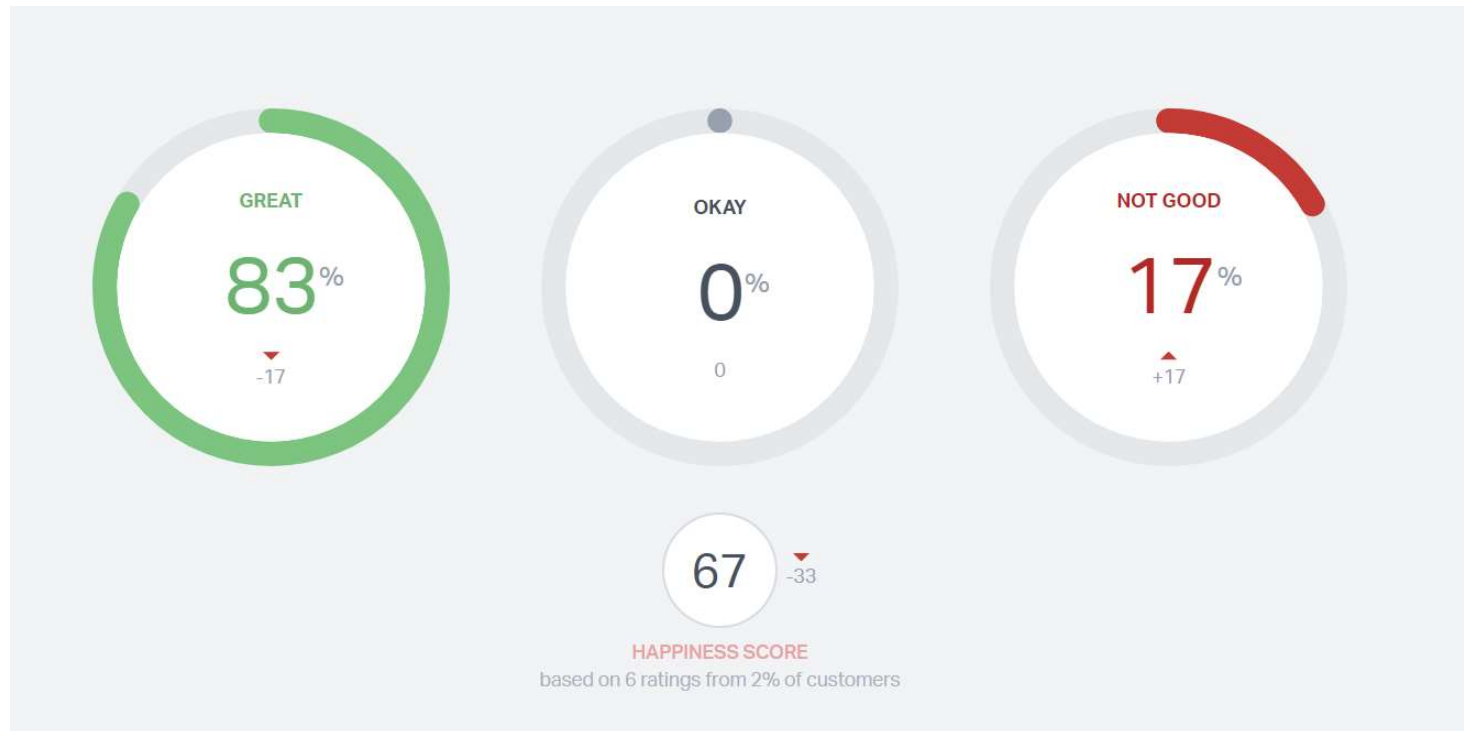
HAPPINESS SCORE

Ratings

#	Customer	User	Date	Rating	Comment
109222	Devon Harris	Jess Franco	Jun 30	Great	
108751	Hayden Knudsen	Jess Franco	Jun 27	Great	
108596	panderson@paxlab.com	Jess Franco	Jun 27	Great	Jess has been really decent and helpful. It's been greatly appreciated.
108295	Afrah Mohasin	Jess Franco	Jun 22	Great	
106722	Akhil Mohan	Jess Franco	Jun 8	Great	
105237	Akhil Mohan	Jess Franco	Jun 3	Not Good	Needs to be more communicative and provide updates in a higher frequency.

6 ratings

THANK YOU