UTAHPROPERTY
SOLUTIONS

HELP SCOUT — ANALYTICS

June 2023

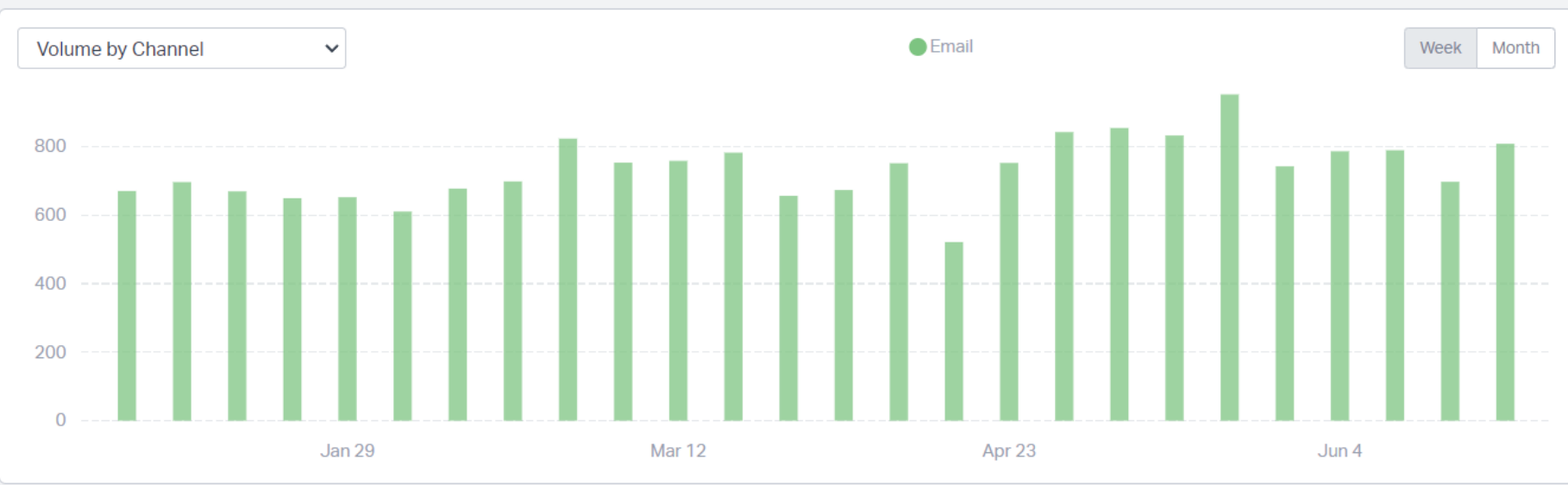| All | Email | Phone |

Volume by Channel ▾   ● Email   Week | Month

Total Conversations
19,541 ▲ +18%

New Conversations
19,326 ▲ +18%

Customers
2,826 ▲ +21%

Conversations per Day
107 ▲ +18%

Busiest Day
Thursday

800
600
400
200
0

Jan 29   Mar 12   Apr 23   Jun 4

YTD - 2023
E-MAIL VOLUME

All | Email | Phone

Volume by Channel ▾   ● Email   Day | Week

Total Conversations
3,625 ▼ -12%

New Conversations
3,420 ▼ -13%

Customers
856 ▼ -9%

Conversations per Day
116 ▼ -13%

Busiest Day
Thursday

Chart y-axis: 200, 150, 100, 50, 0
Chart x-axis: Jun 7, Jun 15, Jun 23
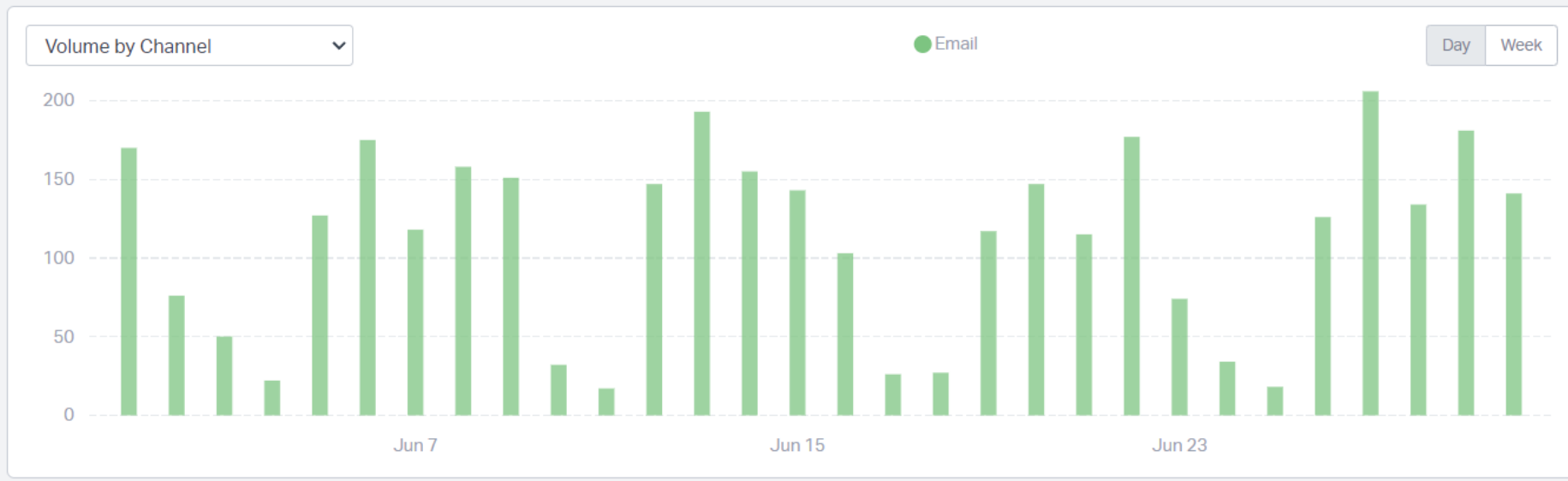
JUNE - 2022
E-MAIL VOLUME

Customers Helped

397 ▼ -13%

Conversations per Day

118 ▼ -11%

Closed

3,425 ▼ -16%

Customers Helped

● Current ● Previous

Day | Week

Your Team	Replies ▾	Customers Helped	Happiness Score
Katelyn Ekins	292	92	0
Mariana Chavez	253	93	100
Karla Calderon	211	93	100
Jess Franco	189	69	100
Mario Reyes	156	100	0
Oscar Escarcega	87	26	0
Sharee Reyes	77	50	0

EMAILS BY EMPLOYEE

RESPONSE TIME — COMPANY OVER ALL

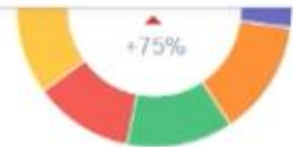Response Time

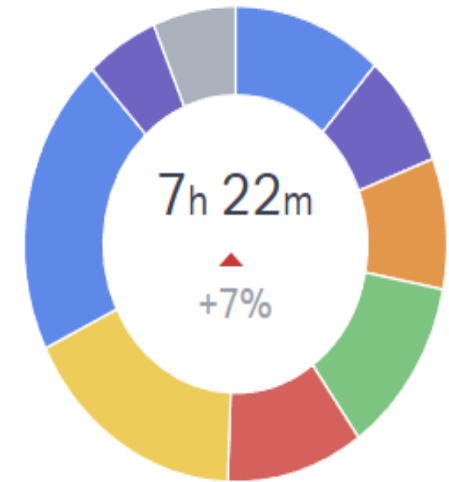First Response Time

7h 11m
▼
-2%

7h 22m
▲
+7%
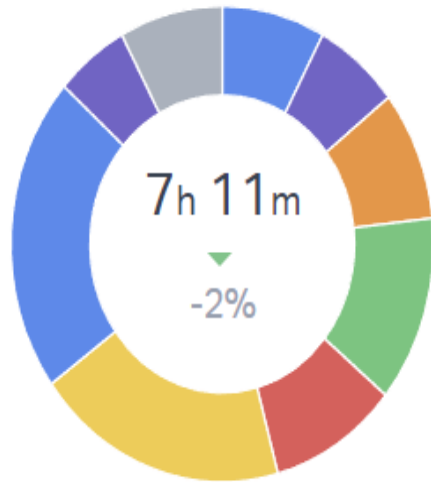
Response Time

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

+75%
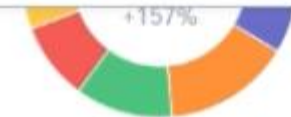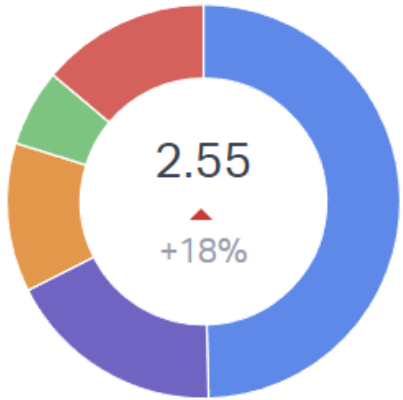
First Response Time

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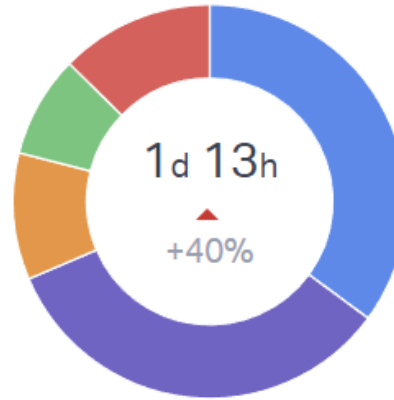from your team; subsequent response
times are not included

+157%

RESOLUTION

Replies to Resolve

2.55
▲
+18%

Replies to Resolve

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

Resolution Time

1d 13h
▲
+40%

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 45s
▲
+21%
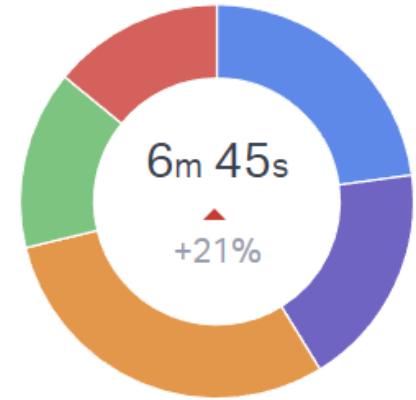
Handle Time

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
691 customers helped since Feb 25, 2021

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Metric	Value	Change
Emails Created	29	▲ +32%
Replies Sent	292	▲ +40%
Resolved	91	▲ +32%
Replies to Resolve	3.2	▲ +6%
Response Time	6h 31m	▼ -21%
First Response Time	5h 59m	▼ -5%
Resolved on First Reply	30%	▼ -29%
Handle Time	4m 56s	▲ +8%

Replies

● Current   ● Previous   Day | Week
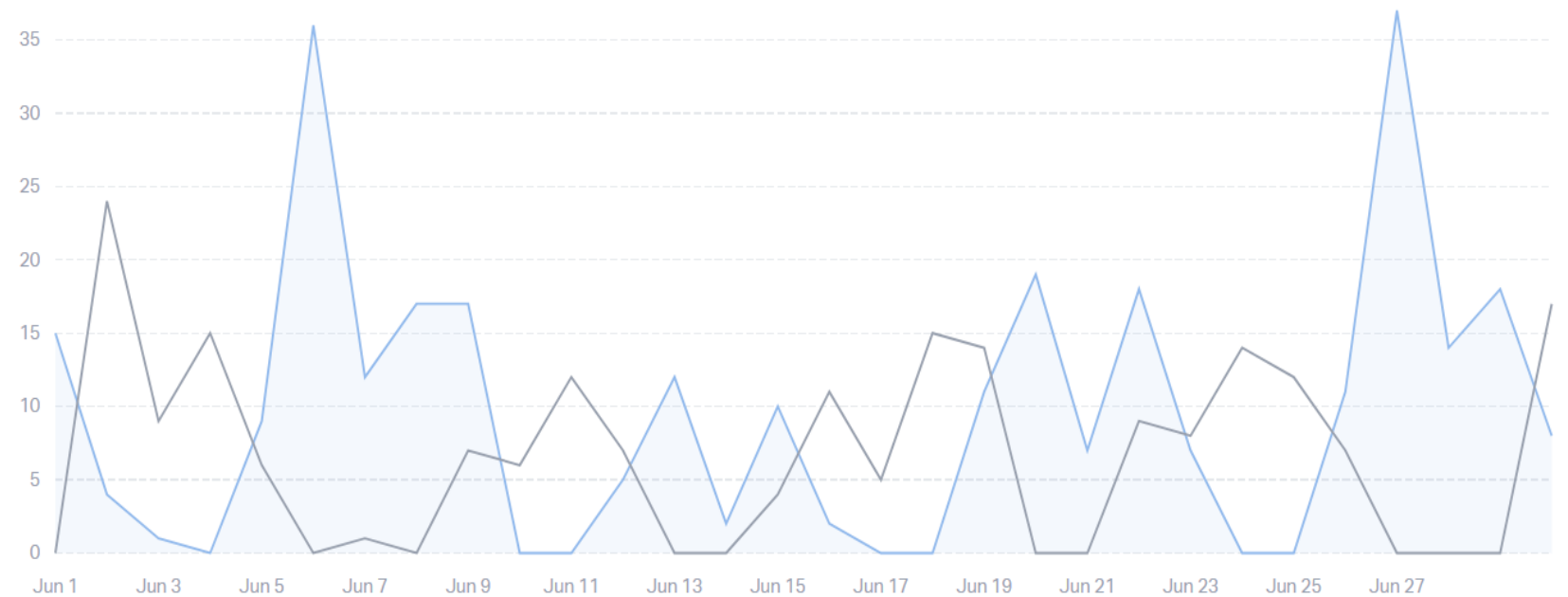
Mariana Chavez
556 customers helped since Sep 19, 2022

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Emails Created	Replies Sent
7 ▼ -53%	253 ▼ -34%

Resolved	Replies to Resolve
99 ▼ -30%	2.8 ▲ +12%

Response Time	First Response Time
2h 10m ▲ +1%	1h 54m ▼ -7%

Resolved on First Reply	Handle Time
45% ▼ -4%	2m 56s ▲ +3%

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
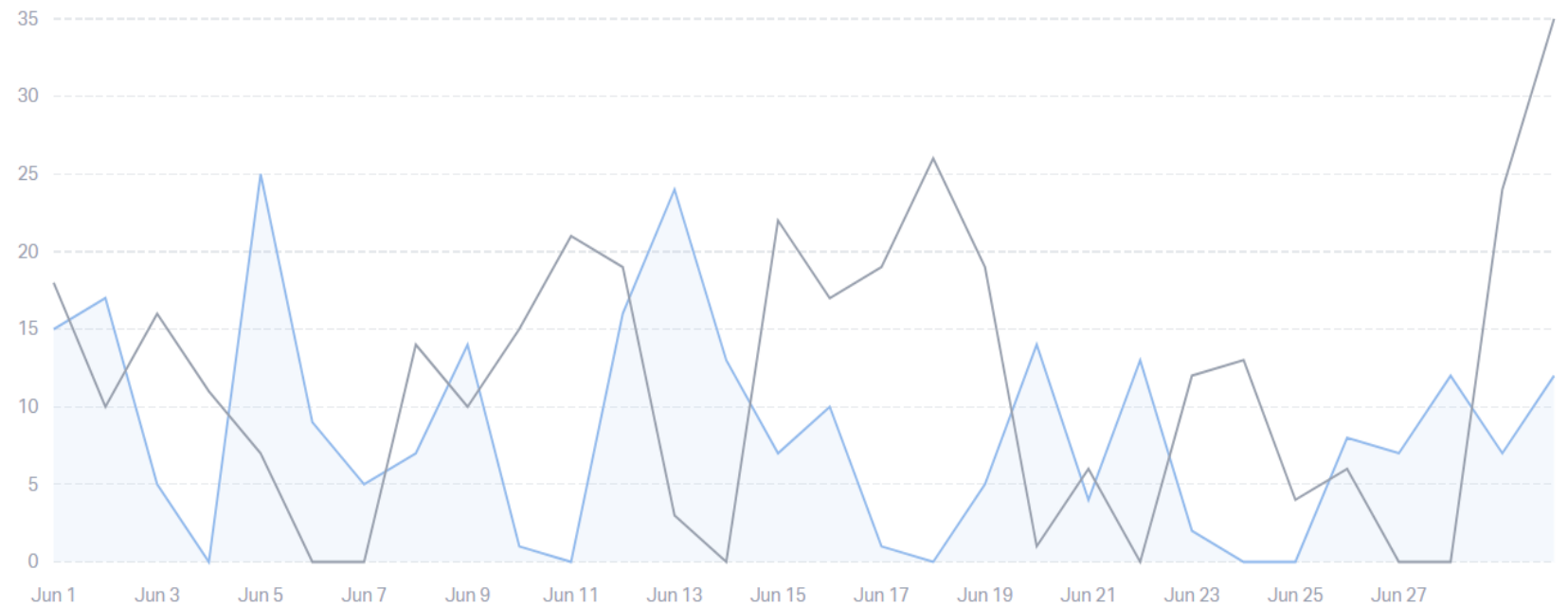
Karla Calderon

827 customers helped since Jan 26, 2022

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Emails Created	Replies Sent
68 ▼ -12%	**211** ▼ -16%

Resolved	Replies to Resolve
65 ▼ -13%	**2.8** ▲ +4%

Response Time	First Response Time
9ₕ 0ₘ ▼ -13%	**4ₕ 33ₘ** ▼ -38%

Resolved on First Reply	Handle Time
43% ▲ +15%	**2ₘ 17ₛ** ▼ -16%

Replies

● Current ● Previous

Day | Week

Chart showing Replies by day from Jun 1 to Jun 27, comparing Current and Previous periods, y-axis 0 to 24.
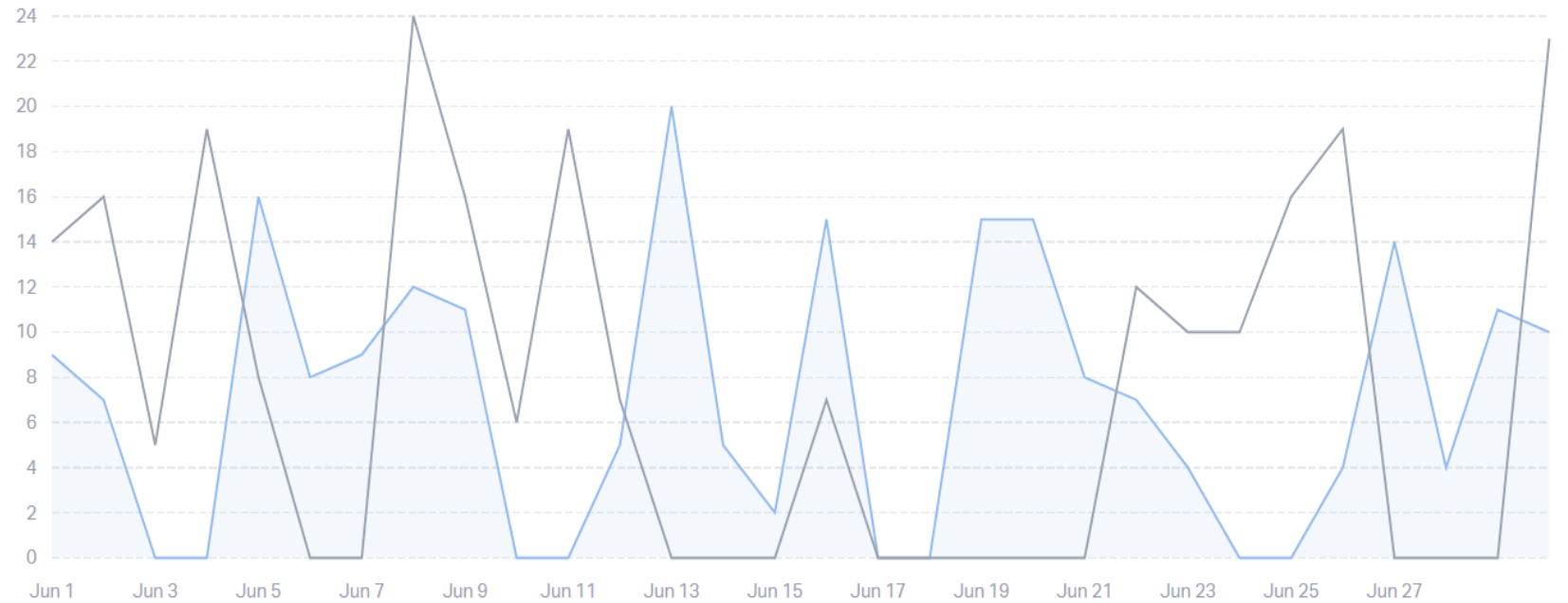
Jess Franco

785 customers helped since Dec 2, 2021

All Channels **Email** Phone Happiness

☑ Office Hours ⓘ

Emails Created

27 ▼ -7%

Replies Sent

189 ▼ -8%

Resolved

62 ▼ -7%

Replies to Resolve

3.0 ▲ +12%

Response Time

8ʜ 45ᴍ ▲ +15%

First Response Time

9ʜ 22ᴍ ▼ -22%

Resolved on First Reply

35% ▼ -5%

Handle Time

10ᴍ 11ꜱ ▼ -7%

Replies

● Current ● Previous

Day | Week

Mario Reyes

212 customers helped since Apr 9, 2023

All Channels **Email** Phone Happiness

☑ Office Hours ⓘ

Emails Created
34 ▼ -44%

Replies Sent
156 ▼ -18%

Resolved
74 ▼ -24%

Replies to Resolve
1.7 ▲ +31%

Response Time
10ʰ 35ᵐ ▲ +25%

First Response Time
5ʰ 58ᵐ ▲ +29%

Resolved on First Reply
65% ▼ -15%

Handle Time
11ᵐ 44ˢ ▲ +84%

Replies

●Current ●Previous

Day | Week

Oscar Escarcega

979 customers helped since May 24, 2019

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Emails Created	**Replies Sent**
26 ▲ +4%	**87** ▼ -6%
Resolved	**Replies to Resolve**
60 ▼ -26%	**1.1** ▼ -2%
Response Time	**First Response Time**
7 h **53** m ▼ -4%	**5** h **59** m ▼ -24%
Resolved on First Reply	**Handle Time**
93% ▼ -2%	**11** m **45** s ▲ +3%

Replies

● Current ● Previous

Day | Week

Sharee Reyes

801 customers helped since Nov 29, 2021

All Channels   Email   Phone   Happiness

☑ Office Hours ⓘ

Emails Created

15 ▲ +15%

Replies Sent

77 ▲ +3%

Resolved

30 ▲ +7%

Replies to Resolve

3.3 ▼ +95%

Response Time

12h **45**m ▼ -35%

First Response Time

10h **6**m ▼ -28%

Resolved on First Reply

40% ▼ -38%

Handle Time

28m **42**s ▲ +92%

Replies

● Current ● Previous

Day | Week

TONE

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

↑ 1. 🤝 Confident �â–ˆ 27% +1%

↑ 2. ✌️ Optimistic ▆ 23% +5%

↓ 3. 🙌 Appreciative ▃ 14% -1%

↓ 4. 🤗 Friendly ▂ 11% -1%

↓ 5. 👔 Formal ▂ 10% -3%

↓ 6. 🎯 Direct ▪ 5% -2%
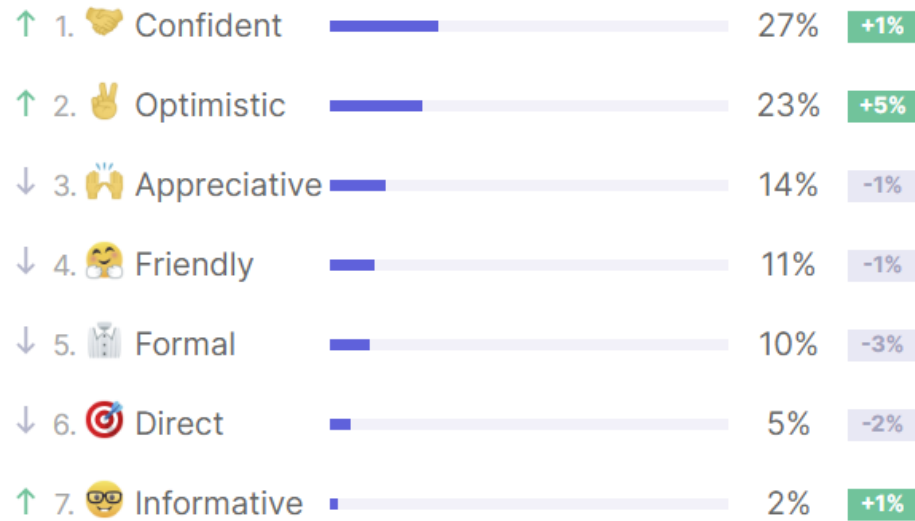
↑ 7. 🤓 Informative ▪ 2% +1%

KARLA'S GRAMMARLY

TONE

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

↓1. 🤓 Informative	18%	-2%
↑2. 🙌 Appreciative	13%	+4%
↓3. 👔 Formal	13%	-2%
↑4. 🎯 Direct	11%	+3%
↓5. 🤝 Confident	8%	-7%
↑6. ☝️ Assertive	6%	+2%
↑7. 🙂 Joyful	6%	+2%

KATELYN'S GRAMMARLY

TONE

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

↑1. 👔 Formal   42%+34%

↑2. 🙌 Appreciative   17%+11%

↓3. 🤝 Confident   17% -2%

↑4. ☝️ Assertive   8%+6%

↑5. 😟 Concerned   8%+8%

↑6. 😢 Regretful   8%+8%

OSCAR'S GRAMMARLY

TONE

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

↑ 1. 🤝 Confident   21%   +1%
↑ 2. 🎯 Direct   21%   +3%
↑ 3. 🙌 Appreciative 15%   +4%
↓ 4. 🤓 Informative   12%   -6%
↑ 5. ☝️ Assertive   7%   +3%
  6. 👔 Formal   7%
↓ 7. 🤔 Curious   3%   -3%
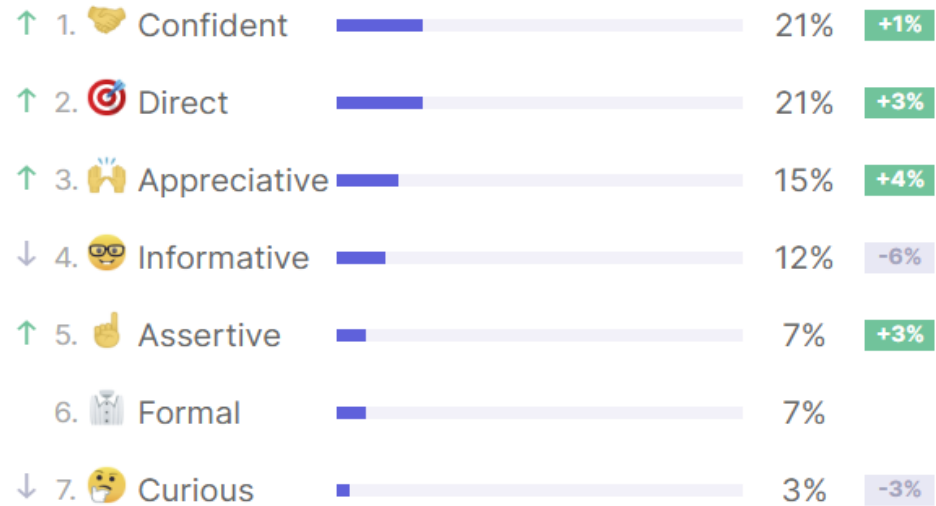
SHAREES GRAMMARLY

TONE

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

↑1. 👔 Formal   21% +4%
↓2. 🤝 Confident   20% -3%
↓3. 🎯 Direct   17% -4%
↑4. 🤓 Informative   9% +5%
↑5. 😊 Friendly   6% +1%
↓6. 🙂 Joyful   5% -1%
↑7. ✌️ Optimistic   5% +2%

JESS'S GRAMMARLY

TONE

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

↑1. 🙌 Appreciative   24% +1%
↑2. 🤓 Informative   18% +4%
↑3. 🎯 Direct   16% +2%
↑4. 👔 Formal   12% +1%
↓5. 🤝 Confident   8% -3%
↓6. ☝️ Assertive   6% -1%
7. 🤔 Curious   5%

MARIO'S GRAMMARLY
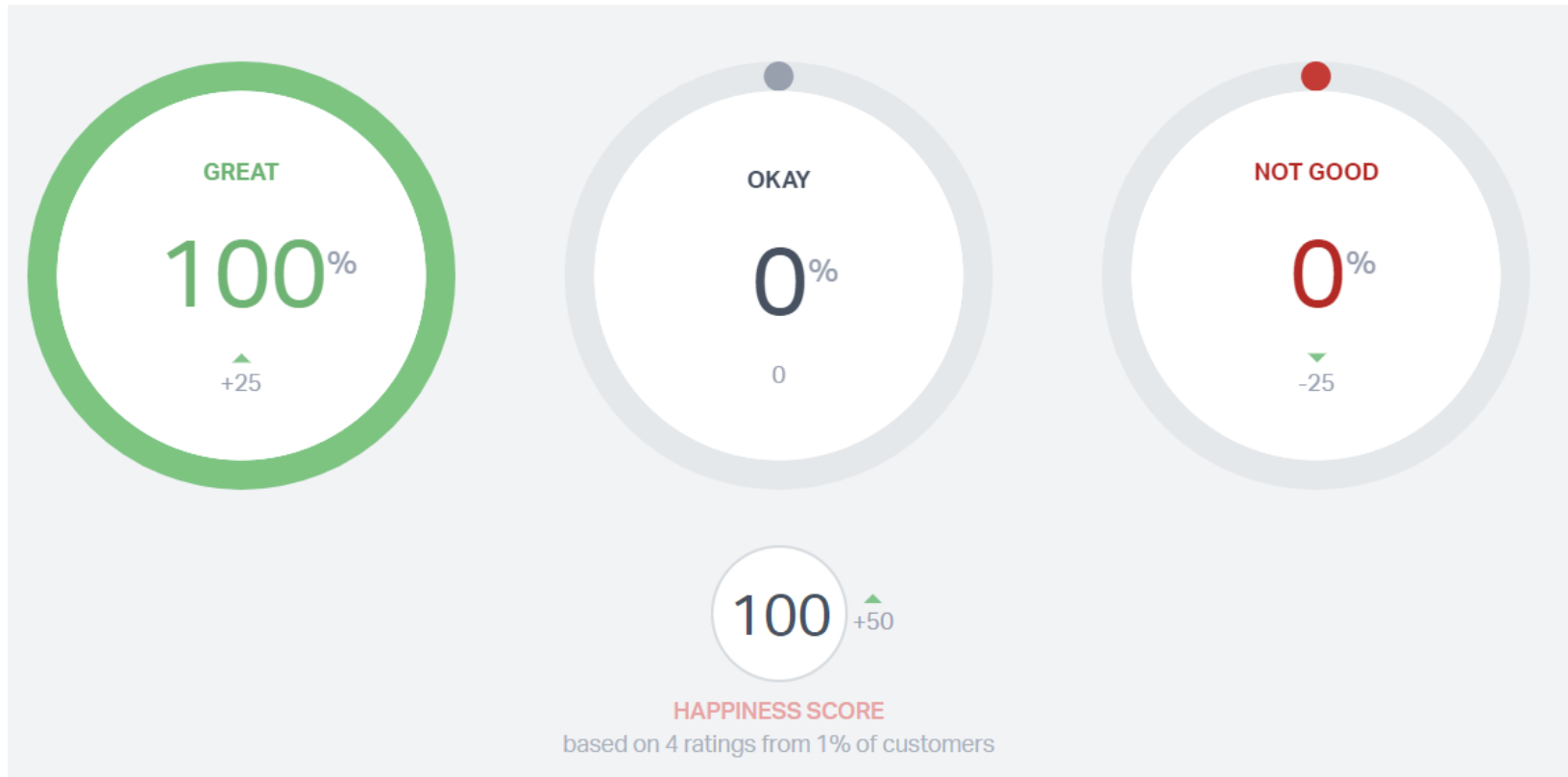
TONE

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

↑1. 🙌 Appreciative   27% +9%

↓2. 🤝 Confident   13% -4%

↑3. 🤓 Informative   12% +2%

↓4. 🎯 Direct   11% -3%

↓5. 👔 Formal   7% -4%

6. ✌️ Optimistic   5%

↑7. ⭐ Cooperative   4% +4%

MARIANA GRAMMARLY

HAPPINESS SCORE

GREAT

100%

▲
+25

OKAY

0%

0

NOT GOOD

0%

▼
-25

100 ▲ +50

HAPPINESS SCORE
based on 4 ratings from 1% of customers

HAPPINESS SCORE

Ratings

All | Great | Okay | Not Good

#	Customer	User	Date	Rating	Comment
150082	Robert Procida	Jess Franco	Jun 19	Great	
148545	Dave Wilcox	Karla Calderon	Jun 7	Great	The Utah Property Solutions team has been extremely communicative and easy to work with. I would certainly lease with them again.
148579	Chris Constantine	Mariana Chavez	Jun 6	Great	
148244	Ana Gratzia Gereda	Mariana Chavez	Jun 9	Great	Mariana Chavez has been amazing at helping find the right place for me and my family. She communicated very well every instruction and was quick to answer all my questions. She is very polite and has great customer service skills. Thank you Mariana.

4 ratings