HELP SCOUT — ANALYTICS

March 2024

All	Email	Phone		

Total Conversations
11,336

New Conversations
11,139

Customers
1,782

Conversations per Day
124

Busiest Day
Tuesday

Volume by Channel ▾   ● Email   Week | Month

Date	Value
Jan 1	~880
Jan 8	~1,300
Jan 15	~960
Jan 22	~1,210
Jan 29	~900
Feb 5	~640
Feb 12	~790
Feb 19	~780
Feb 26	~660
Mar 4	~630
Mar 11	~740
Mar 18	~620
Mar 25	~730

YTD - 2024
E-MAIL VOLUME

All | Email | Phone

Total Conversations
3,075 ▼ -7%

New Conversations
2,934 ▼ -6%

Customers
665 ▼ -0.6%

Conversations per Day
99 ▼ -7%

Busiest Day
Monday

Volume by Channel

● Email

Day | Week

MARCH - 2024
E-MAIL VOLUME

Customers Helped

Customers Helped
324 ▲ +4%

Conversations per Day
101 ▼ -10%

Closed
2,704 ▼ -9%

| Day | Week |

Chart axis labels: 40, 30, 20, 10, 0

Mar 1, Mar 2, Mar 3, Mar 4, Mar 5, Mar 6, Mar 7, Mar 8, Mar 9, Mar 10, Mar 11, Mar 12, Mar 13, Mar 14, Mar 15, Mar 16, Mar 17, Mar 18, Mar 19, Mar 20, Mar 21, Mar 22, Mar 23, Mar 24, Mar 25, Mar 26, Mar 27, Mar 28, Mar 29, Mar 30

Your Team	Replies ⌄	Customers Helped	Happiness Score
Katelyn Ekins	302	91	-100
Mariana Chavez	200	98	100
Ivette Villanueva	140	83	100
Karla Calderon	108	46	0
Dafne Gracida	75	35	0
Karly Serrato	64	9	0
Bill Rice	10	4	0
Jason Wolf	9	9	0
Nils Adey	7	2	0
Jake Howlett	6	4	100

EMAILS BY EMPLOYEE

RESPONSE TIME — COMPANY OVER ALL

Response Time

5h 2m
▼
-24%
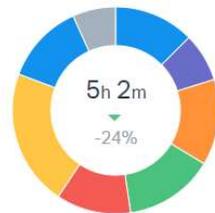
Response Time

Response Time

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

First Response Time

3h 48m
▼
-25%
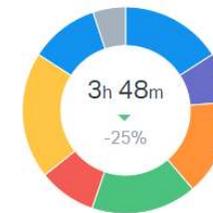
First Response Time

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

2.35
▲
+3%
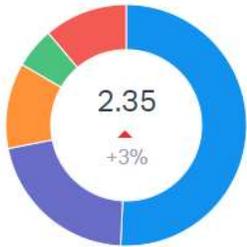
Replies to Resolve

Replies to Resolve

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

Resolution Time

1d 7h
▲
+20%

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

4m 54s
▲
+8%

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.

Mariana Chavez
921 customers helped since Sep 19, 2022

All Channels | Email | Phone | Happiness

☑ Office Hours ⓘ

Metric	Value	Change
Emails Created	17	+467%
Replies Sent	200	+36%
Resolved	88	+17%
Replies to Resolve	2.3	+31%
Response Time	6h 9m	-47%
First Response Time	2h 28m	-8%
Resolved on First Reply	55%	-15%
Handle Time	4m 30s	+48%

Replies   ● Current ● Previous   Day | Week

Mar 1 ... Mar 30

Karla Calderon
1,001 customers helped since Jan 26, 2022

HAPPINESS SCORE
0 ▼ -100

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Emails Created	Replies Sent
21 ▼ -25%	**108** ▲ +3%

Resolved	Replies to Resolve
32 0%	**2.6** ▼ -21%

Response Time	First Response Time
4h 35m ▼ -30%	**6h 39m** ▲ +3%

Resolved on First Reply	Handle Time
31% ▲ +11%	**2m 58s** ▲ +13%

Replies

● Current ● Previous

Day | Week
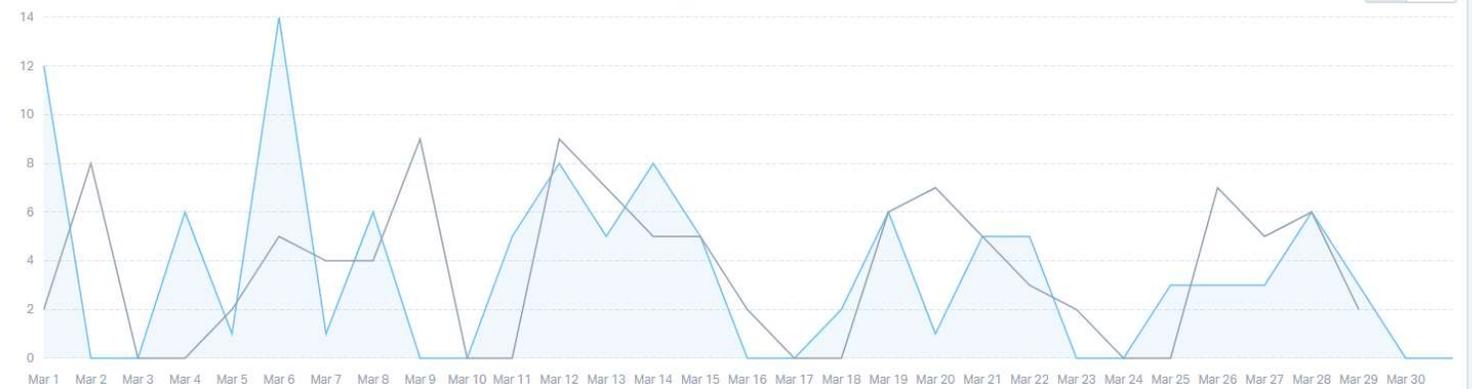
Katelyn Ekins

1,012 customers helped since Feb 25, 2021

All Channels **Email** Phone Happiness

☑ Office Hours ⓘ

Emails Created	**Replies Sent**
46 ▲ +100%	302 ▲ +39%
Resolved	**Replies to Resolve**
83 ▲ +2%	3.2 ▲ +11%
Response Time	**First Response Time**
5 h 22 m ▼ -5%	5 h 30 m ▲ +20%
Resolved on First Reply	**Handle Time**
36% ▲ +17%	7 m 17 s ▲ +15%

Replies

● Current ● Previous

Day | Week

24
22
20
18
16
14
12
10
8
6
4
2
0

Mar 1 Mar 2 Mar 3 Mar 4 Mar 5 Mar 6 Mar 7 Mar 8 Mar 9 Mar 10 Mar 11 Mar 12 Mar 13 Mar 14 Mar 15 Mar 16 Mar 17 Mar 18 Mar 19 Mar 20 Mar 21 Mar 22 Mar 23 Mar 24 Mar 25 Mar 26 Mar 27 Mar 28 Mar 29 Mar 30
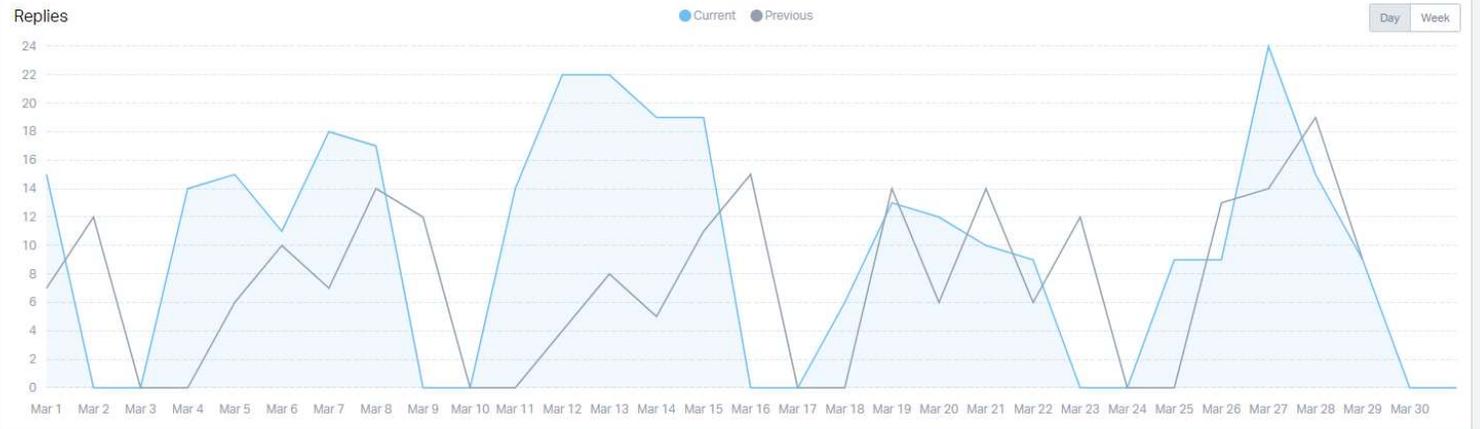
Ivette Villanueva

541 customers helped since Jun 29, 2023

All Channels | Email | Phone | Happiness

☑ Office Hours ⓘ

Emails Created	**Replies Sent**
29 0%	140 ▲ +1%
Resolved	**Replies to Resolve**
75 ▲ +21%	1.6 ▲ +0.2%
Response Time	**First Response Time**
4h 11m ▲ +32%	53m 37s ▼ -75%
Resolved on First Reply	**Handle Time**
75% ▲ +8%	4m 9s ▲ +36%

Replies

● Current ● Previous   [Day | Week]

Mar 1 · Mar 2 · Mar 3 · Mar 4 · Mar 5 · Mar 6 · Mar 7 · Mar 8 · Mar 9 · Mar 10 · Mar 11 · Mar 12 · Mar 13 · Mar 14 · Mar 15 · Mar 16 · Mar 17 · Mar 18 · Mar 19 · Mar 20 · Mar 21 · Mar 22 · Mar 23 · Mar 24 · Mar 25 · Mar 26 · Mar 27 · Mar 28 · Mar 29 · Mar 30

Karly Serrato
24 customers helped since Nov 30, 2023

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Metric	Value	Change
Emails Created	**87** ▲	+107%
Replies Sent	**64** ▲	+14%
Resolved	**5** ▼	-17%
Replies to Resolve	**3.0** ▲	+64%
Response Time	**10**h **17**m ▲	+49%
First Response Time	**11**h **12**m ▲	+40%
Resolved on First Reply	**0%** ▼	-100%
Handle Time	**3**m **58**s ▲	+3%

Replies

● Current   ● Previous   Day | Week

Chart y-axis: 12, 10, 8, 6, 4, 2, 0

Chart x-axis: Mar 1, Mar 2, Mar 3, Mar 4, Mar 5, Mar 6, Mar 7, Mar 8, Mar 9, Mar 10, Mar 11, Mar 12, Mar 13, Mar 14, Mar 15, Mar 16, Mar 17, Mar 18, Mar 19, Mar 20, Mar 21, Mar 22, Mar 23, Mar 24, Mar 25, Mar 26, Mar 27, Mar 28, Mar 29, Mar 30
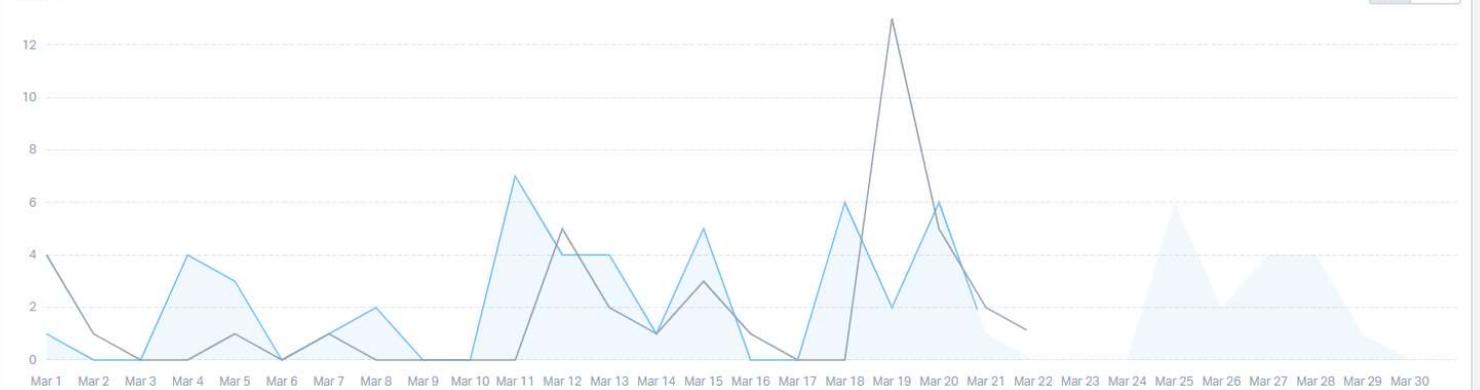
Dafne Gracida
155 customers helped since Sep 28, 2023

All Channels | Email | Phone | Happiness

☑ Office Hours ⓘ

Emails Created	**Replies Sent**
1 ▼ -67%	75 ▼ -31%
Resolved	**Replies to Resolve**
41 ▼ -7%	2.1 ▼ -5%
Response Time	**First Response Time**
53m 34s ▼ -11%	1h 8m ▼ -9%
Resolved on First Reply	**Handle Time**
44% ▲ +2%	3m 33s ▼ -19%

Replies

● Current ● Previous

Day | Week

Mar 1 Mar 2 Mar 3 Mar 4 Mar 5 Mar 6 Mar 7 Mar 8 Mar 9 Mar 10 Mar 11 Mar 12 Mar 13 Mar 14 Mar 15 Mar 16 Mar 17 Mar 18 Mar 19 Mar 20 Mar 21 Mar 22 Mar 23 Mar 24 Mar 25 Mar 26 Mar 27 Mar 28 Mar 29 Mar 30
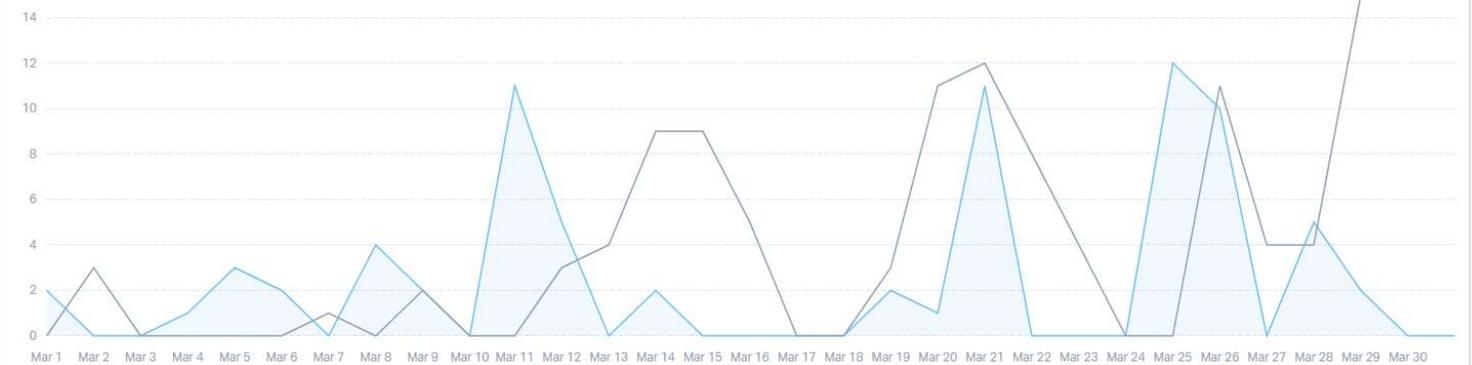
Jake Howlett
21 customers helped since Nov 28, 2023

HAPPINESS
SCORE
100 ₀

All Channels **Email** Phone Happiness

☑ Office Hours ⓘ

Emails Created	**Replies Sent**
72 ▼ -5%	6 ▼ -14%
Resolved	**Replies to Resolve**
1 ▼ -80%	2.0 ▲ +67%
Response Time	**First Response Time**
22h 46m ▼ -53%	8h 14m ▲ +67%
Resolved on First Reply	**Handle Time**
0% ▼ -100%	5m 0s ▲ +36%

Replies
● Current ● Previous

Day | Week

Jason Wolf
769 customers helped since May 24, 2019

All Channels   Email   Phone   Happiness

☑ Office Hours ⓘ

Emails Created	**Replies Sent**
41 0%	9 ▼-10%
Resolved	**Replies to Resolve**
0 0%	0.0 0%
Response Time	**First Response Time**
9m 51s ▼-94%	0m 0s ▼-100%
Resolved on First Reply	**Handle Time**
0% 0%	3m 42s ▼-52%

Replies

● Current ● Previous   Day Week

Mar 1 Mar 2 Mar 3 Mar 4 Mar 5 Mar 6 Mar 7 Mar 8 Mar 9 Mar 10 Mar 11 Mar 12 Mar 13 Mar 14 Mar 15 Mar 16 Mar 17 Mar 18 Mar 19 Mar 20 Mar 21 Mar 22 Mar 23 Mar 24 Mar 25 Mar 26 Mar 27 Mar 28 Mar 29 Mar 30
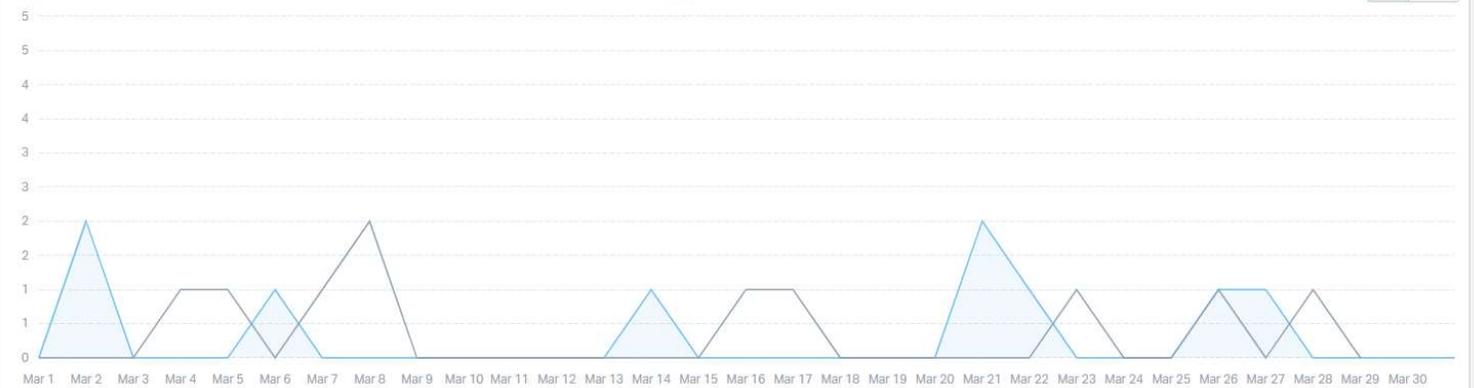
Tone

These tones were detected in your writing last week:

↑	Confident	20%	-8%
↑	Formal	18%	+7%
↑	Informative	14%	+3%
↑	Optimistic	10%	-1%
↑	Friendly	9%	+6%
↓	Direct	9%	-4%
↑	Curious	6%	+1%

KARLA'S GRAMMARLY

Tone

These tones were detected in your writing last week:

↑ 🤝 Confident	17%		-1%
↑ 👔 Formal	15%		+5%
↑ 🎯 Direct	13%		+3%
↓ 🙌 Appreciative	12%		-7%
↓ 🤓 Informative	8%		-3%
↑ 🤔 Curious	6%		+1%
↑ 🙂 Joyful	6%		+2%

KATELYN'S GRAMMARLY

Tone

These tones were detected in your writing last week:

↑ 🙌 Appreciative	22%		+9%
↑ 👔 Formal	21%		+14%
↓ 🤝 Confident	15%		-8%
↓ 🎯 Direct	11%		-3%
↓ 🤓 Informative	9%		-4%
↓ ✌️ Optimistic	7%		+0%
↑ 🤔 Curious	4%		+1%

MARIANA'S GRAMMARLY

HAPPINESS SCORE

GREAT
75%
▾ -25

OKAY
0%
0

NOT GOOD
25%
▴ +25

50 ▾ -50

HAPPINESS SCORE
based on 4 ratings from 1% of customers
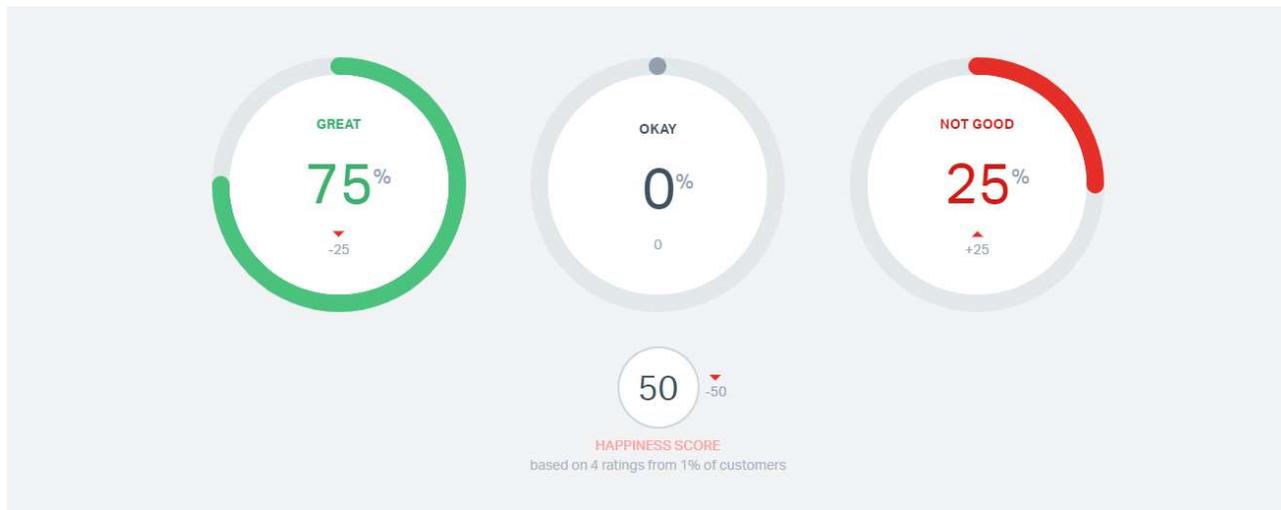
HAPPINESS SCORE

Ratings

#	Customer	User	Date	Rating	Comment
187634	Liza Ann Jimenez	Mariana Chavez	Mar 13	Great	
187512	Natalie Newby	Katelyn Ekins	Mar 14	Not Good	
183553	D M	Jake Howlett	Mar 12	Great	
186719	Todd Spencer	Ivette Villanueva	Mar 5	Great	
4 ratings					

THANK YOU