



HELP SCOUT — ANALYTICS

March 2023



All Email Phone

Total Conversations
10,076 ▲ +3%

New Conversations
9,872 ▲ +3%

Customers
1,612 ▲ +14%

Conversations per Day
111 ▲ +3%

Busiest Day
Monday

Volume by Channel

● Email

Week Month



**YTD - 2023
E-MAIL VOLUME**

All Email Phone

Total Conversations

3,640 +16%

New Conversations

3,466 +17%

Customers

790 +1%

Conversations per Day

117 +16%

Busiest Day

Thursday

Volume by Channel

Email

Day Week



MARCH - 2022
E-MAIL VOLUME



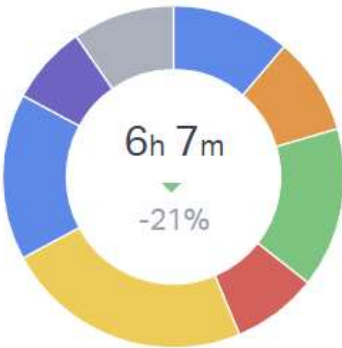
Your Team	Replies ▾	Customers Helped	Happiness Score
Mariana Chavez	231	102	0
Karla Calderon	227	99	-100
Katelyn Ekins	214	74	0
Jess Franco	167	72	0
Oscar Escarcega	134	44	100
Jason "Wolf"	94	37	0
Sharee Reyes	81	52	0
Cindy Llanes	52	34	100



EMAILS BY EMPLOYEE

RESPONSE TIME — COMPANY OVER ALL

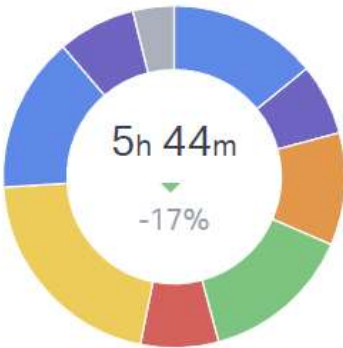
Response Time



Response Time



First Response Time

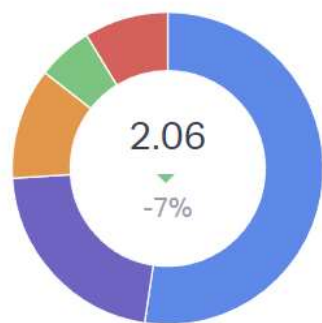


First Response Time



RESOLUTION

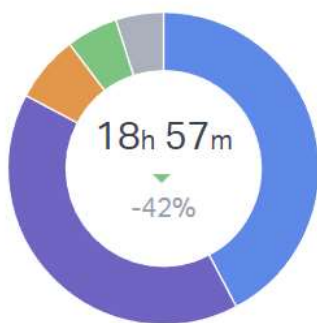
Replies to Resolve



Replies to Resolve

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

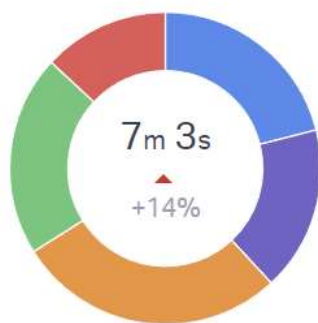
Resolution Time



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.





Mariana Chavez

428 customers helped since Sep 19, 2022

HAPPINESS
SCORE

0 -100

All Channels Email Phone Happiness

☒ Office Hours ⓘ

Emails Created

16 +14%

Replies Sent

231 +9%

Resolved

106 +6%

Replies to Resolve

2.1 +1%

Response Time

3 h 38 m +18%

First Response Time

4 h 15 m +49%

Resolved on First Reply

61% +6%

Handle Time

2 m 58 s -5%

Replies

● Current ● Previous

Day Week





Karla Calderon

771 customers helped since Jan 26, 2022

HAPPINESS
SCORE

-100

All Channels **Email** Phone Happiness

☒ Office Hours [?](#)

Emails Created

57 -17%

Replies Sent

227 -6%

Resolved

74 -4%

Replies to Resolve

2.3 -28%

Response Time

6h 24m -41%

First Response Time

4h 33m +24%

Resolved on First Reply

38% +94%

Handle Time

2m 13s +13%

Replies

● Current ● Previous

Day Week





Katelyn Ekins

638 customers helped since Feb 25, 2021

HAPPINESS
SCORE

0 0

All Channels **Email** Phone Happiness

☒ Office Hours ⓘ

Emails Created

48 +14%

Replies Sent

214 +25%

Resolved

79 +32%

Replies to Resolve

2.4 +4%

Response Time

8h 37m -25%

First Response Time

4h 50m -48%

Resolved on First Reply

41% -13%

Handle Time

25m 50s +427%

Replies

● Current ● Previous

Day Week





Jess Franco

730 customers helped since Dec 2, 2021

HAPPINESS
SCORE

0 -100

All Channels

Email

Phone

Happiness

☒ Office Hours [?](#)

Emails Created

33 +83%

Replies Sent

167 +21%

Resolved

68 +21%

Replies to Resolve

2.1 -31%

Response Time

6h 31m -32%

First Response Time

6h 5m -44%

Resolved on First Reply

40% +1%

Handle Time

12m 4s -33%

Replies

● Current ● Previous

Day Week





Oscar Escarcega

969 customers helped since May 24, 2019

HAPPINESS
SCORE

100 ₀

All Channels

Email

Phone

Happiness

☒ Office Hours

Emails Created

45 +200%

Replies Sent

134 +86%

Resolved

85 +107%

Replies to Resolve

1.3 -15%

Response Time

8 h 58 m +13%

First Response Time

7 h 38 m +26%

Resolved on First Reply

86% -2%

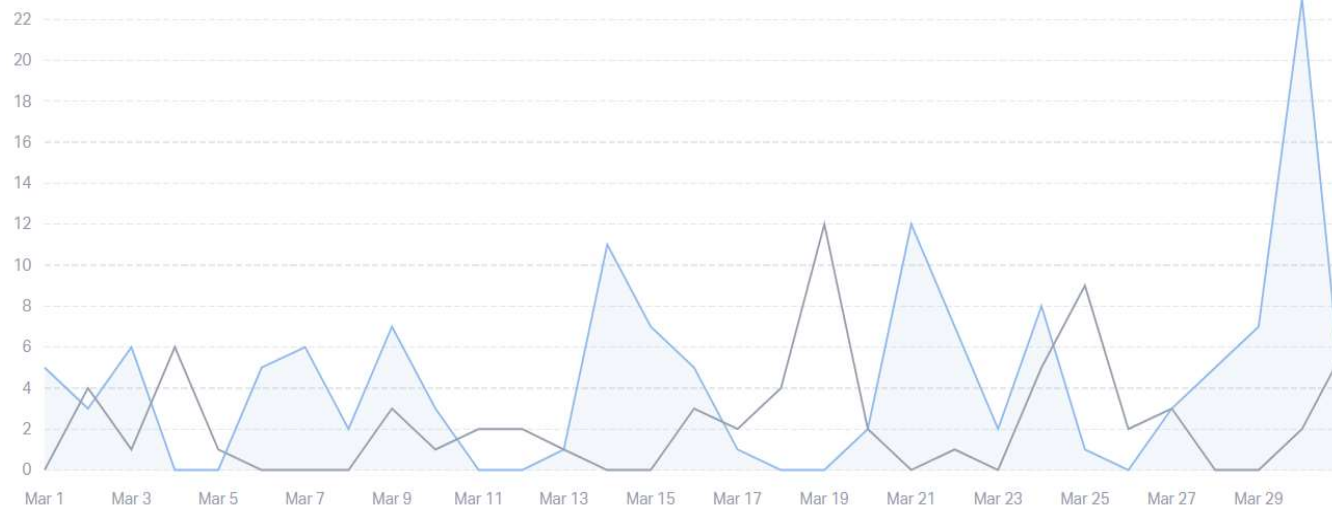
Handle Time

29 m 35 s +272%

Replies

● Current ● Previous

Day Week





Sharee Reyes

760 customers helped since Nov 29, 2021

HAPPINESS
SCORE

0

All Channels

Email

Phone

Happiness

☒ Office Hours

Emails Created

34 +183%

Replies Sent

81 +50%

Resolved

34 +26%

Replies to Resolve

1.6 -22%

Response Time

7 h 28 m +230%

First Response Time

4 h 5 m +3%

Resolved on First Reply

53% -11%

Handle Time

16 m 9 s -31%

Replies

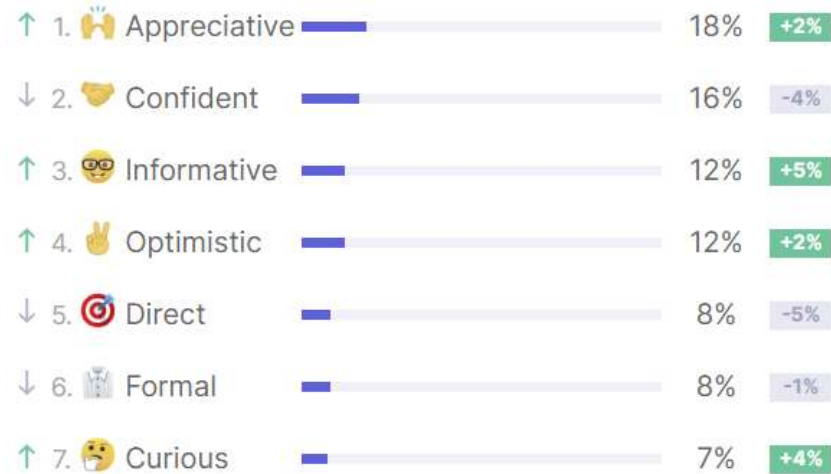
Current Previous

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:

1. 🤔 Confident	23%
↑ 2. 🏢 Formal	15% +3%
↓ 3. 🎯 Direct	14% -2%
↑ 4. 🙌 Appreciative	7% +1%
↓ 5. 🧐 Informative	7% -2%
↑ 6. 😊 Joyful	7% +3%
↑ 7. 😊 Friendly	6% +2%

KATELYN'S GRAMMARLY



TONE

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

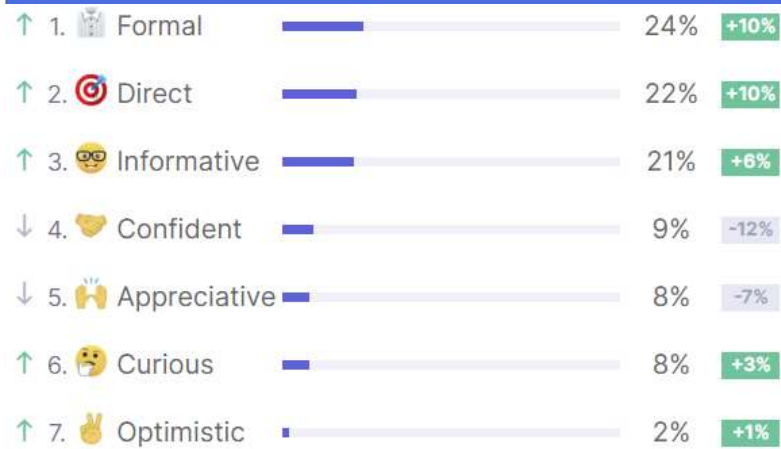
↑1. 🙌 Appreciative	23% +8%
↓2. 😊 Confident	16% -10%
↑3. 🤔 Curious	13% +7%
↑4. 🎯 Direct	13% +10%
↑5. 🏠 Formal	10% +1%
↑6. 😊 Friendly	6% +1%
↑7. 🧐 Informative	6% +4%

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:

- | | |
|--------------------|---------|
| 1. 🤔 Confident | 24% |
| ↑ 2. 🧐 Informative | 17% +6% |
| ↓ 3. 📄 Formal | 14% -1% |
| 4. 🎯 Direct | 10% |
| 5. 🙌 Appreciative | 7% |
| ↑ 6. ✌️ Optimistic | 7% +2% |
| ↓ 7. 🤔 Curious | 5% -1% |

JESS'S GRAMMARLY



TONE

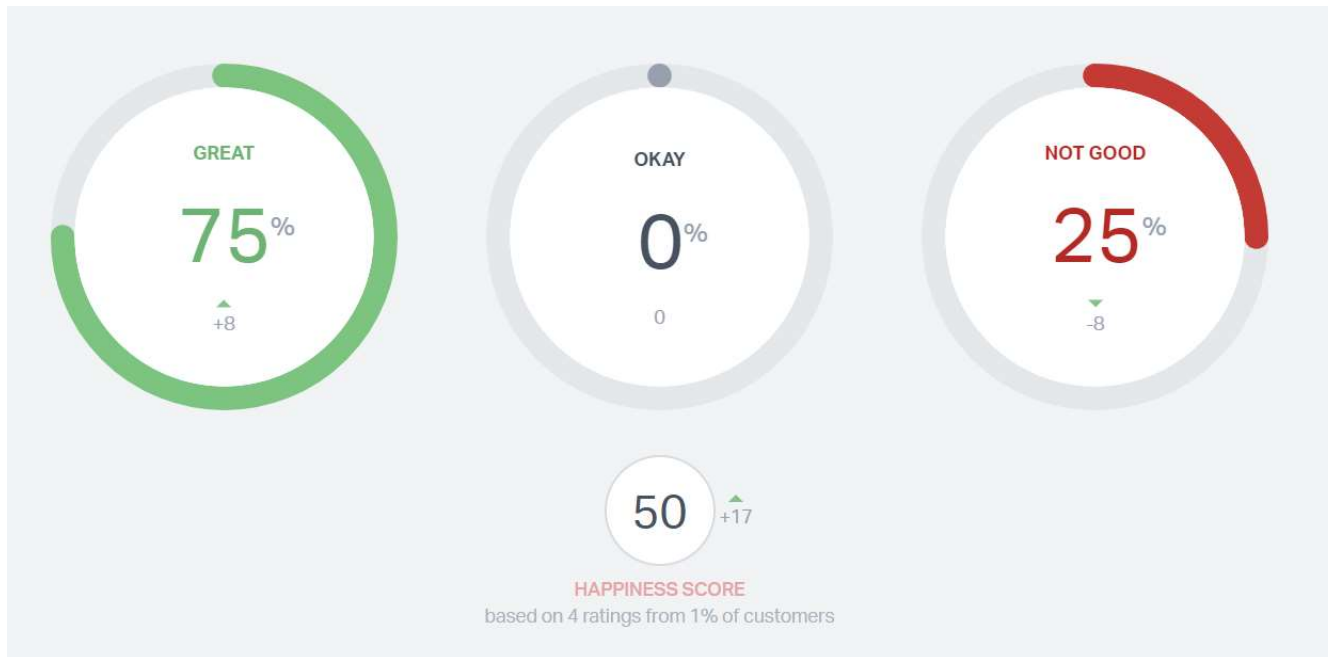
Some of the tones that were detected in your writing last week:

↑1. 🤔	Confident	24% +6%
↑2. 🎯	Direct	20% +3%
↑3. 🙌	Appreciative	17% +3%
↓4. 🧐	Informative	8% -2%
↓5. 🧑	Formal	8% -7%
↑6. 😊	Joyful	4% +1%
↓7. 👉	Assertive	3% -1%

MARIANA GRAMMARLY



HAPPINESS SCORE



HAPPINESS SCORE

Ratings

All Great Okay Not Good

#	Customer	User	Date	Rating	Comment
139211	Ethan Goodman	Karla Calderon	Mar 22	Not Good	
139090	Ling Li	Oscar Escarcega	Mar 22	Great	
137051	Sharon Loew	Cindy Llanes	Mar 11	Great	
136705	Chrissy Honts	Cindy Llanes	Mar 3	Great	





THANK YOU

