



HELP SCOUT — ANALYTICS

May 2023



All Email Phone

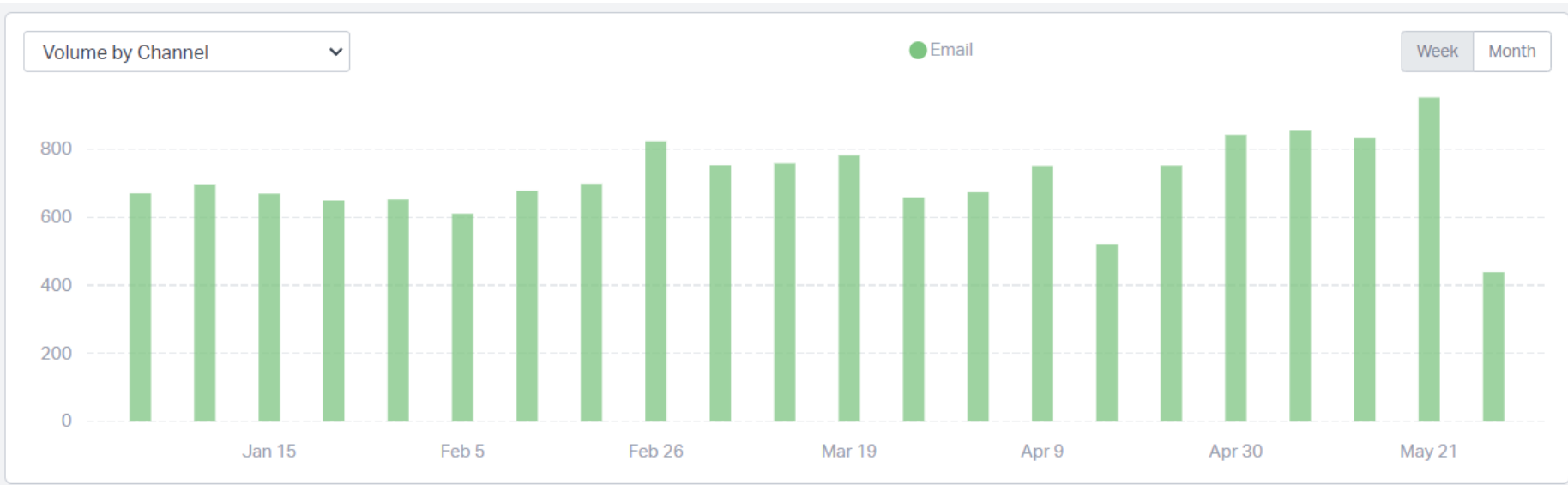
Total Conversations
16,117 ▲ +18%

New Conversations
15,906 ▲ +17%

Customers
2,454 ▲ +22%

Conversations per Day
106 ▲ +18%

Busiest Day
Monday



**YTD - 2023
E-MAIL VOLUME**

All Email Phone

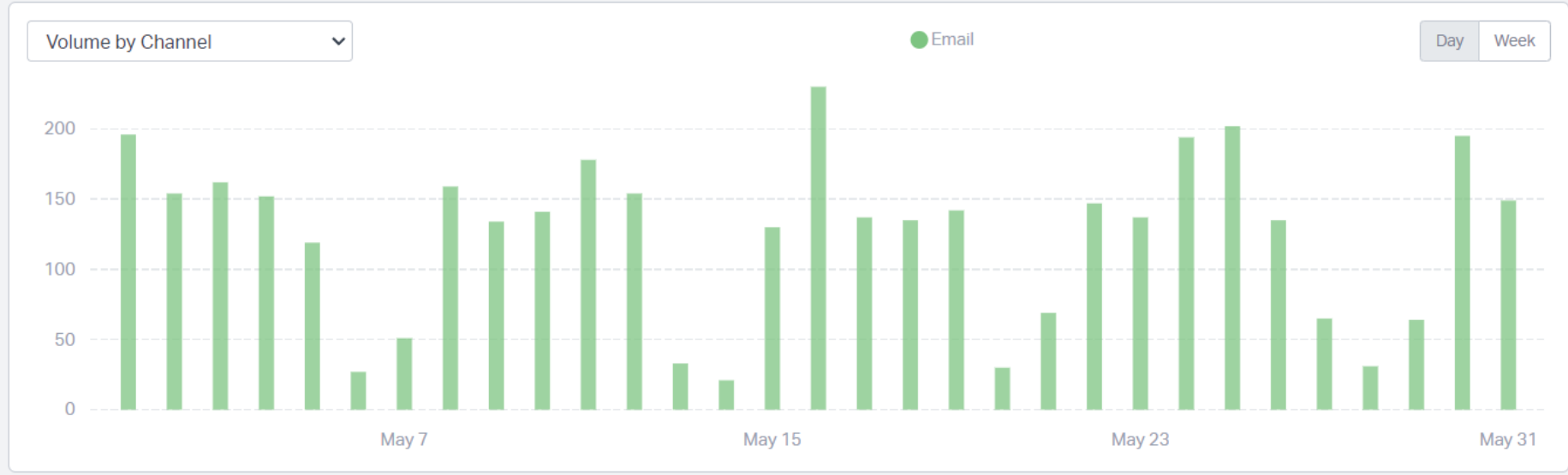
Total Conversations
4,134 +34%

New Conversations
3,935 +35%

Customers
942 +25%

Conversations per Day
129 +34%

Busiest Day
Tuesday



MAY - 2022 E-MAIL VOLUME

Customers Helped

457 ▲ +40%

Conversations per Day

132 ▲ +36%

Closed

4,095 ▲ +36%

Customers Helped

● Current ● Previous

Day Week



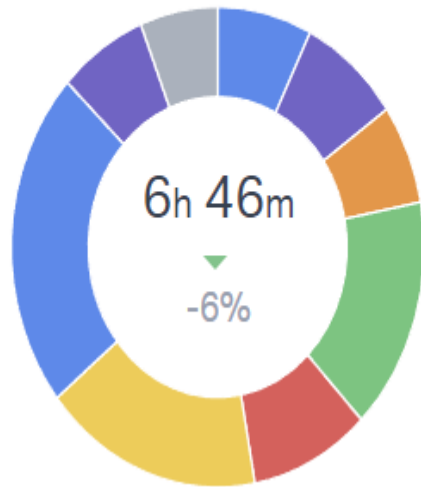
Your Team	Replies ▼	Customers Helped	Happiness Score
Mariana Chavez	385	122	100
Karla Calderon	250	108	-100
Katelyn Ekins	208	74	100
Jess Franco	205	84	-100
Mario Reyes	190	123	100
Oscar Escarcega	93	19	0
Sharee Reyes	75	45	0
Jason Wolf	64	27	0



EMAILS BY EMPLOYEE

RESPONSE TIME — COMPANY OVER ALL

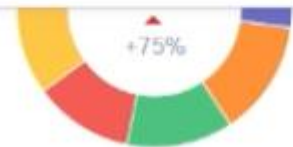
Response Time



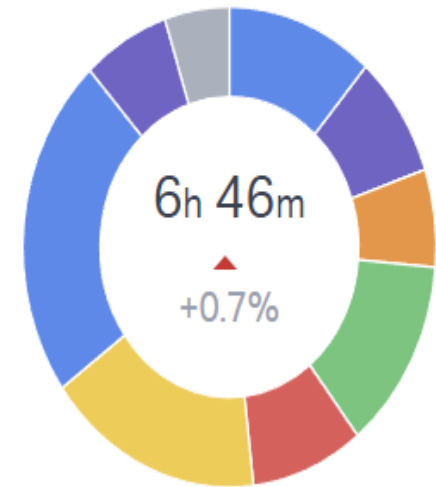
Response Time

Response Time

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



First Response Time



First Response Time

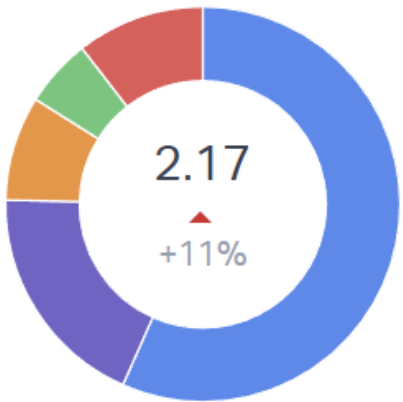
First Response Time

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



RESOLUTION

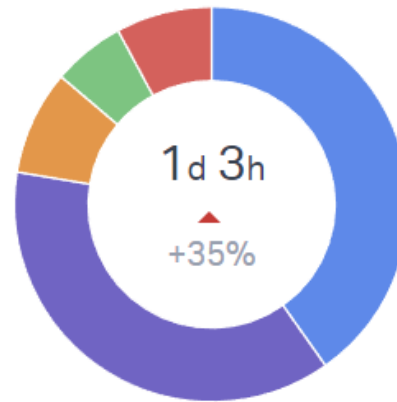
Replies to Resolve



Replies to Resolve

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

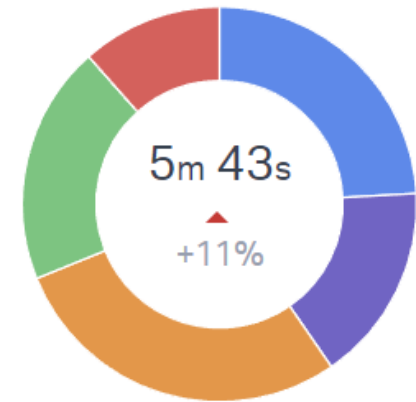
Resolution Time



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

503 customers helped since Sep 19, 2022

HAPPINESS SCORE

100.0

All Channels **Email** Phone Happiness

Office Hours *i*

Emails Created

15 -17%

Replies Sent

385 +86%

Resolved

141 +68%

Replies to Resolve

2.5 +3%

Response Time

2 h 2 m -61%

First Response Time

2 h 4 m -20%

Resolved on First Reply

47% -15%

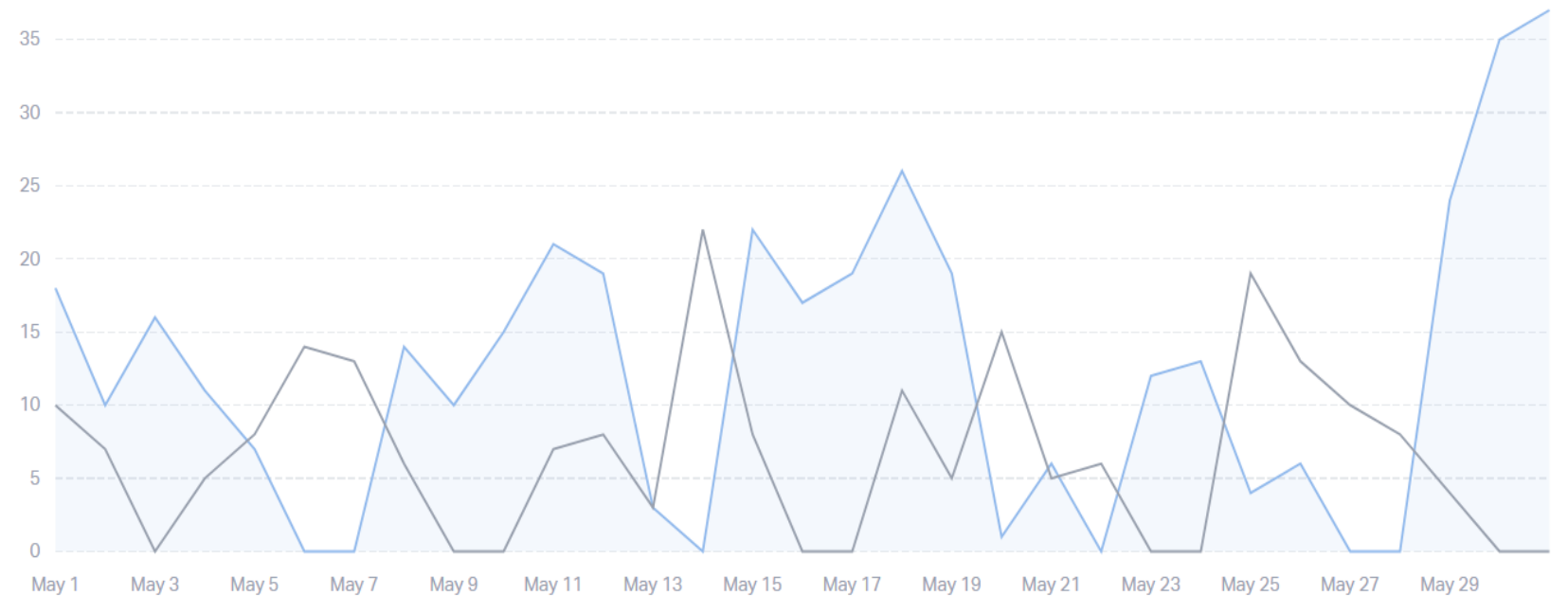
Handle Time

2 m 51 s -10%

Replies

● Current ● Previous

Day Week





Karla Calderon

805 customers helped since Jan 26, 2022

HAPPINESS SCORE

-100.0

All Channels **Email** Phone Happiness

Office Hours [i](#)

Emails Created

77 ▲ +38%

Replies Sent

250 ▲ +3%

Resolved

67 ▲ +5%

Replies to Resolve

3.0 ▲ +17%

Response Time

9h 48m ▲ +56%

First Response Time

6h 44m ▲ +109%

Resolved on First Reply

34% ▼ -19%

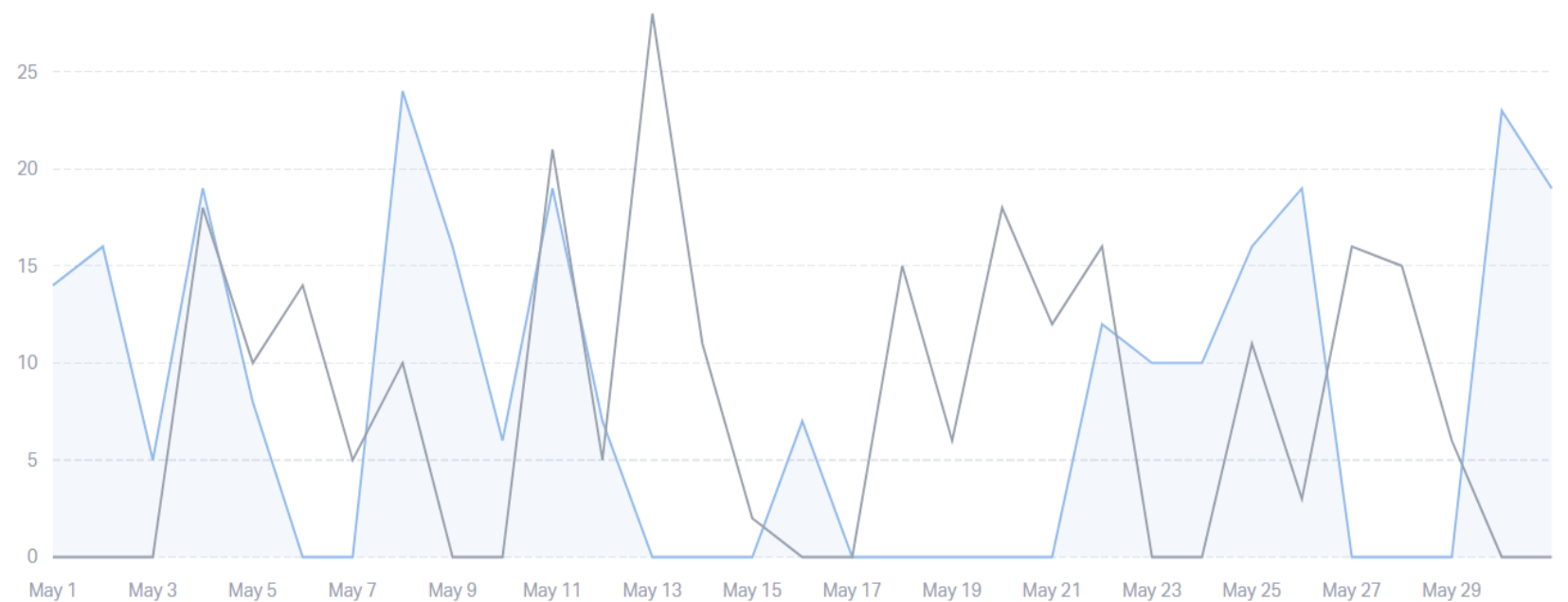
Handle Time

2m 42s ▼ -4%

Replies

● Current ● Previous

Day Week





Katelyn Ekins

663 customers helped since Feb 25, 2021

HAPPINESS SCORE

100 ₀

All Channels Email Phone Happiness

Office Hours i

Emails Created

22 +29%

Replies Sent

208 +49%

Resolved

68 +39%

Replies to Resolve

3.0 +27%

Response Time

7 h 55 m -6%

First Response Time

6 h 10 m -11%

Resolved on First Reply

40% -25%

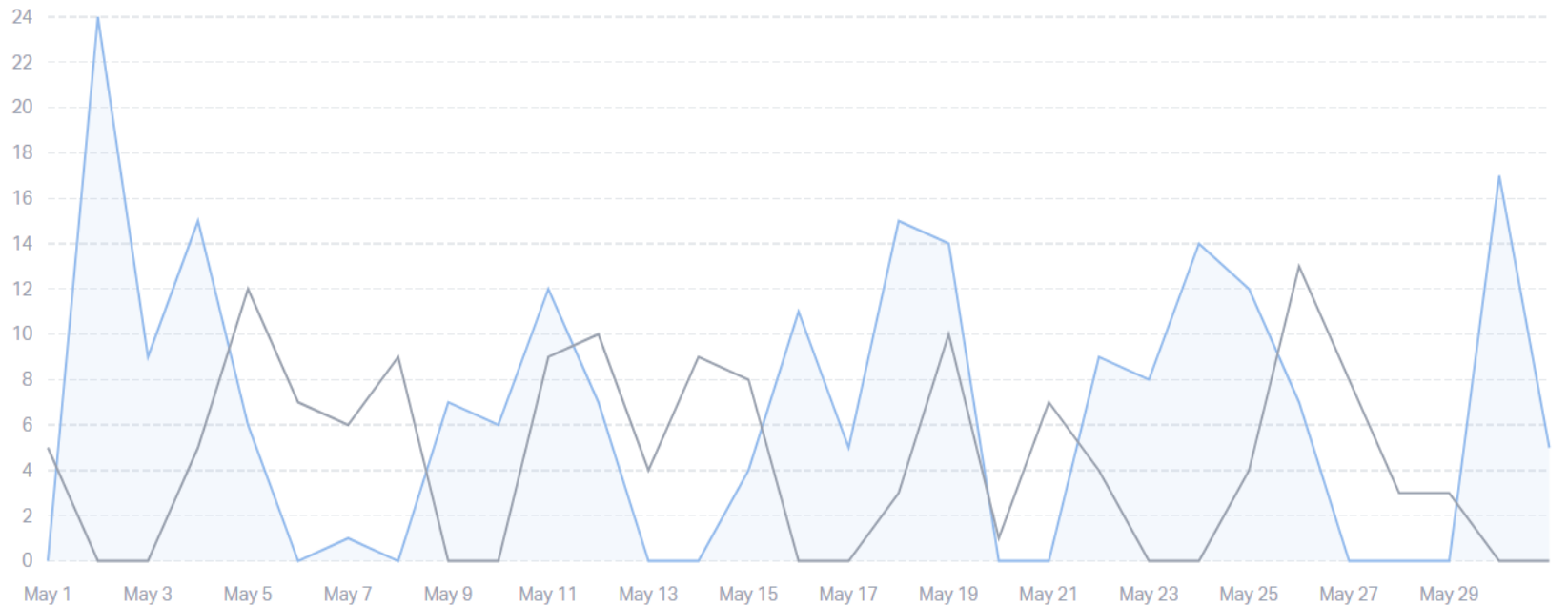
Handle Time

4 m 36 s +10%

Replies

● Current ● Previous

Day Week





Jess Franco

771 customers helped since Dec 2, 2021

HAPPINESS SCORE

-100 ▼ -200

All Channels **Email** Phone Happiness

Office Hours i

Emails Created

29 ▲ +142%

Replies Sent

205 ▲ +136%

Resolved

72 ▲ +167%

Replies to Resolve

2.6 ▼ -5%

Response Time

7 h 41 m ▼ -31%

First Response Time

7 h 32 m ▼ -56%

Resolved on First Reply

38% ▲ +1%

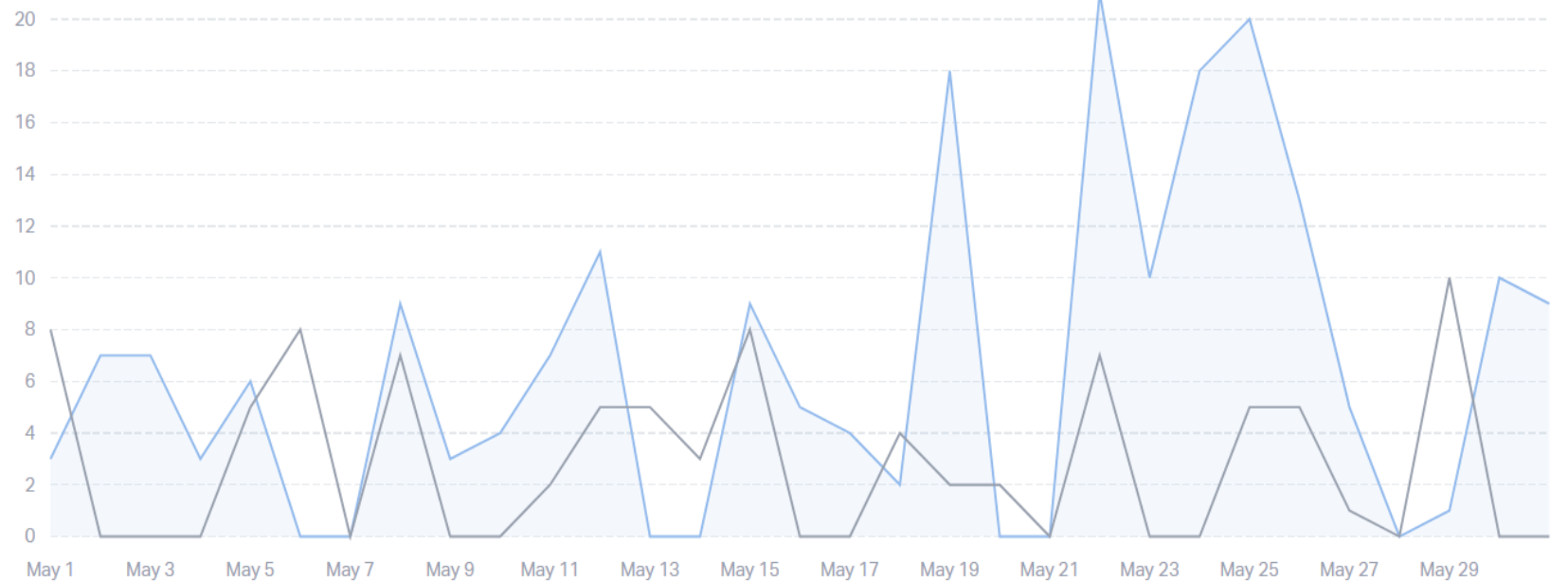
Handle Time

11 m 1 s ▲ +0.3%

Replies

● Current ● Previous

Day Week





Mario Reyes

168 customers helped since Apr 9, 2023

HAPPINESS SCORE

100 ₀

All Channels **Email** Phone Happiness

Office Hours i

Emails Created

61 +154%

Replies Sent

190 +111%

Resolved

97 +98%

Replies to Resolve

1.3 +4%

Response Time

8h 13m +417%

First Response Time

4h 35m +502%

Resolved on First Reply

77% -5%

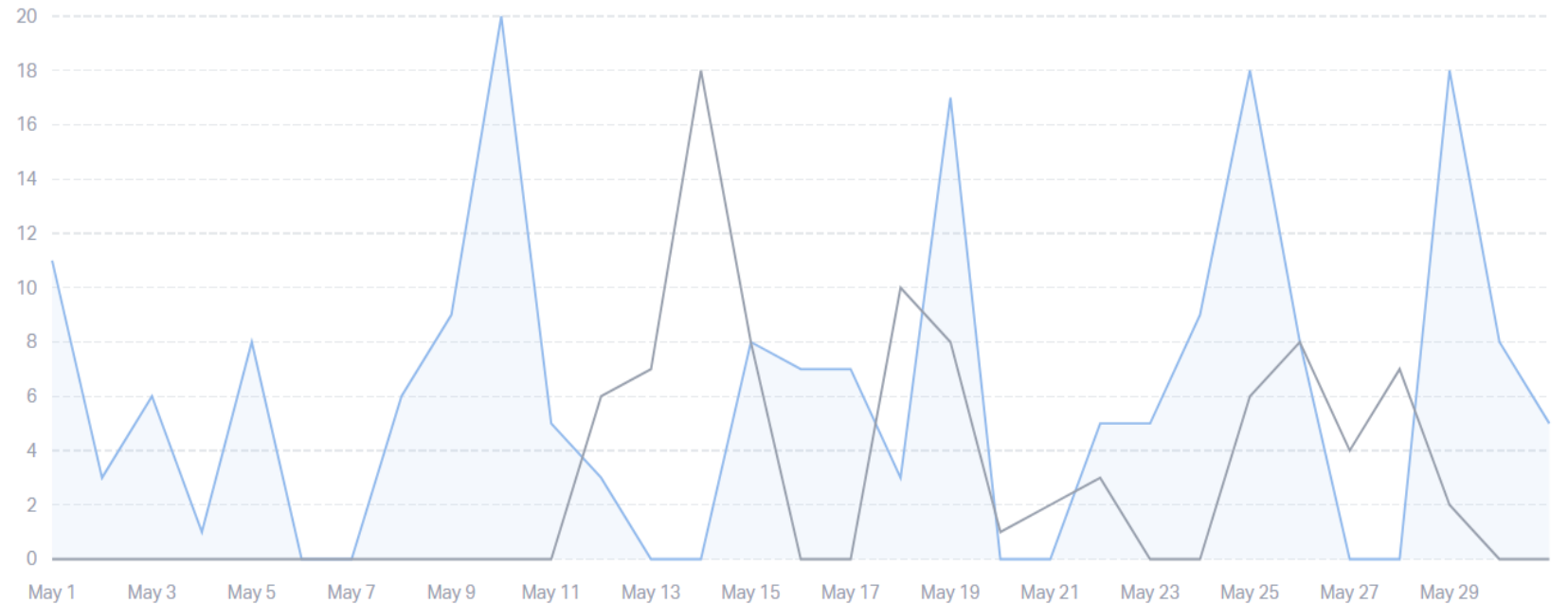
Handle Time

6m 23s +6%

Replies

● Current ● Previous

Day Week





Oscar Escarcega

973 customers helped since May 24, 2019

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours [i](#)

Emails Created

25 -17%

Replies Sent

93 -31%

Resolved

79 -19%

Replies to Resolve

1.1 -10%

Response Time

8h 9m +13%

First Response Time

7h 54m +48%

Resolved on First Reply

96% +7%

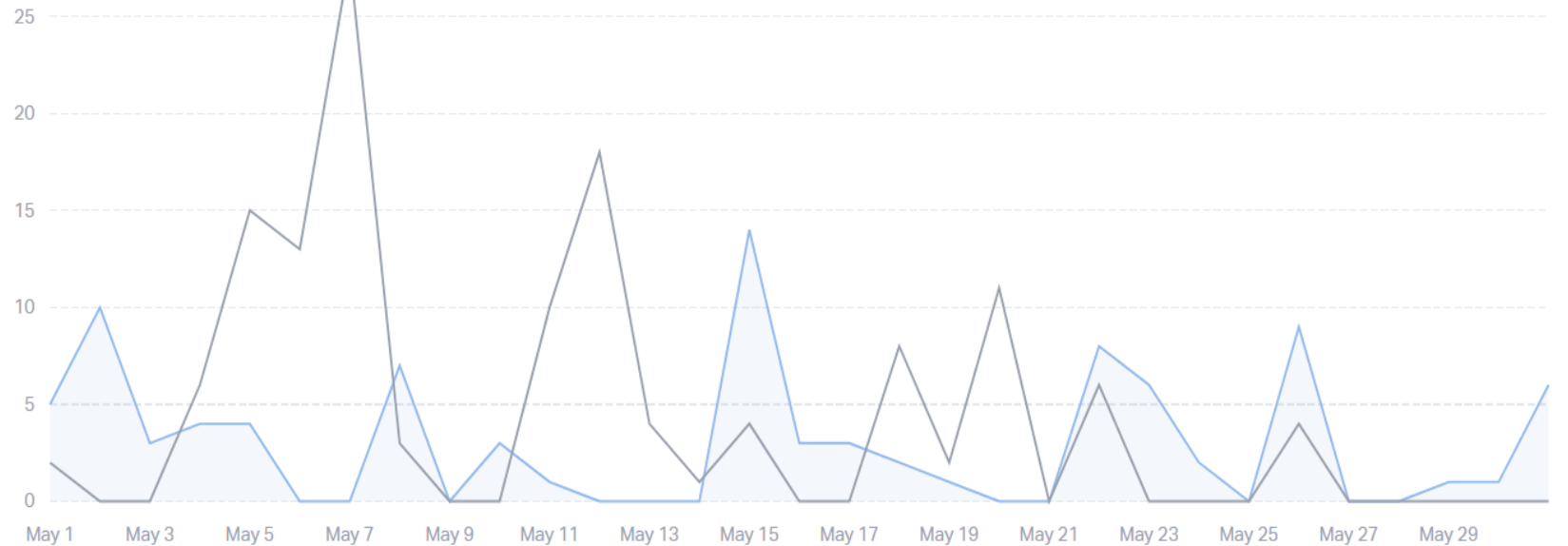
Handle Time

11m 25s +43%

Replies

● Current ● Previous

Day Week





Sharee Reyes

779 customers helped since Nov 29, 2021

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours [?](#)

Emails Created

13 +63%

Replies Sent

75 +134%

Resolved

31 +72%

Replies to Resolve

1.9 +45%

Response Time

13h 28m -24%

First Response Time

9h 7m -69%

Resolved on First Reply

61% -21%

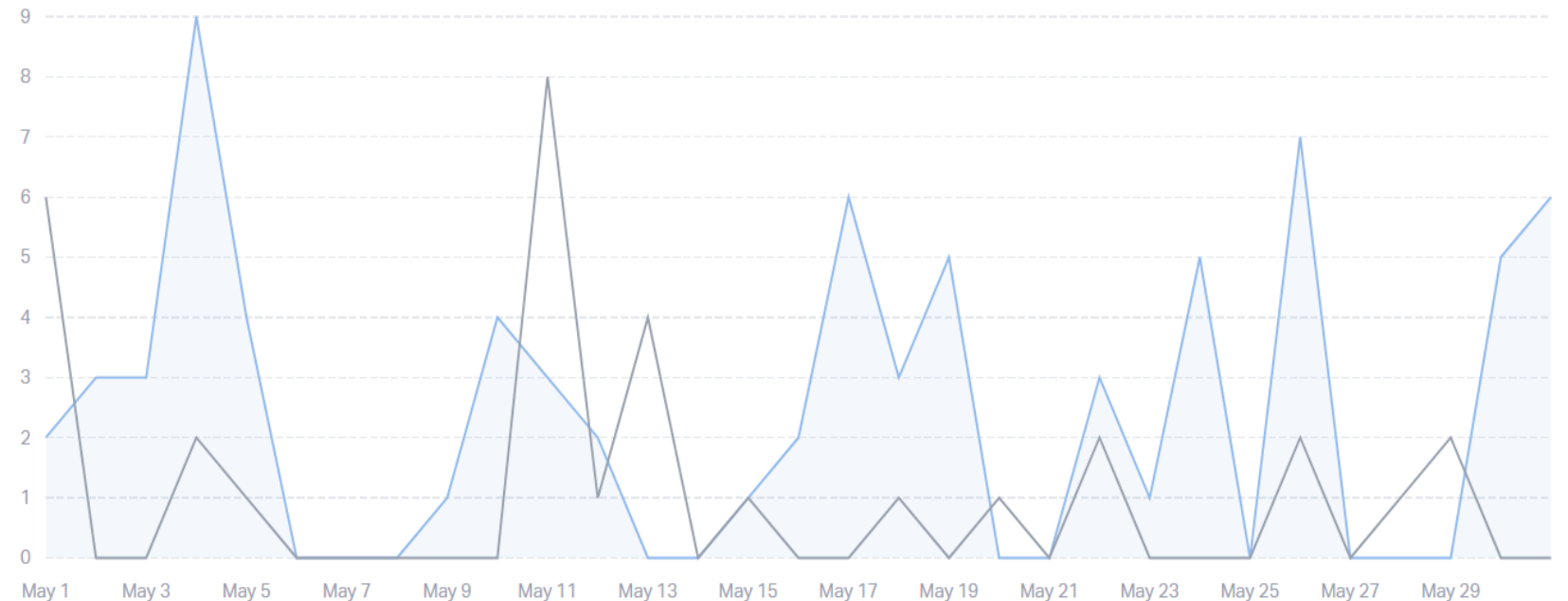
Handle Time

15m 15s -51%

Replies

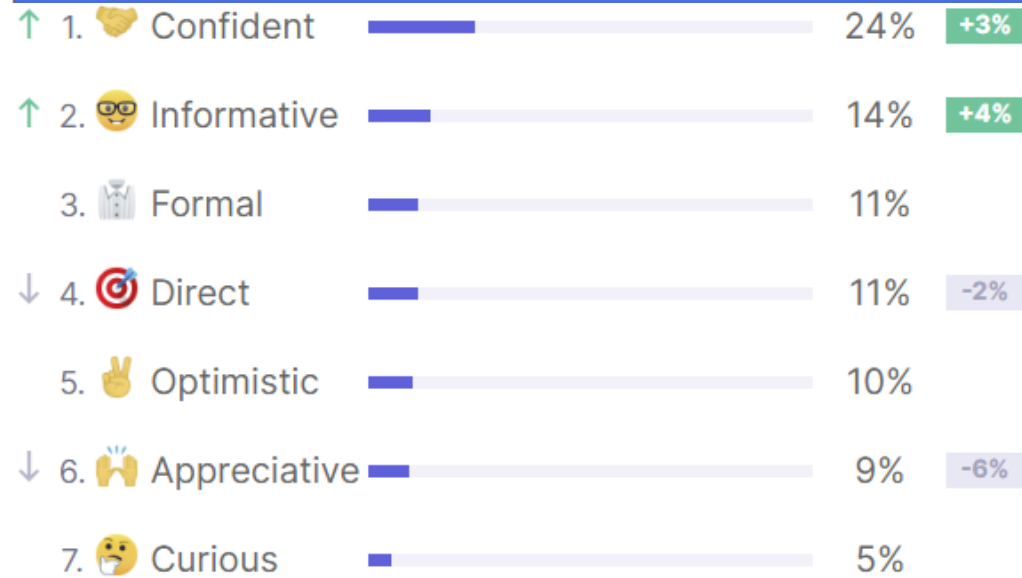
● Current ● Previous

Day Week



STONE

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. 🧑‍💼 Formal	24%+20%
↑2. 🤔 Curious	13%+10%
↑3. 🙌 Appreciative	11%+2%
↑4. 🙌 Optimistic	11%+6%
↓5. 🙌 Confident	7%-17%
↑6. 🙌 Assertive	6%+3%
↓7. 🧐 Informative	6% -1%

KATELYN'S GRAMMARLY



TONE

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

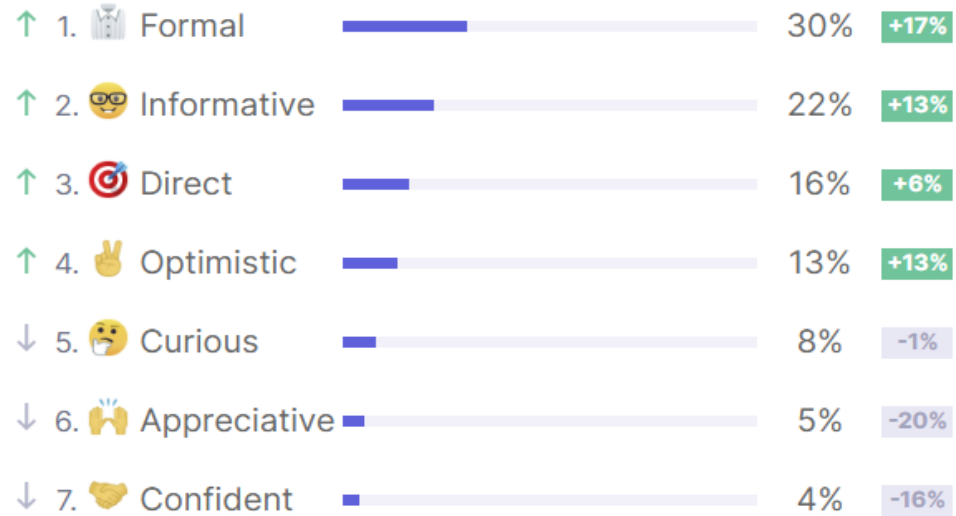
- | | |
|--------------------|---------|
| ↑1. 🤝 Confident | 30%+5% |
| ↑2. 🙌 Optimistic | 19%+13% |
| ↑3. 🧐 Informative | 15%+4% |
| ↑4. 🎯 Direct | 11%+2% |
| ↓5. 🙏 Appreciative | 7%-13% |
| ↑6. 🙋 Assertive | 4%+4% |
| ↓7. 🤔 Curious | 4% -5% |

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 | 26% -3% |
| 2. 🏢 Formal | 19% |
| ↓3. 🎯 Direct | 19% -3% |
| ↑4. 🙌 Appreciative | 9% +7% |
| ↑5. 😊 Joyful | 5% +2% |
| ↓6. 🧐 Informative | 4% -2% |
| ↓7. 😊 Friendly | 3% -2% |

JESS'S GRAMMARLY



TONE

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

- | | |
|---------------------|----------|
| ↓ 1. 🙌 Appreciative | 25% -2% |
| ↑ 2. 🧐 Informative | 24% +7% |
| ↑ 3. 👔 Formal | 18% +10% |
| ↑ 4. 👉 Assertive | 9% +2% |
| ↓ 5. 🎯 Direct | 6% -4% |
| ↑ 6. ★ Cooperative | 4% +2% |
| 7. ✌️ Optimistic | 4% |

MARIO'S GRAMMARLY



TONE

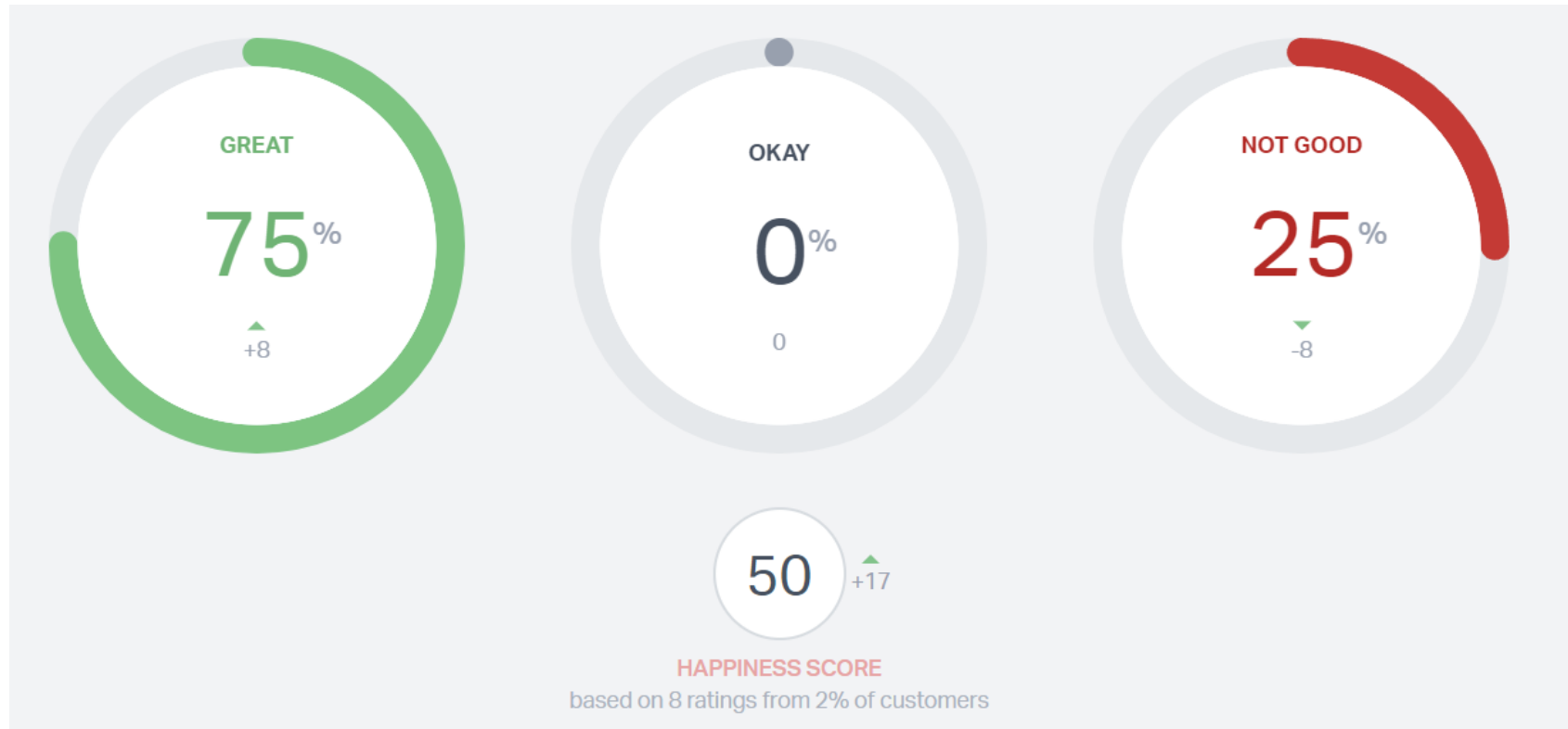
Some of the tones that were detected in your writing last week:

- | | |
|--------------------|---------|
| ↑1. 🗨️ Confident | 19%+19% |
| ↑2. 🧐 Informative | 18%+18% |
| ↑3. 🎯 Direct | 15%+15% |
| ↑4. 👔 Formal | 14%+14% |
| ↑5. 🙌 Appreciative | 12%+12% |
| ↑6. 🙋 Assertive | 6%+6% |
| ↑7. 🙌 Optimistic | 3%+3% |

**MARIANA
GRAMMARLY**



HAPPINESS SCORE



HAPPINESS SCORE

Ratings

All Great Okay Not Good

#	Customer	User	Date	Rating	Comment
147885	Ana Gratzia Gereda	Mariana Chavez	May 31	Great	
147580	Ryan Greenstreet	Katelyn Ekins	May 31	Great	
146392	Warunya Jaikham	Mario Reyes	May 26	Great	
146546	Cadence Johansen	Mario Reyes	May 22	Great	Thank you for keep us updated with HOA rules and regulations.
144774	Mandy Langton	Mario Reyes	May 9	Great	
142875	Cinthya Yanez	Karla Calderon	May 3	Not Good	I don't appreciate what you and your company have done.
143592	Devin (rtkc) Osness	Jess Franco	May 1	Not Good	
143536	Sharon Loew	Mario Reyes	May 1	Great	Nice to get a quick response with specific helpful info. Thank you, Mario!
8 ratings					





THANK YOU

