



HELP SCOUT — ANALYTICS

November 2022



All Email Phone

Total Conversations
33,745 +51%

New Conversations
28,310 +28%

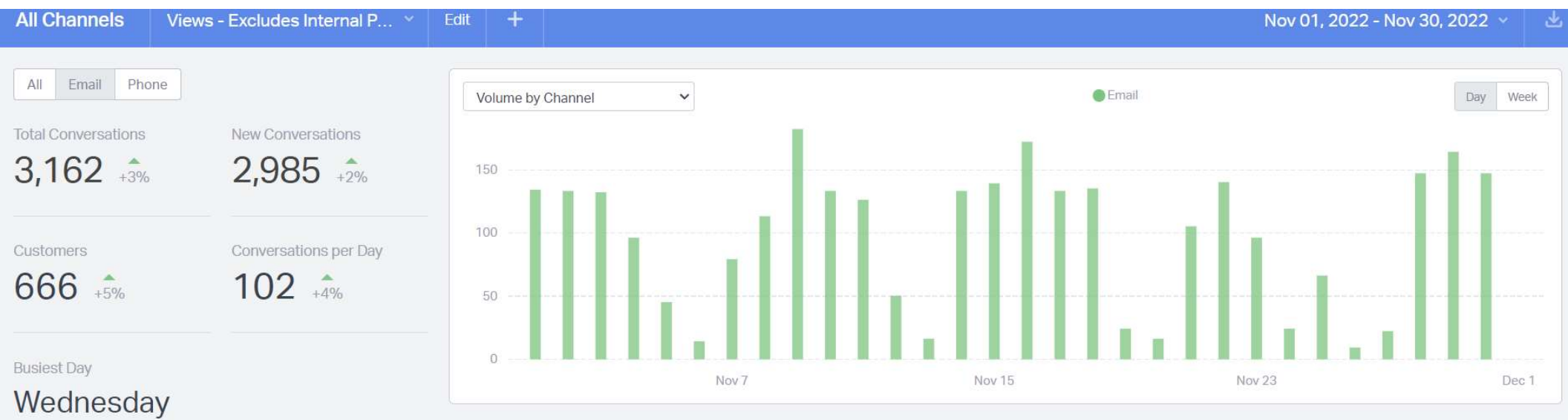
Customers
3,699 -4%

Conversations per Day
100 +52%

Busiest Day
Wednesday



YTD - 2022
E-MAIL VOLUME



NOVEMBER - 2022
E-MAIL VOLUME

Customers Helped

305

+6%

Conversations per Day

107

+6%

Closed

3,210

+5%



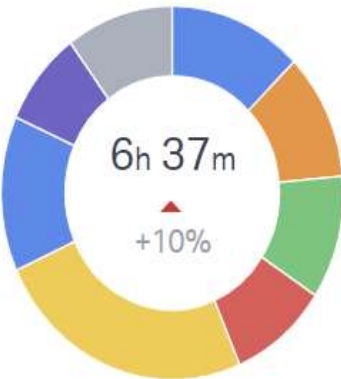
Your Team	Replies	Customers Helped	Happiness Score
Karla Calderon	245	109	100
Sharee Reyes	187	63	0
Mariana Chavez	177	86	50
Katelyn Ekins	161	61	0
Jess Franco	154	49	100
Oscar Escarcega	55	21	100
Jason "Wolf"	9	9	0

EMAILS BY EMPLOYEE



RESPONSE TIME — COMPANY OVER ALL

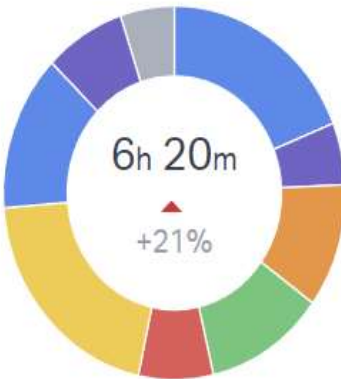
Response Time



Response Time



First Response Time

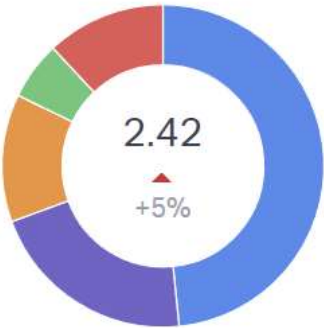


First Response Time



RESOLUTION

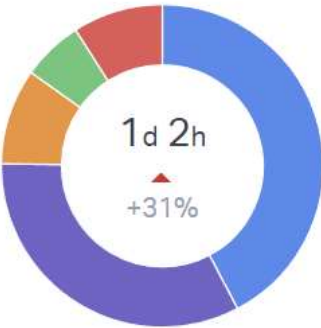
Replies to Resolve



Replies to Resolve

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

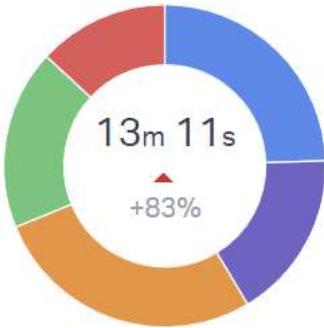
Resolution Time



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.





Karla Calderon

595 customers helped since Jan 26, 2022

HAPPINESS
SCORE

100.0

All Channels **Email** Phone Happiness

☒ Office Hours ⓘ

Emails Created

60 -10%

Replies Sent

245 -2%

Resolved

74 +3%

Replies to Resolve

3.1 +25%

Response Time

7 h 48 m +8%

First Response Time

4 h 48 m -23%

Resolved on First Reply

32% -10%

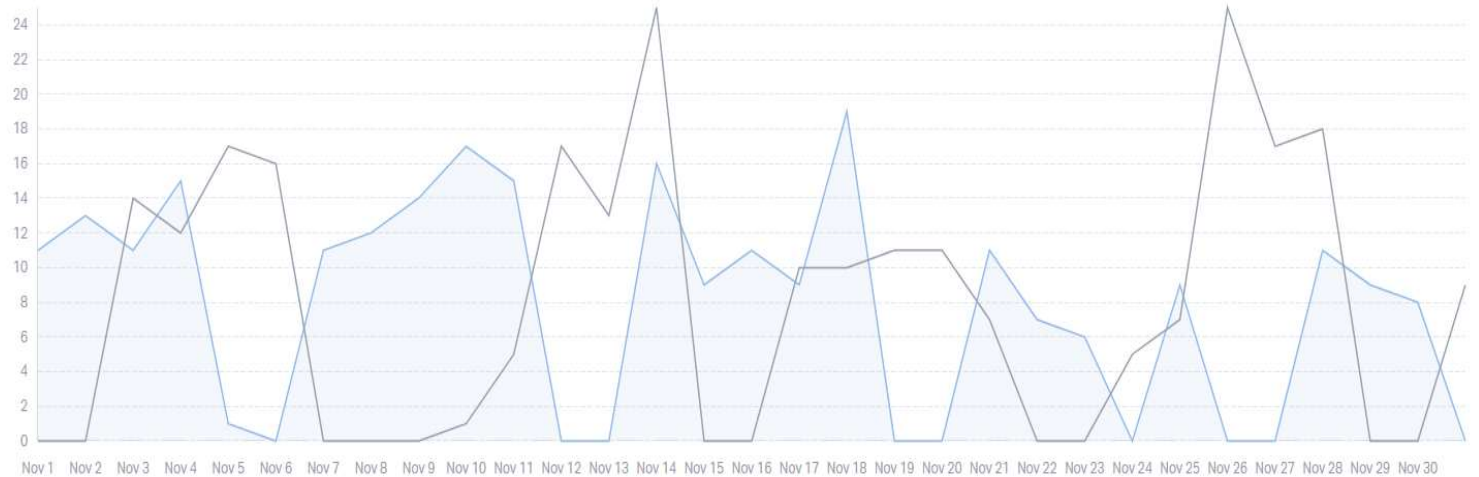
Handle Time

2 m 24 s -19%

Replies

● Current ● Previous

Day Week





Sharee Reyes

574 customers helped since Nov 29, 2021

HAPPINESS
SCORE

0 -100

All Channels

Email

Phone

Happiness

☒ Office Hours ⓘ

Emails Created

21 0%

Replies Sent

187 +22%

Resolved

65 +2%

Replies to Resolve

2.5 -2%

Response Time

5h 2m +54%

First Response Time

2h 10m +8%

Resolved on First Reply

42% -14%

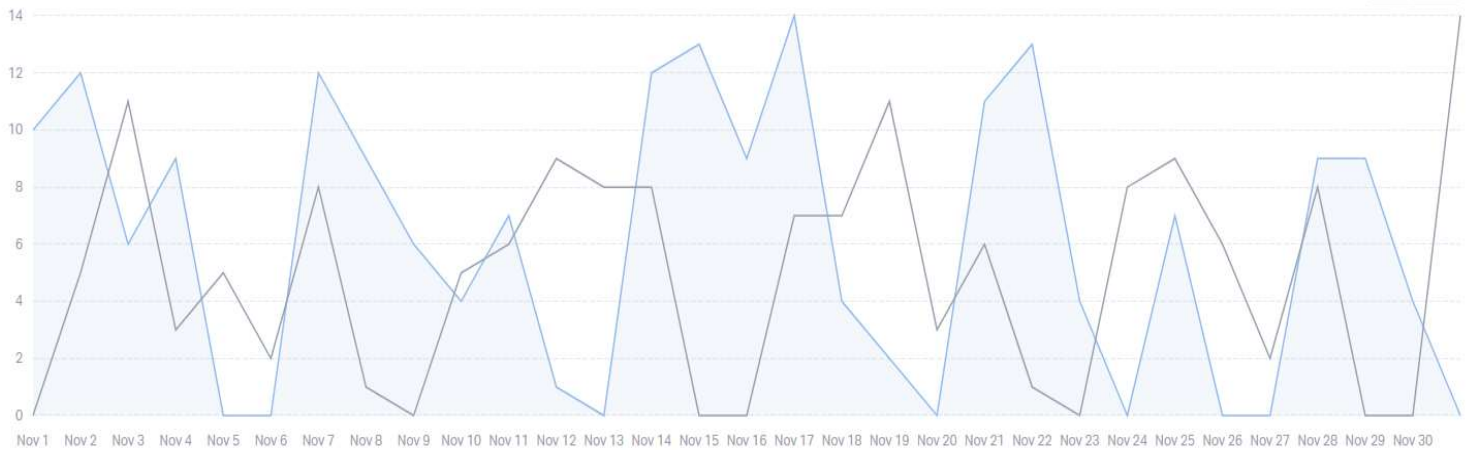
Handle Time

18m 3s +16%

Replies

● Current ● Previous

Day Week





Mariana Chavez

137 customers helped since Sep 19, 2022

HAPPINESS
SCORE

50

All Channels **Email** Phone Happiness

☒ Office Hours [?](#)

Emails Created

26 +13%

Replies Sent

177 +18%

Resolved

81 +16%

Replies to Resolve

1.7 -15%

Response Time

3h 20m -2%

First Response Time

2h 50m +23%

Resolved on First Reply

72% +11%

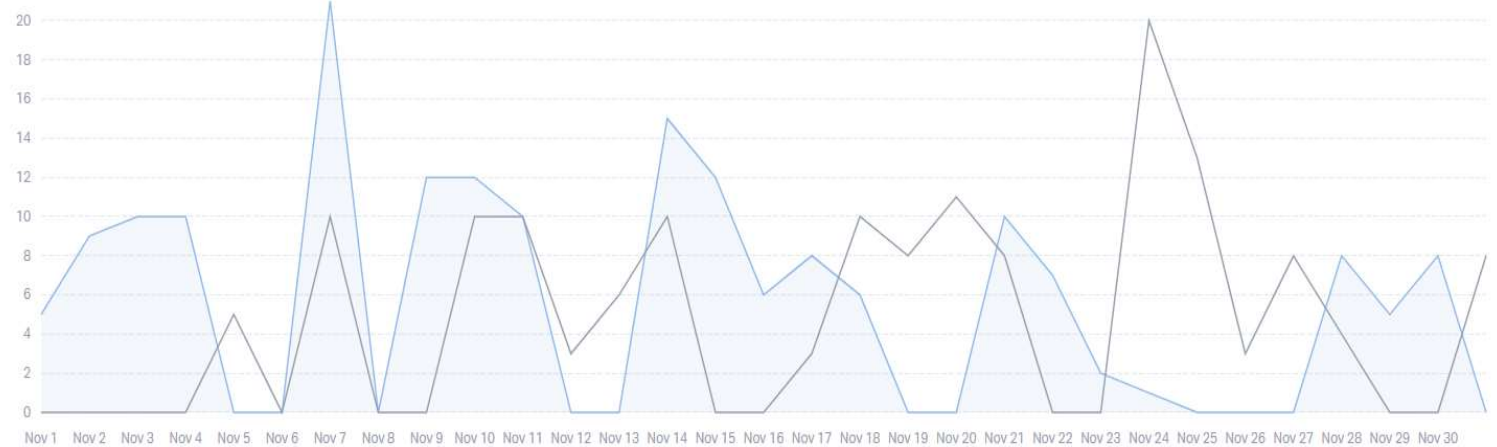
Handle Time

3m 24s -21%

Replies

● Current ● Previous

Day Week





Katelyn Ekins

522 customers helped since Feb 25, 2021

HAPPINESS
SCORE

0

All Channels **Email** Phone Happiness

☒ Office Hours ⓘ

Emails Created

37 -5%

Replies Sent

161 +3%

Resolved

32 -38%

Replies to Resolve

2.8 -11%

Response Time

10h 22m +9%

First Response Time

7h 22m -8%

Resolved on First Reply

31% -10%

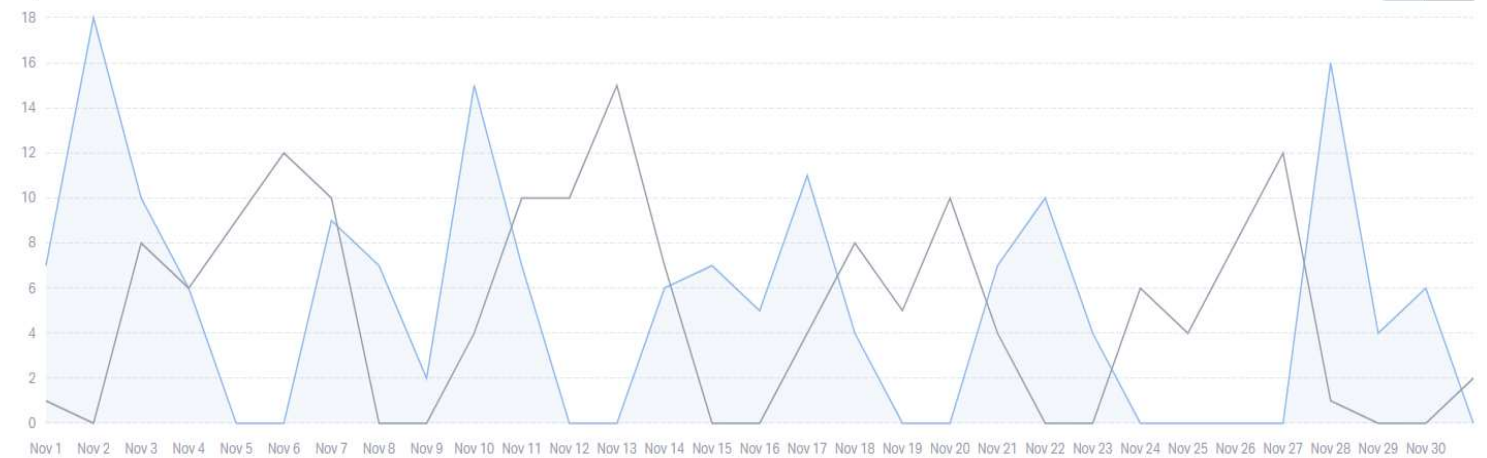
Handle Time

4m 47s +4%

Replies

● Current ● Previous

Day Week





Jess Franco

586 customers helped since Dec 2, 2021

HAPPINESS
SCORE

100

All Channels Email Phone Happiness

☒ Office Hours [?](#)

Emails Created

29 0%

Replies Sent

154 -19%

Resolved

50 -29%

Replies to Resolve

3.1 +48%

Response Time

6h 33m +72%

First Response Time

5h 20m -12%

Resolved on First Reply

28% -25%

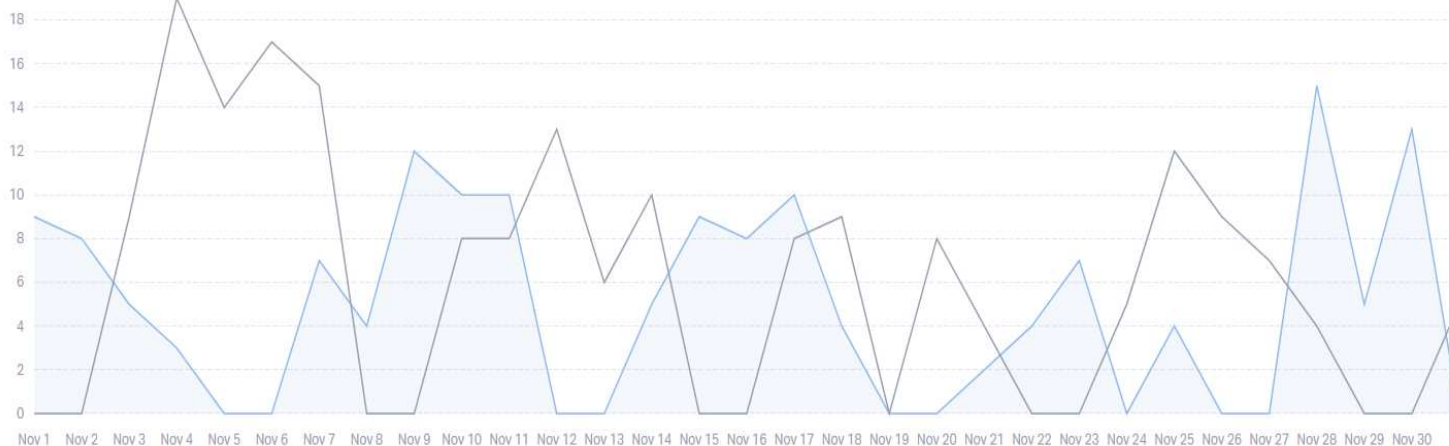
Handle Time

8m 2s -15%

Replies

● Current ● Previous

Day Week





Oscar Escarcega

915 customers helped since May 24, 2019

HAPPINESS
SCORE

100

All Channels Email Phone Happiness

☒ Office Hours ⓘ

Emails Created

6 -60%

Replies Sent

55 -17%

Resolved

34 +17%

Replies to Resolve

1.5 +4%

Response Time

6h 58m -43%

First Response Time

4h 48m -27%

Resolved on First Reply

76% +0.8%

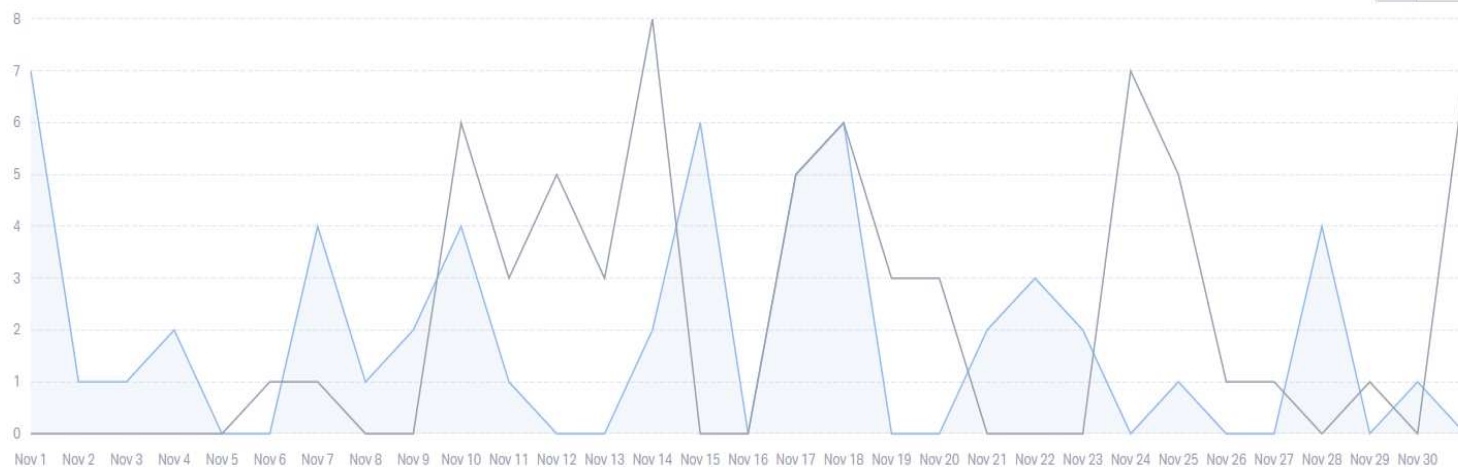
Handle Time

46m 15s +336%

Replies

● Current ● Previous

Day Week





Jason "Wolf"

564 customers helped since May 24, 2019

HAPPINESS
SCORE

0

All Channels Email Phone Happiness

☒ Office Hours ?

Emails Created

330 +124%

Replies Sent

9 -25%

Resolved

7 0%

Replies to Resolve

1.0 -12%

Response Time

0m 1s -100%

First Response Time

0m 0s -33%

Resolved on First Reply

100% +17%

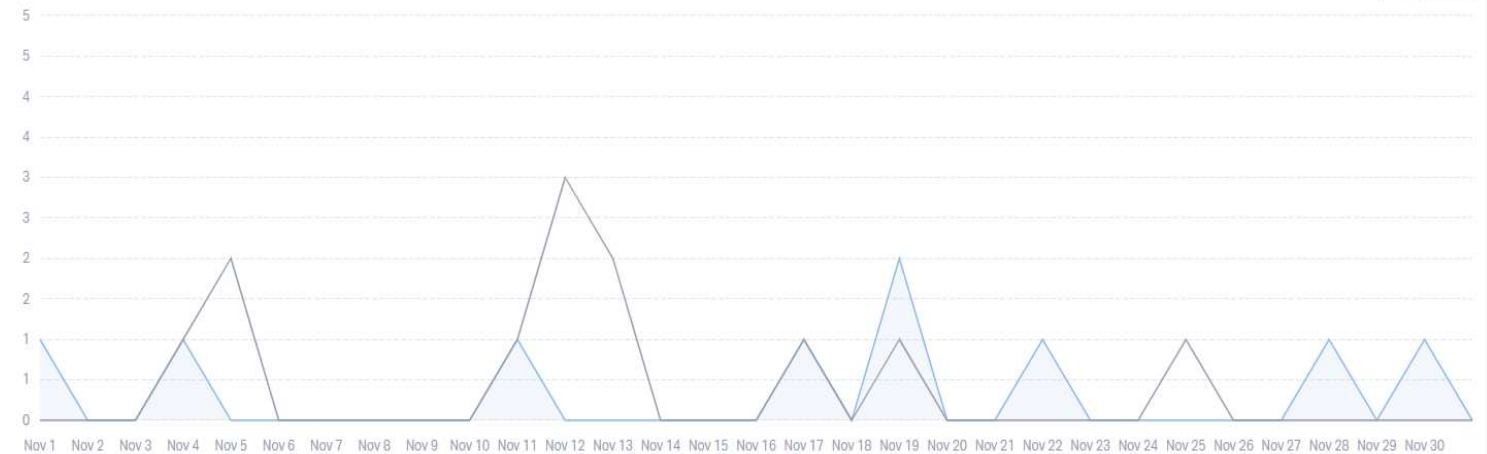
Handle Time

0m 0s -100%

Replies

● Current ● Previous

Day Week



TONE

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

↑ 1.	👏 Appreciative	<div><div></div></div>	18%	+2%
↓ 2.	💪 Confident	<div><div></div></div>	16%	-4%
↑ 3.	🧐 Informative	<div><div></div></div>	12%	+5%
↑ 4.	👉 Optimistic	<div><div></div></div>	12%	+2%
↓ 5.	🎯 Direct	<div><div></div></div>	8%	-5%
↓ 6.	📋 Formal	<div><div></div></div>	8%	-1%
↑ 7.	🤔 Curious	<div><div></div></div>	7%	+4%

KARLA'S GRAMMARLY

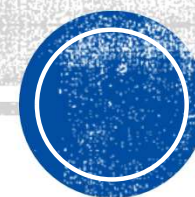


TONE

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

↑1. 🤔 Confident	21% +6%
↑2. 🎯 Direct	14% +2%
↓3. 🏢 Formal	10% -1%
↓4. 🗣️ Informative	7% -7%
↓5. 🙌 Optimistic	7% -2%
↑6. 👕 Informal	6% +3%
↑7. 😞 Regretful	6% +2%

KATELYN'S GRAMMARLY



TONE

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

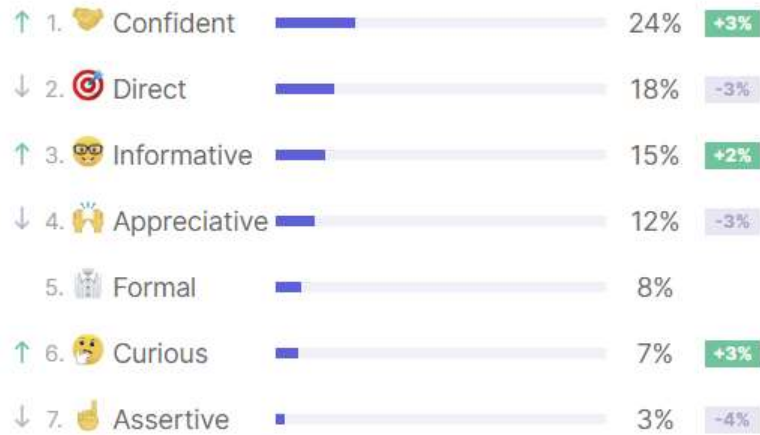
↓ 1. 😊 Confident	18% -1%
↑ 2. 🤔 Curious	18% +10%
↓ 3. 🙌 Appreciative	12% -7%
↑ 4. 🏢 Formal	12% +4%
↑ 5. 📖 Informative	12% +1%
↑ 6. 😓 Apologetic	6% +6%
↑ 7. 👉 Assertive	6% +2%

OSCAR'S GRAMMARLY



TONE

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

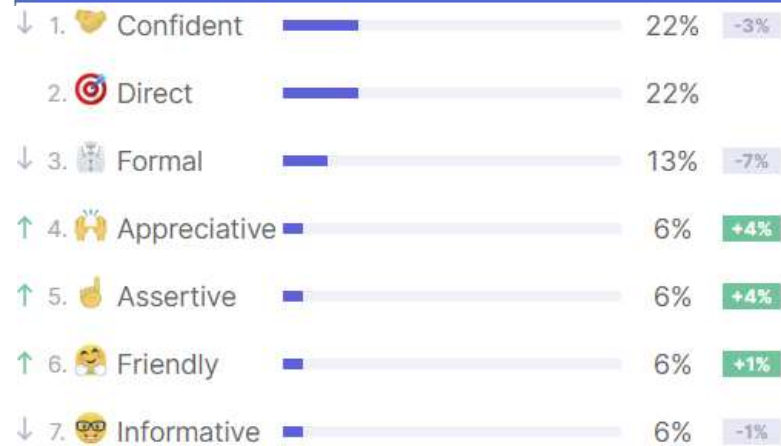


SHAREES GRAMMARLY



TONE

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

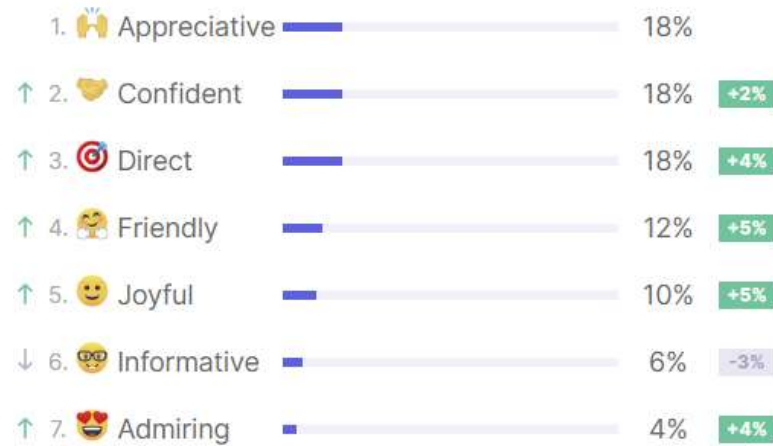


JESS'S GRAMMARLY



TONE

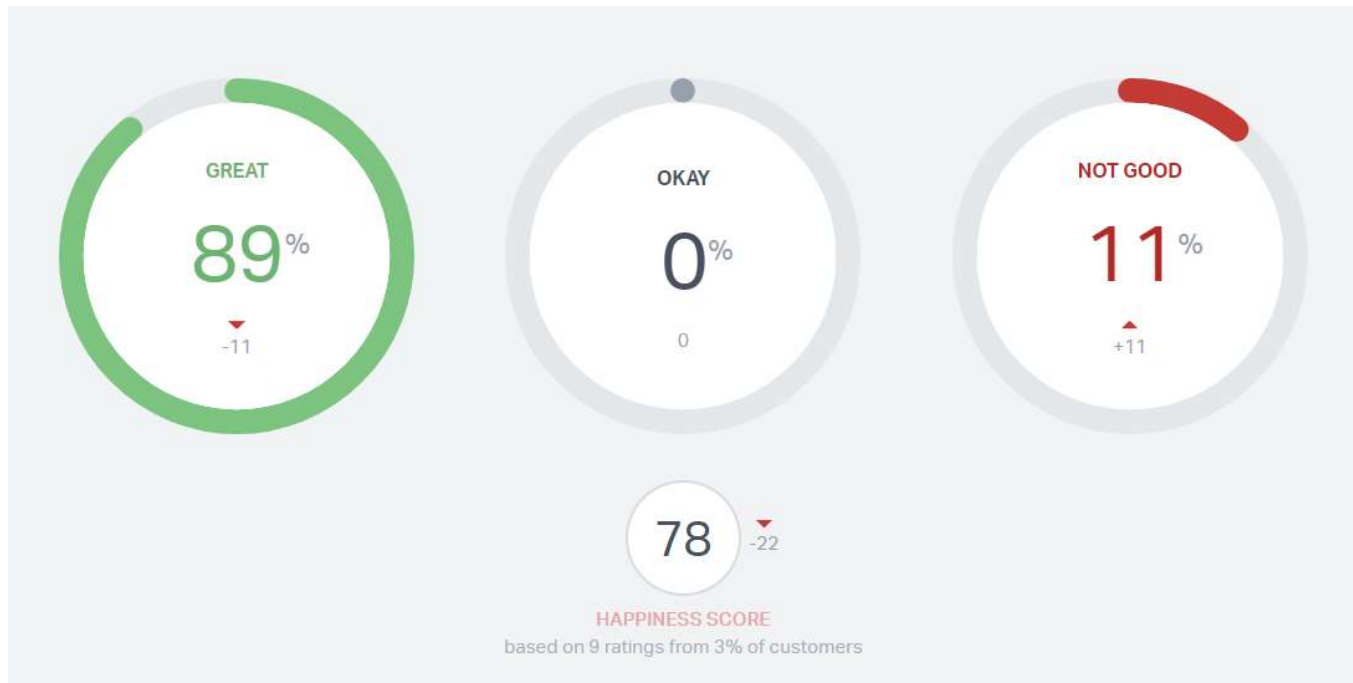
Some of the tones that were detected in your writing last week:



MARIANA GRAMMARLY



HAPPINESS SCORE



HAPPINESS SCORE

Ratings

All Great Okay Not Good

#	Customer	User	Date	Rating	Comment
125725	Allysa Osborne	Jess Franco	Nov 28	Great	
125518	Terri Goehring	Jess Franco	Nov 25	Great	Extremely responsive and helpful. Walked us through each step answering all our questions. Made us feel comfortable and valued as customers. Would definitely recommend. Nothing but professional.
125091	Laine Wilkins	Karla Calderon	Nov 23	Great	
124486	Michael Salmon	Jess Franco	Nov 16	Great	
124134	Teresa Beltran	Mariana Chavez	Nov 14	Great	Thank you Mariana, I appreciate
123996	Michael Wright	Mariana Chavez	Nov 14	Great	
123739	Teresa Beltran	Mariana Chavez	Nov 10	Great	
122588	Nancy Coyne	Oscar Escarcega	Nov 1	Great	Oscar was prompt and efficient!
122589	Beverly Newman	Mariana Chavez	Nov 1	Not Good	Fraudsters.
9 ratings					





THANK YOU

