



HELP SCOUT — ANALYTICS

November 2023



All Email Phone

Total Conversations

40,488

Customers

4,943

Busiest Day

Thursday

New Conversations

40,242

Conversations per Day

120



YTD - 2023 E-MAIL VOLUME

All Email Phone

Total Conversations
4,497 -6%

New Conversations
3,456 -25%

Customers
901 -6%

Conversations per Day
145 -6%

Busiest Day
Wednesday



NOVEMBER- 2023 E-MAIL VOLUME

Customers Helped
313 -24%

Conversations per Day
118 -23%

Closed
4,285 -4%



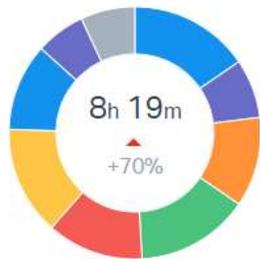
Your Team	Replies	Customers Helped	Happiness Score
Katelyn Ekins	228	80	0
Ivette Villanueva	224	121	0
Karla Calderon	174	63	0
Jess Franco	95	47	0
Mariana Chavez	70	34	0
Dafne Gracida	67	24	100
Jason Wolf	14	14	0
Oscar Escarcega	7	4	0
Bill Rice	0	0	0

EMAILS BY EMPLOYEE



RESPONSE TIME — COMPANY OVER ALL

Response Time



First Response Time



Response Time

Response Time

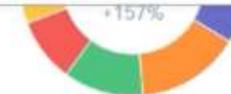
The average amount of time a customer is waiting for a response from your team



First Response Time

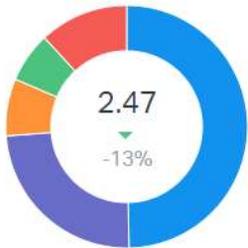
First Response Time

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



RESOLUTION

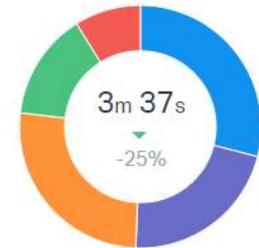
Replies to Resolve



Resolution Time



Handle Time



Replies to Resolve

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

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

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

1,018 customers helped since Feb 25, 2021

HAPPINESS SCORE

0 ▼ -100

All Channels **Email** Phone Happiness

Office Hours ⓘ

Emails Created

35 ▼ -27%

Replies Sent

228 ▼ -24%

Resolved

76 ▼ -4%

Replies to Resolve

3.1 ▼ -32%

Response Time

10h 45m ▲ +112%

First Response Time

4h 50m ▼ -7%

Resolved on First Reply

32% ▲ +127%

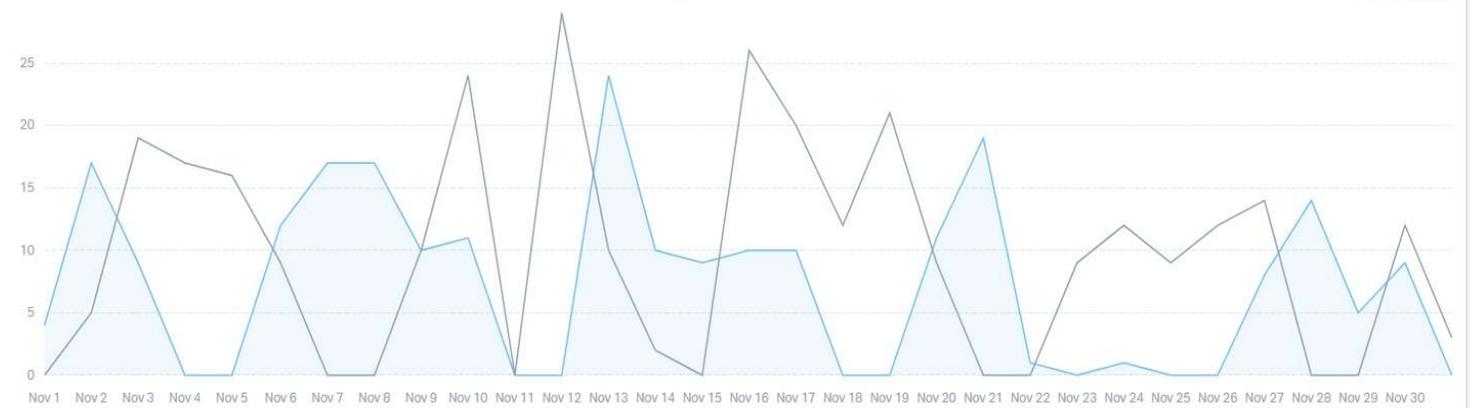
Handle Time

4m 12s ▼ -12%

Replies

● Current ● Previous

Day Week





Mariana Chavez

925 customers helped since Sep 19, 2022

HAPPINESS SCORE

0

-100

All Channels **Email** Phone Happiness

Office Hours

Emails Created

2 -33%

Replies Sent

70 -62%

Resolved

27 -66%

Replies to Resolve

2.6 +26%

Response Time

5h 59m +222%

First Response Time

3h 24m +123%

Resolved on First Reply

44% -21%

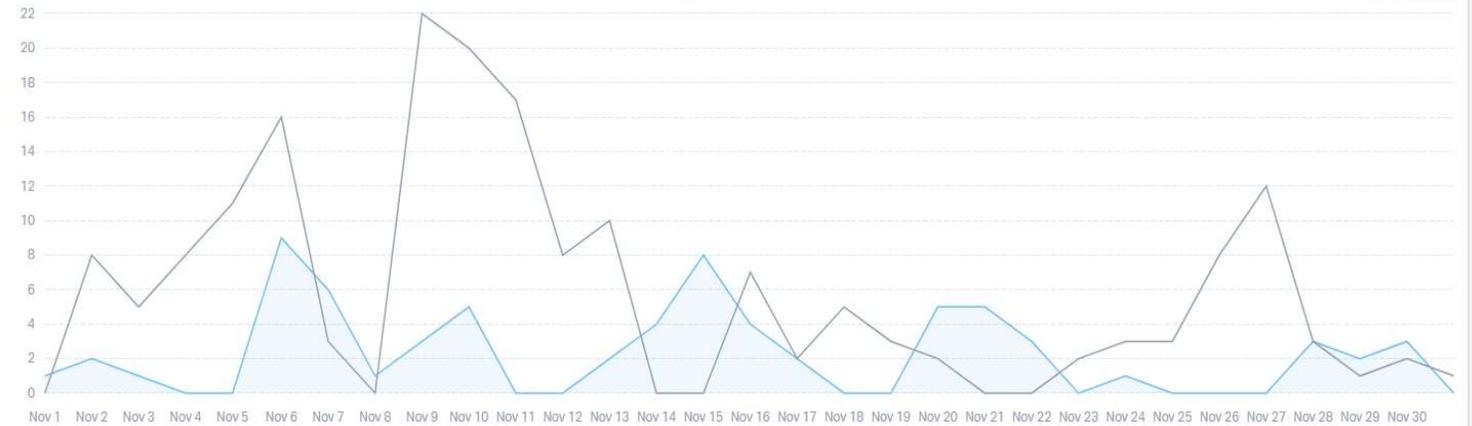
Handle Time

3m 16s -21%

Replies

● Current ● Previous

Day Week





Ivette Villanueva

549 customers helped since Jun 29, 2023

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours ⓘ

Emails Created

47 -29%

Replies Sent

224 -16%

Resolved

102 -11%

Replies to Resolve

1.9 -0.9%

Response Time

2 h 43 m -18%

First Response Time

1 h 12 m -38%

Resolved on First Reply

66% +14%

Handle Time

3 m 22 s +8%

Replies

● Current ● Previous

Day Week





Jess Franco

892 customers helped since Dec 2, 2021

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours

Emails Created

12 -20%

Replies Sent

95 -52%

Resolved

43 -31%

Replies to Resolve

2.5 -27%

Response Time

8h 0m +0.1%

First Response Time

11h 59m +9%

Resolved on First Reply

56% +28%

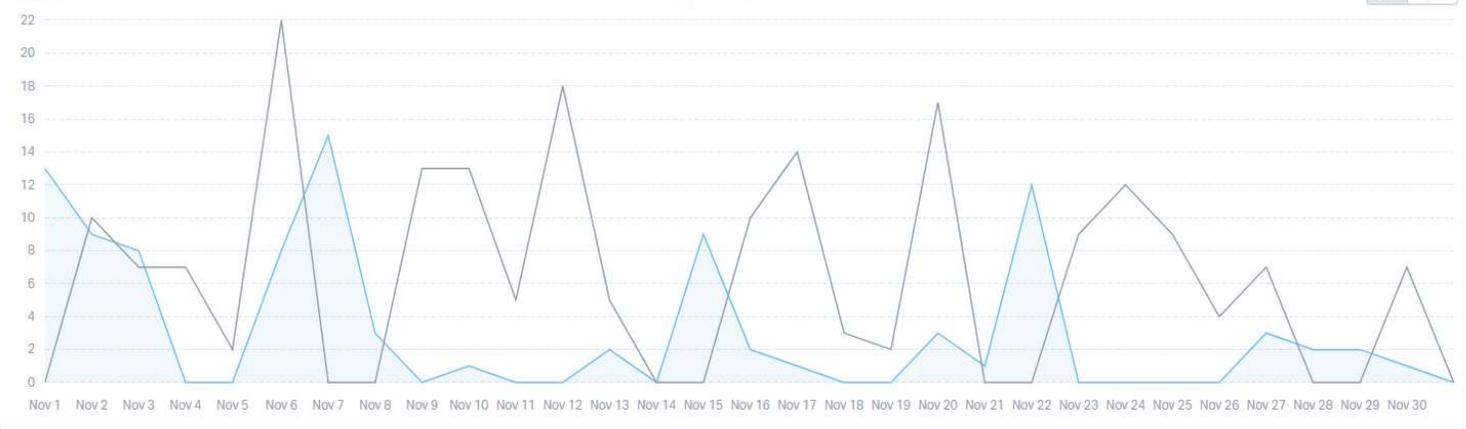
Handle Time

8m 8s +8%

Replies

● Current ● Previous

Day Week





Karla Calderon

1,004 customers helped since Jan 26, 2022

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours

Emails Created

78 +8%

Replies Sent

174 -27%

Resolved

43 -26%

Replies to Resolve

2.8 -15%

Response Time

19h 32m +169%

First Response Time

2h 38m -51%

Resolved on First Reply

33% +35%

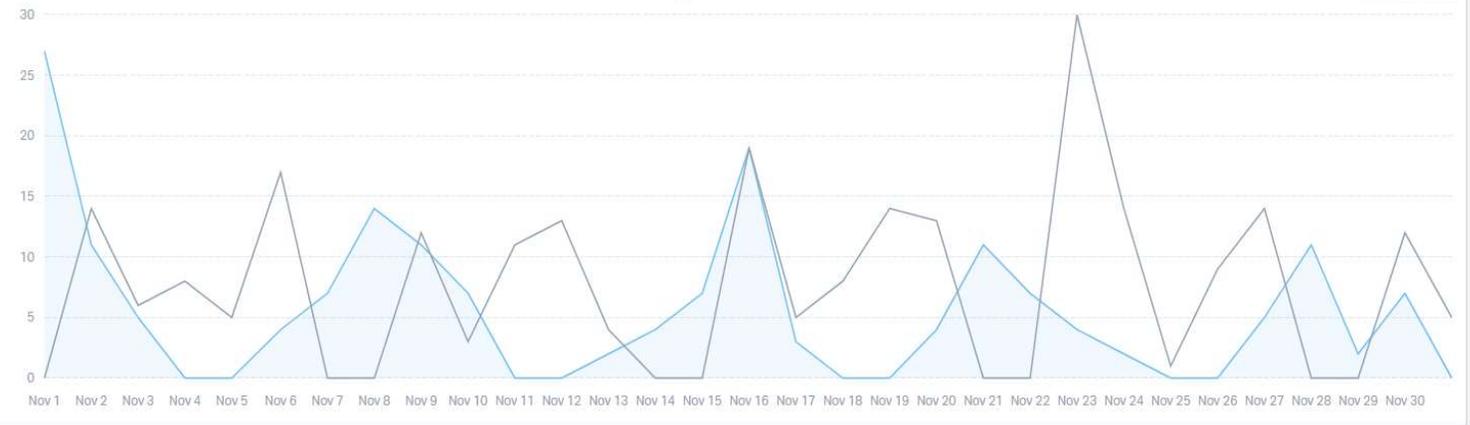
Handle Time

1m 58s +4%

Replies

● Current ● Previous

Day Week





Oscar Escarcega

1,016 customers helped since May 24, 2019

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours ⓘ

Emails Created

79 -49%

Replies Sent

7 -79%

Resolved

3 -81%

Replies to Resolve

1.0 -38%

Response Time

8h 8m -21%

First Response Time

3h 51m -43%

Resolved on First Reply

100% +7%

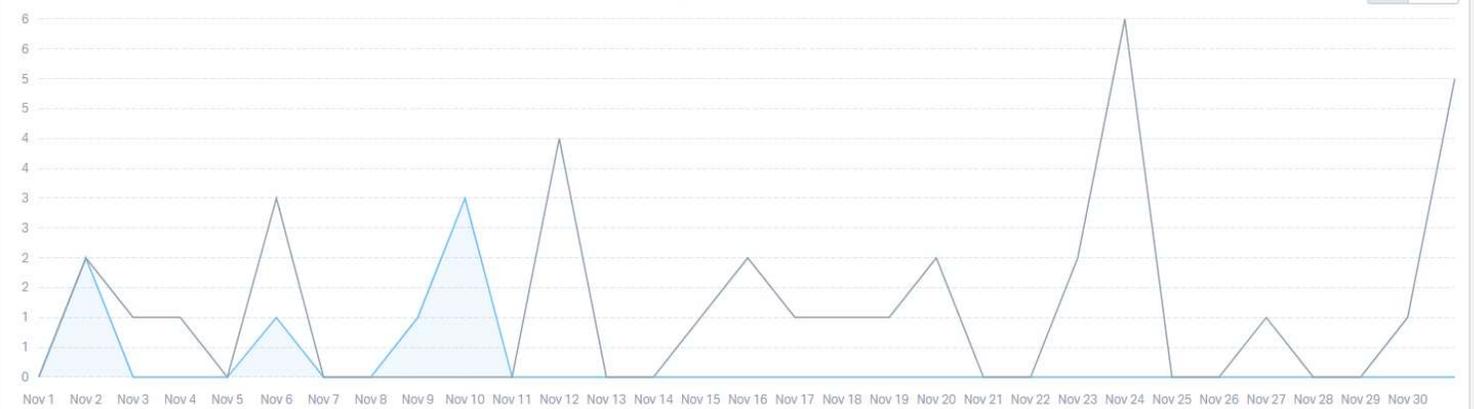
Handle Time

31m 14s +288%

Replies

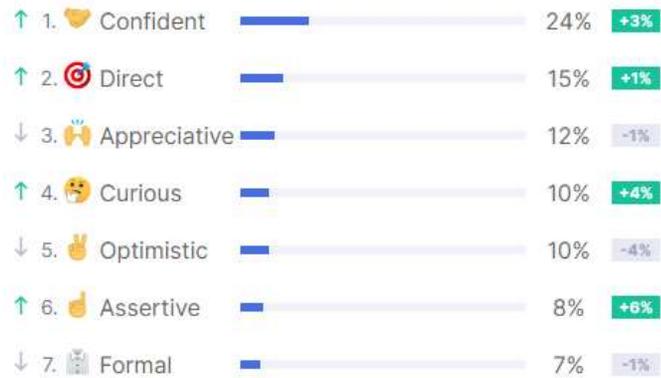
● Current ● Previous

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. 🏢 Formal | 15% +7% |
| 2. 🙌 Appreciative | 15% |
| ↓ 3. 🧡 Confident | 14% -4% |
| ↓ 4. 🧐 Informative | 10% -1% |
| ↑ 5. 😊 Joyful | 7% +3% |
| ↑ 6. 🤔 Curious | 6% +3% |
| ↓ 7. 🎯 Direct | 6% -9% |

KATELYN'S GRAMMARLY



TONE

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

- | | |
|---------------------|----------|
| ↓ 1. 😊 Confident | 34% -4% |
| ↓ 2. 🙌 Appreciative | 20% -4% |
| ↑ 3. 😊 Friendly | 15% +15% |
| ↑ 4. 🙌 Optimistic | 15% +7% |
| 5. ★ Cooperative | 7% |
| ↓ 6. 🧐 Informative | 5% -3% |
| ↓ 7. 🤔 Curious | 2% -5% |

OSCAR'S GRAMMARLY



TONE

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

↑1. 🤔 Confident	26% +1%
↓2. 🎯 Direct	24% -2%
↓3. 🏢 Formal	19% -1%
↑4. 😊 Friendly	8% +4%
↑5. 🙌 Optimistic	4% +2%
↓6. 🧐 Informative	3% -2%
↑7. 🤔 Curious	3% +1%

**JESS'S
GRAMMARLY**



STONE

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

↑1. 🧡 Confident	23% +5%
↑2. 🎯 Direct	21% +4%
↑3. 🙌 Appreciative	17% +2%
↑4. 🏢 Formal	16% +7%
↑5. 🧐 Informative	9% +1%
↓6. 🙏 Assertive	3% -1%
↓7. 😊 Friendly	3% -1%

MARIANA
GRAMMARLY



HAPPINESS SCORE



HAPPINESS SCORE
based on 2 ratings from 1% of customers



HAPPINESS SCORE

Ratings

All Great Okay Not Good

#	Customer	User	Date	Rating	Comment
172030	Tate Lykins	Dafne Gracida	Nov 28, '23	Great	
169313	Malia Pomale	Dafne Gracida	Nov 2, '23	Great	
2 ratings					





THANK YOU

