



HELP SCOUT — ANALYTICS

September 2022



All Email Phone

Total Conversations
27,826 ▲ +57%

Customers
3,079 ▲ +11%

Busiest Day
Wednesday

New Conversations
22,391 ▲ +27%

Conversations per Day
101 ▲ +58%

Volume by Channel

● Email

Week Month



**YTD - 2022
E-MAIL VOLUME**

All Email Phone

Total Conversations

2,354 -19%

New Conversations

2,154 -21%

Customers

563 -11%

Conversations per Day

75 -19%

Busiest Day

Thursday

Volume by Channel

Email

Day Week



SEPTEMBER - 2022
E-MAIL VOLUME

Customers Helped

276

-13%

Conversations per Day

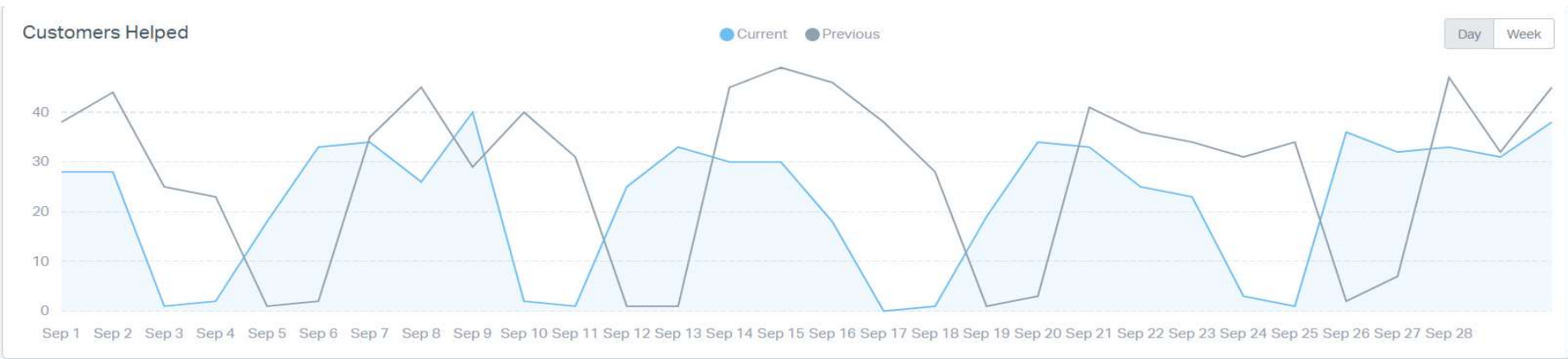
76

-22%

Closed

2,359

-19%



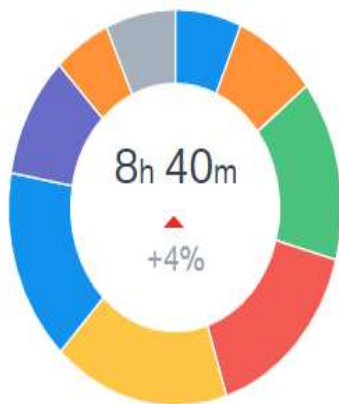
| Your Team | Replies | Customers Helped | Happiness Score |
|-----------------|---------|------------------|-----------------|
| Karla Calderon | 312 | 128 | 100 |
| Jess Franco | 176 | 59 | 0 |
| Katelyn Ekins | 136 | 50 | 0 |
| Sharee Reyes | 64 | 56 | 0 |
| Sofi Peredo | 45 | 28 | 0 |
| Jason "Wolf" | 25 | 18 | 0 |
| Oscar Escarcega | 24 | 13 | 0 |
| Mariana Chavez | 6 | 4 | 0 |



EMAILS BY EMPLOYEE

RESPONSE TIME — COMPANY OVER ALL

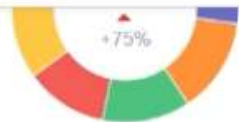
Response Time



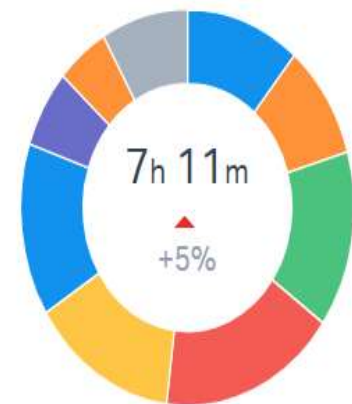
Response Time

Response Time

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



First Response Time



First Response Time

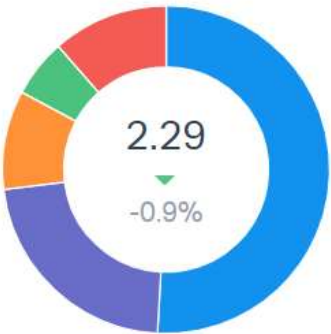
First Response Time

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



RESOLUTION

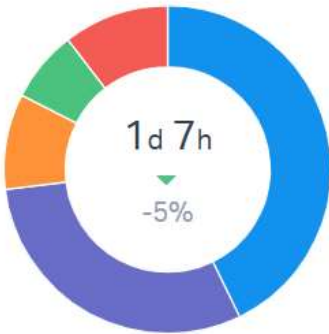
Replies to Resolve



Replies to Resolve

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

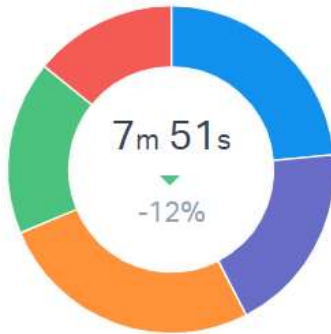
Resolution Time



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.





Karla Calderon

561 customers helped since Jan 26, 2022

HAPPINESS
SCORE

100

All Channels

Email

Phone

Happiness

☒ Office Hours [?](#)

Emails Created

58 -8%

Replies Sent

312 -10%

Resolved

122 -5%

Replies to Resolve

2.4 +4%

Response Time

8h 21m +0.6%

First Response Time

6h 3m +50%

Resolved on First Reply

48% +4%

Handle Time

2m 58s +5%

Replies

● Current ● Previous

Day Week





Jess Franco

569 customers helped since Dec 2, 2021

HAPPINESS
SCORE

0

All Channels

Email

Phone

Happiness

☒ Office Hours ⓘ

Emails Created

31 +35%

Replies Sent

176 -8%

Resolved

62 -23%

Replies to Resolve

2.6 +11%

Response Time

5h 56m -18%

First Response Time

5h 47m -24%

Resolved on First Reply

40% -14%

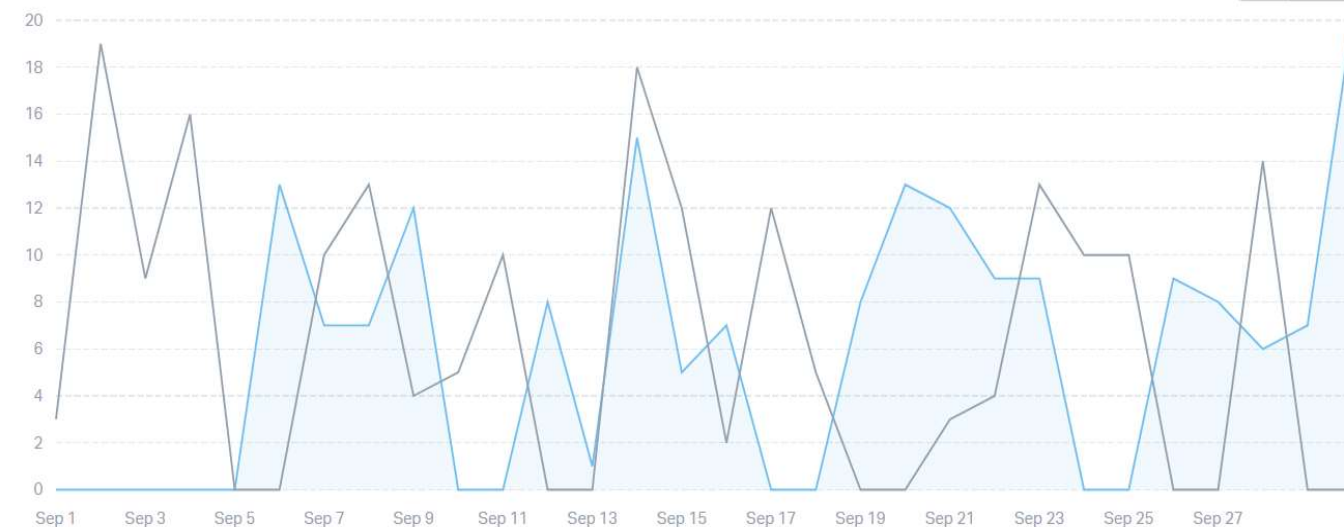
Handle Time

10m 32s +19%

Replies

● Current ● Previous

Day Week





Katelyn Ekins

500 customers helped since Feb 25, 2021

HAPPINESS
SCORE

0

All Channels **Email** Phone Happiness

☒ Office Hours [i](#)

Emails Created

47 +52%

Replies Sent

136 -5%

Resolved

39 +15%

Replies to Resolve

2.6 -14%

Response Time

14h 50m +26%

First Response Time

12h 10m -2%

Resolved on First Reply

41% -0.4%

Handle Time

5m 43s -60%

Replies

● Current ● Previous

Day Week





Sharee Reyes

535 customers helped since Nov 29, 2021

HAPPINESS
SCORE

0

All Channels **Email** Phone Happiness

☒ Office Hours ⓘ

Emails Created

30 0%

Replies Sent

64 -31%

Resolved

25 -34%

Replies to Resolve

1.3 -47%

Response Time

3h 48m -54%

First Response Time

2h 53m -47%

Resolved on First Reply

80% +52%

Handle Time

23m 54s -68%

Replies

● Current ● Previous

Day Week





Jason "Wolf"

556 customers helped since May 24, 2019

HAPPINESS
SCORE

0

All Channels

Email

Phone

Happiness

☒ Office Hours

Emails Created

67 -61%

Replies Sent

25 -42%

Resolved

16 -38%

Replies to Resolve

1.3 -26%

Response Time

9h 13m +112%

First Response Time

4h 31m +467%

Resolved on First Reply

81% +32%

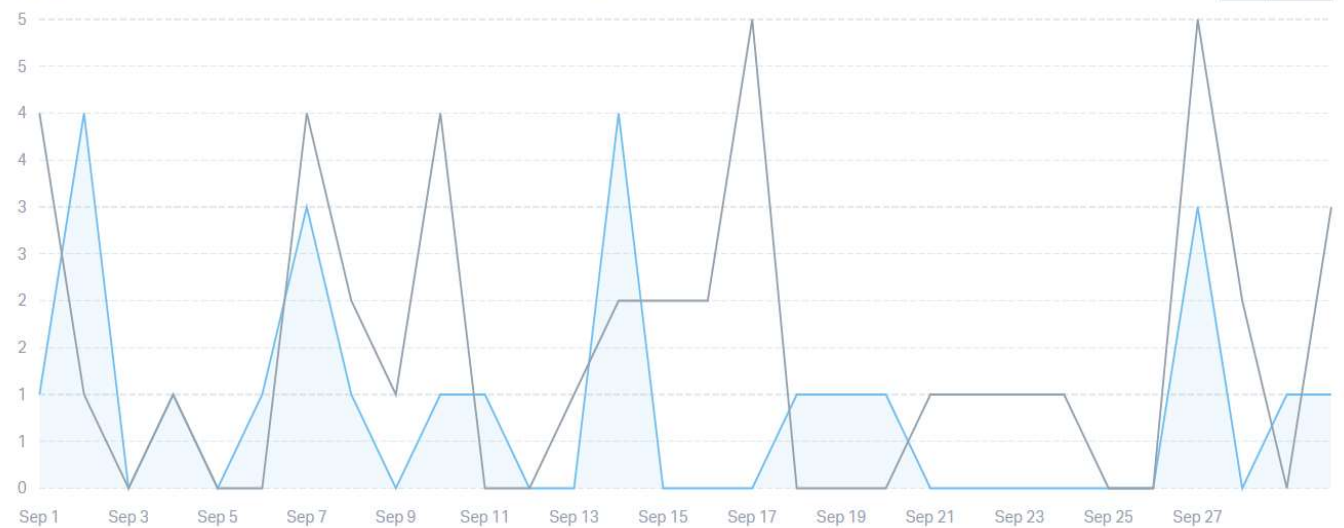
Handle Time

2m 32s -43%

Replies

● Current ● Previous

Day Week





Oscar Escarcega

910 customers helped since May 24, 2019

HAPPINESS
SCORE

0 -100

All Channels **Email** Phone Happiness

☒ Office Hours [?](#)

Emails Created

6 0%

Replies Sent

24 -72%

Resolved

12 -73%

Replies to Resolve

1.3 -33%

Response Time

10h 37m +43%

First Response Time

6h 8m -61%

Resolved on First Reply

67% -6%

Handle Time

7m 31s -49%

Replies

● Current ● Previous

Day Week





Mariana Chavez

95 customers helped since Sep 19, 2022

HAPPINESS
SCORE

0

All Channels **Email** Phone Happiness

☒ Office Hours [?](#)

Emails Created

1 0%

Replies Sent

6 0%

Resolved

3 0%

Replies to Resolve

1.7 0%

Response Time

9h 21m 0%

First Response Time

12h 0m 0%

Resolved on First Reply

33% 0%

Handle Time

4m 57s 0%

Replies

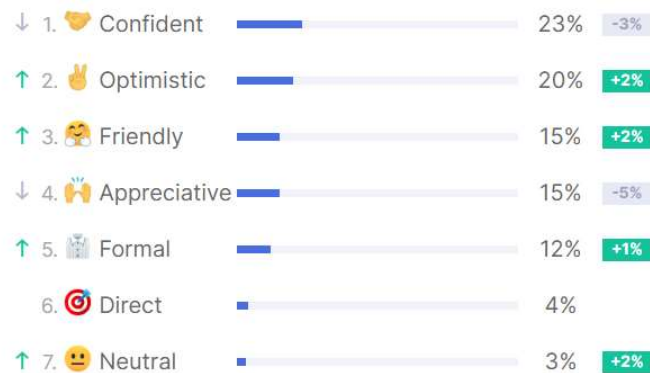
● Current ● Previous

Day Week



TONE

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

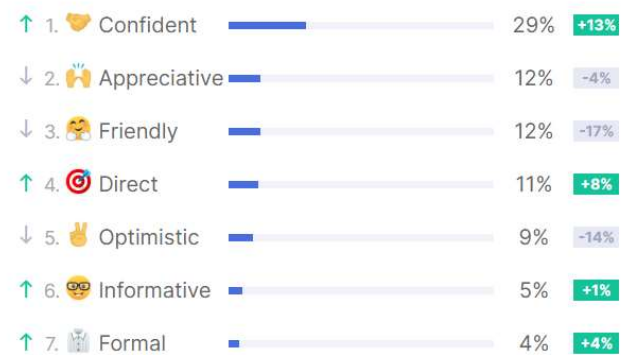


KARLA'S GRAMMARLY

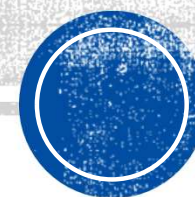


TONE

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

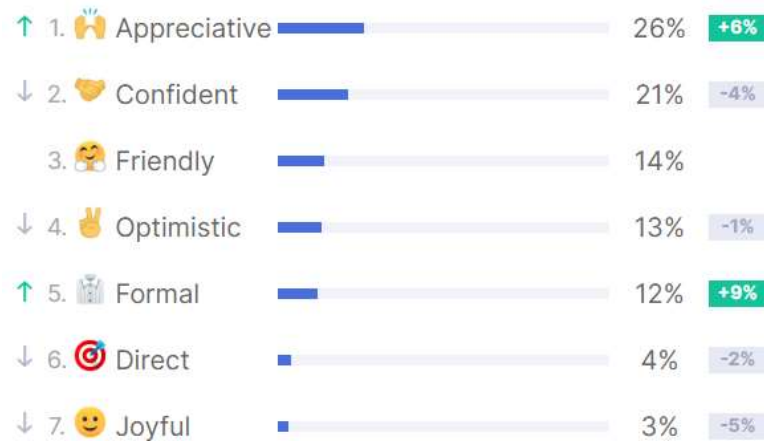


KATELYN'S GRAMMARLY



TONE

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

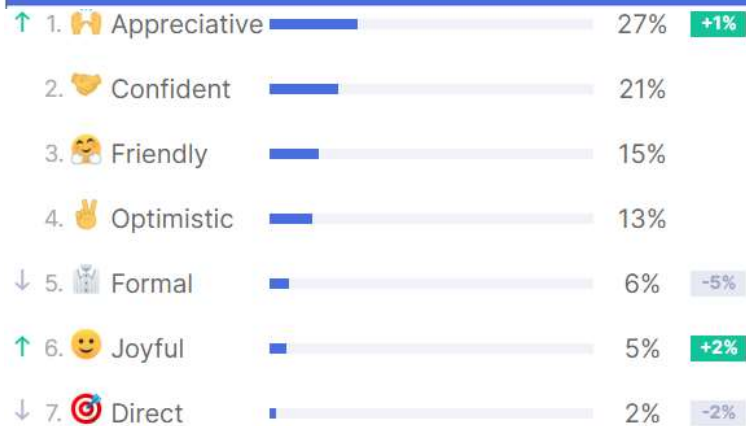


OSCAR'S GRAMMARLY



TONE

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



SHAREES GRAMMARLY



TONE

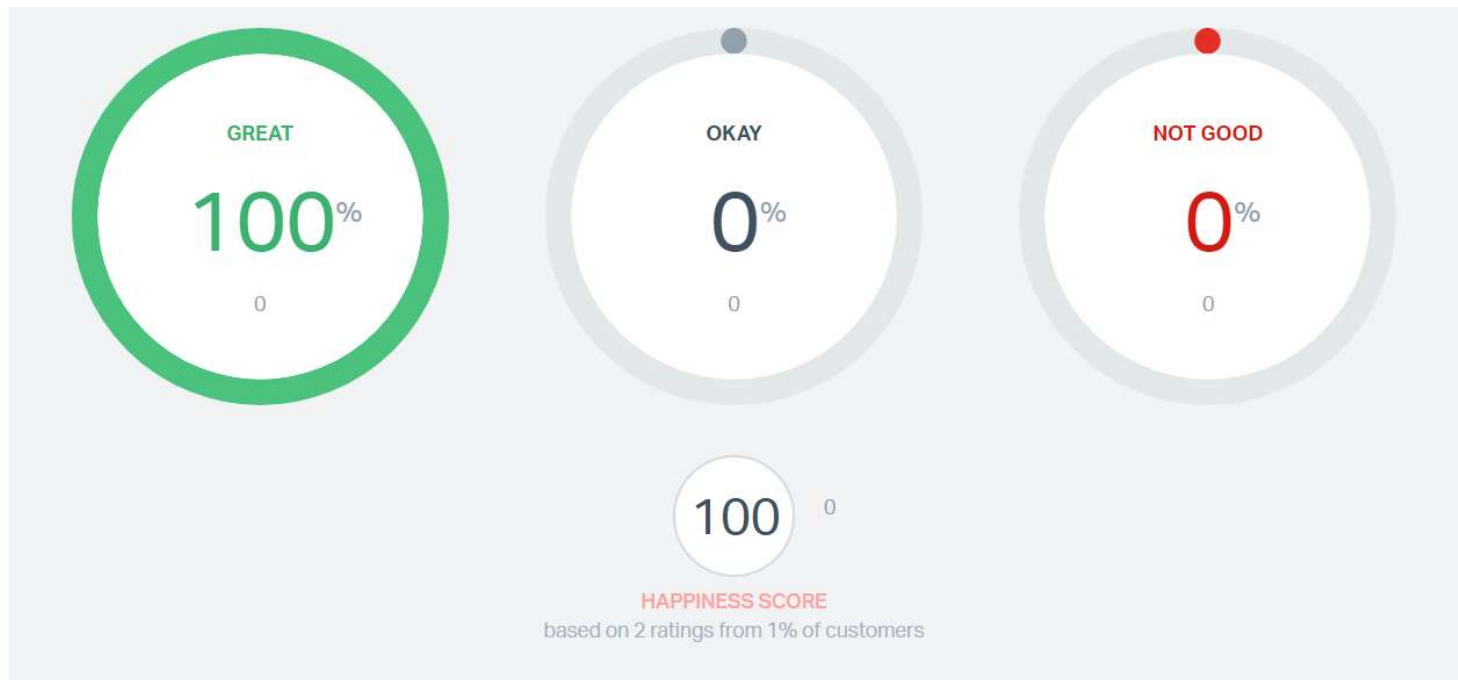
Some of the tones that were detected in your writing last week:

| | | | | |
|------|----------------|------------------------|-----|-----|
| ↓ 1. | 👉 Optimistic | <div><div></div></div> | 21% | -1% |
| ↓ 2. | 👉 Confident | <div><div></div></div> | 19% | -2% |
| ↑ 3. | 😊 Friendly | <div><div></div></div> | 15% | +4% |
| ↑ 4. | 👏 Appreciative | <div><div></div></div> | 9% | +6% |
| ↑ 5. | 😊 Joyful | <div><div></div></div> | 8% | +3% |
| ↓ 6. | 📋 Formal | <div><div></div></div> | 6% | -5% |
| ↑ 7. | 🎯 Direct | <div><div></div></div> | 5% | +3% |

JESS'S GRAMMARLY



HAPPINESS SCORE



HAPPINESS SCORE

Ratings

All Great Okay Not Good

| # | Customer | User | Date | Rating | Comment |
|------------------------|--------------|--------------------------------|--------|--------|---|
| 117443 | Becky Stidd | Karla Calderon | Sep 16 | Great | Thank you for the video. It really helps. |
| 116808 | Justin White | Karla Calderon | Sep 7 | Great | |
| 2 ratings | | | | | |





THANK YOU

