HELP SCOUT — ANALYTICS

September 2023

All	Email	Phone

Total Conversations
32,421

New Conversations
32,190

Customers
4,030

Conversations per Day
118

Busiest Day
Thursday

Volume by Channel ▾

● Email

Week | Month

Month	Value
Jan	~3,300
Feb	~2,800
Mar	~3,650
Apr	~2,950
May	~4,150
Jun	~3,700
Jul	~4,100
Aug	~3,850
Sep	~3,350

YTD - 2023
E-MAIL VOLUME

All | Email | Phone

Volume by Channel ▾   ● Email   Day | Week

Total Conversations
3,601 ▼ -12%

New Conversations
3,409 ▼ -12%

Customers
777 ▼ -5%

Conversations per Day
116 ▼ -12%

Busiest Day
Tuesday

250
200
150
100
50
0

Sep 3   Sep 6   Sep 9   Sep 12   Sep 15   Sep 18   Sep 21   Sep 24   Sep 27   Sep 30

SEPTEMBER- 2023
E-MAIL VOLUME

Customers Helped

Customers Helped
345 ▼ -12%

Conversations per Day
122 ▼ -7%

Closed
3,393 ▼ -10%

● Current ● Previous

Day | Week

Sep 1 Sep 2 Sep 3 Sep 4 Sep 5 Sep 6 Sep 7 Sep 8 Sep 9 Sep 10 Sep 11 Sep 12 Sep 13 Sep 14 Sep 15 Sep 16 Sep 17 Sep 18 Sep 19 Sep 20 Sep 21 Sep 22 Sep 23 Sep 24 Sep 25 Sep 26 Sep 27 Sep 28 Sep 29

Your Team	Replies ⌄	Customers Helped	Happiness Score
Katelyn Ekins	296	95	100
Ivette Villanueva	206	109	100
Mariana Chavez	182	66	100
Jess Franco	173	65	0
Karla Calderon	139	53	0
Oscar Escarcega	57	25	0
Susana Mendez	48	10	0
Jason Wolf	20	16	0
Dafne Gracida	4	3	0

EMAILS BY EMPLOYEE

RESPONSE TIME — COMPANY OVER ALL

Response Time

6h 35m
▲
+0.9%

First Response Time

6h 7m
▼
-13%
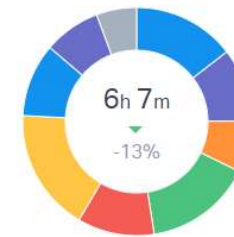
Response Time

Response Time

The average amount of time a customer is waiting for a response from your team
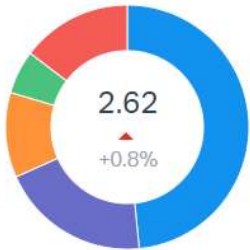
▲
+75%

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

+157%

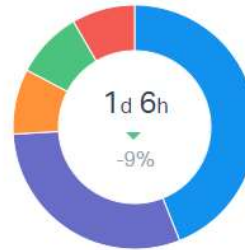# RESOLUTION

Replies to Resolve

2.62
▲
+0.8%

Resolution Time

1d 6h
▼
-9%

Handle Time

5m 21s
▼
-35%

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

All Channels   Email   Phone   Happiness

☑ Office Hours ⓘ

Emails Created
41 ▼ -15%

Replies Sent
296 ▼ -22%

Resolved
86 ▼ -2%

Replies to Resolve
3.4 ▼ -10%

Response Time
4h 42m ▼ -14%

First Response Time
3h 30m ▼ -26%

Resolved on First Reply
27% ▲ +7%

Handle Time
6m 1s ▼ -14%

Replies

● Current ● Previous

Day | Week

Thursday, September 21: 16

Monday, August 21: 12

Sep 1 Sep 2 Sep 3 Sep 4 Sep 5 Sep 6 Sep 7 Sep 8 Sep 9 Sep 10 Sep 11 Sep 12 Sep 13 Sep 14 Sep 15 Sep 16 Sep 17 Sep 18 Sep 19 Sep 20 Sep 21 Sep 22 Sep 23 Sep 24 Sep 25 Sep 26 Sep 27 Sep 28 Sep 29
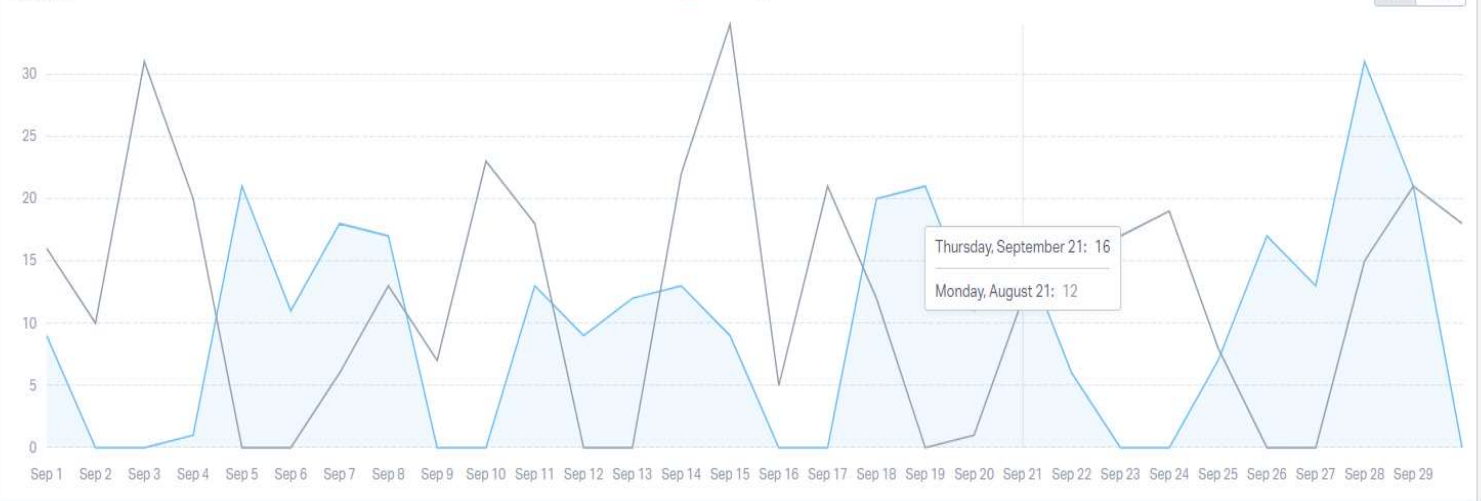
Mariana Chavez

924 customers helped since Sep 19, 2022

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Emails Created		**Replies Sent**
4 ▼ -60%		**182** ▼ -29%
Resolved		**Replies to Resolve**
78 ▼ -21%		**2.4** ▼ -1%
Response Time		**First Response Time**
5h 8m ▲ +157%		**1h 38m** ▼ -58%
Resolved on First Reply		**Handle Time**
45% ▼ -5%		**2m 44s** ▲ +19%

Replies

● Current ● Previous

Day | Week

Ivette Villanueva
549 customers helped since Jun 29, 2023

HAPPINESS SCORE
100 0

All Channels   Email   Phone   Happiness

☑ Office Hours ⓘ

Emails Created	**Replies Sent**
41 ▲ +14%	206 ▲ +2%
Resolved	**Replies to Resolve**
86 ▼ -11%	1.9 ▲ +1%
Response Time	**First Response Time**
6h 43m ▲ +13%	2h 45m ▼ -7%
Resolved on First Reply	**Handle Time**
70% ▲ +3%	2m 39s ▼ -44%

Replies   ● Current ● Previous   Day | Week

20
18
16
14
12
10
8
6
4
2
0

Sep 1 Sep 2 Sep 3 Sep 4 Sep 5 Sep 6 Sep 7 Sep 8 Sep 9 Sep 10 Sep 11 Sep 12 Sep 13 Sep 14 Sep 15 Sep 16 Sep 17 Sep 18 Sep 19 Sep 20 Sep 21 Sep 22 Sep 23 Sep 24 Sep 25 Sep 26 Sep 27 Sep 28 Sep 29
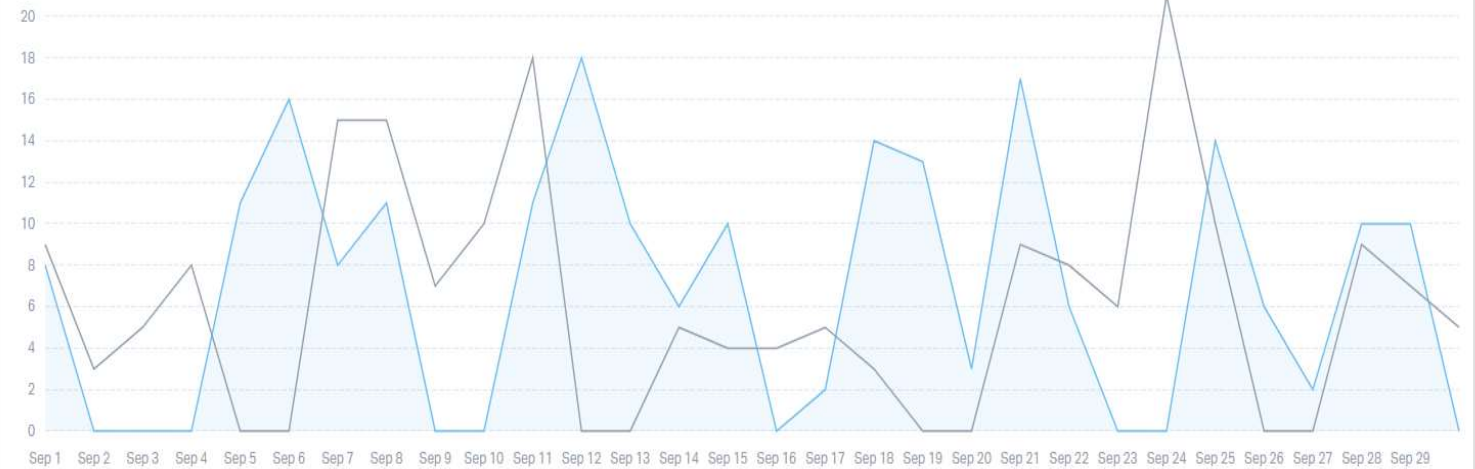
Jess Franco
892 customers helped since Dec 2, 2021

HAPPINESS SCORE

0 ▼ -100

All Channels | **Email** | Phone | Happiness

☑ Office Hours ⓘ

Emails Created
26 ▼ -10%

Replies Sent
173 ▼ -6%

Resolved
50 ▼ -34%

Replies to Resolve
3.0 ▲ +27%

Response Time
9 h 43 m ▲ +34%

First Response Time
13 h 5 m ▲ +65%

Resolved on First Reply
44% ▼ -18%

Handle Time
7 m 31 s ▼ -30%

Replies

● Current ● Previous

Day | Week

20
18
16
14
12
10
8
6
4
2
0

Sep 1 | Sep 2 | Sep 3 | Sep 4 | Sep 5 | Sep 6 | Sep 7 | Sep 8 | Sep 9 | Sep 10 | Sep 11 | Sep 12 | Sep 13 | Sep 14 | Sep 15 | Sep 16 | Sep 17 | Sep 18 | Sep 19 | Sep 20 | Sep 21 | Sep 22 | Sep 23 | Sep 24 | Sep 25 | Sep 26 | Sep 27 | Sep 28 | Sep 29
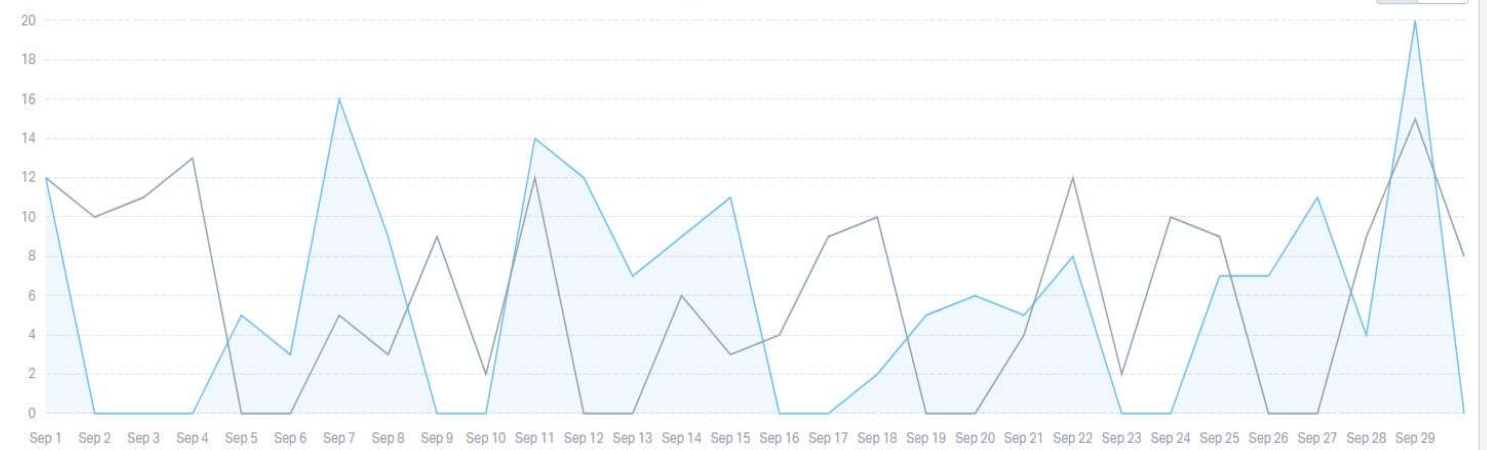
Karla Calderon

1,004 customers helped since Jan 26, 2022

All Channels | **Email** | Phone | Happiness

☑ Office Hours ⓘ

Emails Created	**Replies Sent**
26 ▼ -13%	139 ▲ +9%
Resolved	**Replies to Resolve**
38 ▼ -10%	3.2 ▲ +1%
Response Time	**First Response Time**
7 h 4 m ▼ -18%	6 h 37 m ▼ -67%
Resolved on First Reply	**Handle Time**
39% ▲ +176%	2 m 57 s ▲ +27%

Replies

● Current ● Previous

Day | Week

Sep 1 Sep 2 Sep 3 Sep 4 Sep 5 Sep 6 Sep 7 Sep 8 Sep 9 Sep 10 Sep 11 Sep 12 Sep 13 Sep 14 Sep 15 Sep 16 Sep 17 Sep 18 Sep 19 Sep 20 Sep 21 Sep 22 Sep 23 Sep 24 Sep 25 Sep 26 Sep 27 Sep 28 Sep 29
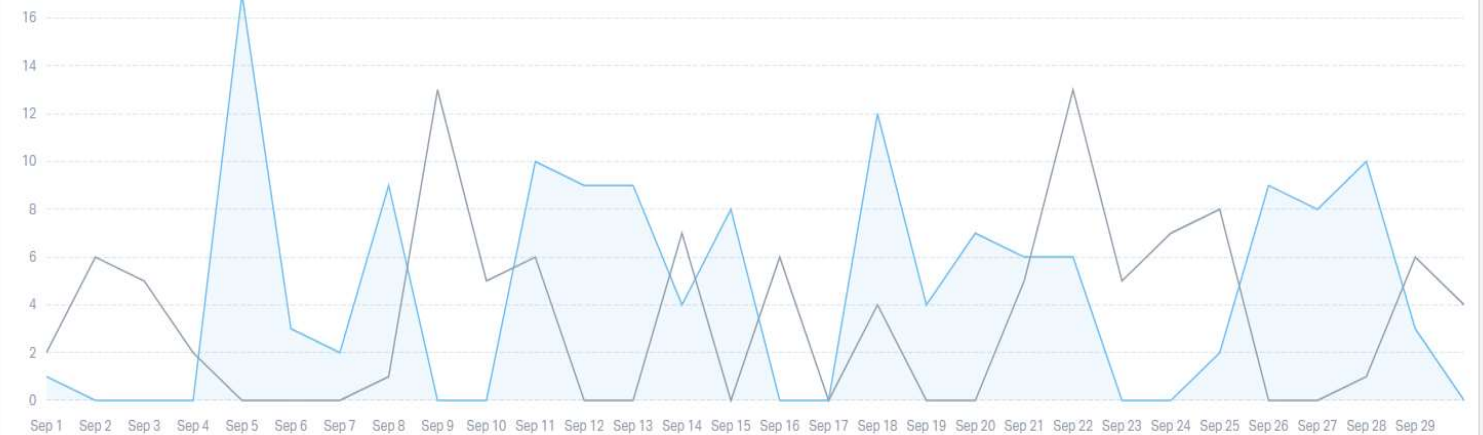
Oscar Escarcega
1,016 customers helped since May 24, 2019

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Emails Created	**Replies Sent**
123 ▼ -18%	57 ▼ -30%
Resolved	**Replies to Resolve**
30 ▼ -51%	1.6 ▲ +29%
Response Time	**First Response Time**
9ₕ 45ₘ ▼ -35%	5ₕ 26ₘ ▼ -53%
Resolved on First Reply	**Handle Time**
83% ▼ -9%	15ₘ 59ₛ ▲ +11%

Replies

● Current   ● Previous
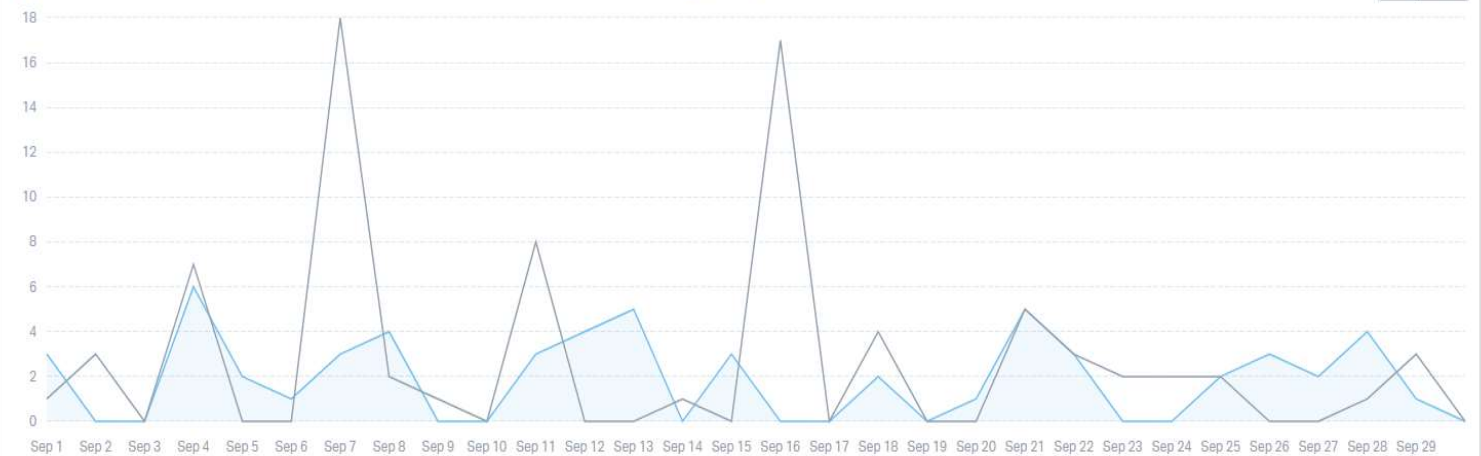
Day | Week

Sep 1 Sep 2 Sep 3 Sep 4 Sep 5 Sep 6 Sep 7 Sep 8 Sep 9 Sep 10 Sep 11 Sep 12 Sep 13 Sep 14 Sep 15 Sep 16 Sep 17 Sep 18 Sep 19 Sep 20 Sep 21 Sep 22 Sep 23 Sep 24 Sep 25 Sep 26 Sep 27 Sep 28 Sep 29
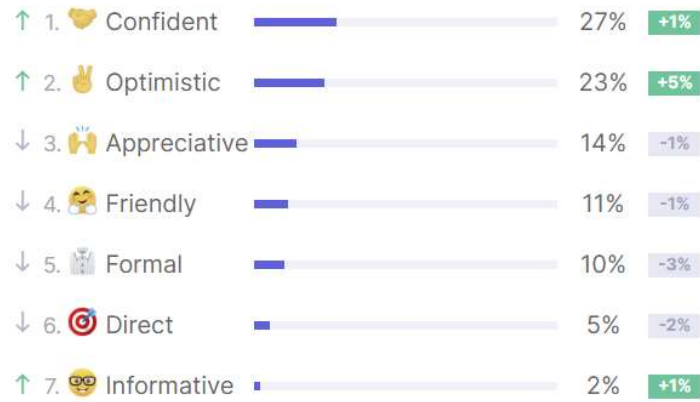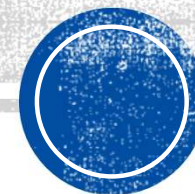
TONE

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

1. 🐻 Confident	20%	
↑2. 🎯 Direct	19%	+1%
↑3. 👔 Formal	12%	+1%
4. 🙌 Appreciative	9%	
5. 🤓 Informative	8%	
↑6. 🙂 Joyful	7%	+2%
7. 🤗 Friendly	5%	

KATELYN'S GRAMMARLY

TONE

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

↑1. Confident	34%	+6%
↑2. Appreciative	21%	+1%
↓3. Informative	10%	-3%
↑4. Optimistic	10%	+6%
↑5. Skeptical	10%	+10%
↓6. Direct	3%	-12%
↓7. Friendly	3%	-5%

OSCAR'S GRAMMARLY

TONE

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

↓1. 🤝 Confident   20% -1%
↑2. 👔 Formal   16% +1%
↓3. 🎯 Direct   16% -6%
↑4. 🙌 Appreciative   9% +4%
↑5. 🤓 Informative   8% +4%
↑6. 😋 Friendly   7% +1%
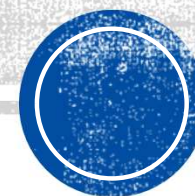7. ✌️ Optimistic   5%

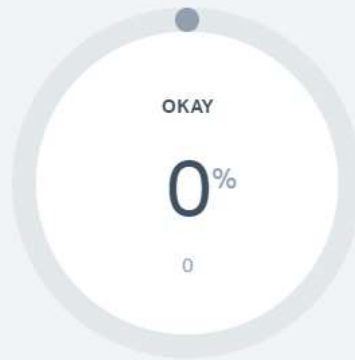# JESS'S GRAMMARLY

TONE

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

1. 🤝 Confident	22%	
↑2. 🙌 Appreciative	20%	+6%
↑3. 🎯 Direct	18%	+6%
↓4. 🤓 Informative	13%	-1%
↓5. 👔 Formal	5%	-6%
↑6. 🤔 Curious	4%	+2%
↓7. 🤗 Friendly	4%	-3%

MARIANA GRAMMARLY

HAPPINESS SCORE

GREAT
100%
▲ +17

OKAY
0%
0

NOT GOOD
0%
▼ -17

100 ▲ +33

HAPPINESS SCORE
based on 7 ratings from 2% of customers

HAPPINESS SCORE

Ratings

#	Customer	User	Date	Rating	Comment
163706	Steve Laing	Katelyn Ekins	Sep 28, '23	Great	
162729	Carol Smith	Mariana Chavez	Sep 18, '23	Great	
162697	Erik Anderson	Ivette Villanueva	Sep 18, '23	Great	
159266	Ling Li	Ivette Villanueva	Sep 14, '23	Great	
161963	Hyrum D.	Mariana Chavez	Sep 12, '23	Great	
161562	Richard Johnson	Ivette Villanueva	Sep 12, '23	Great	Clear and simple
160775	philwhite21972@gmail.com	Mariana Chavez	Sep 5, '23	Great	

7 ratings

THANK YOU