



# UTAH PROPERTY SOLUTIONS

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HELP SCOUT ANALYTICS

FEBRUARY 2025



All Email Phone

Total Conversations

8,087

New Conversations

7,815

Customers

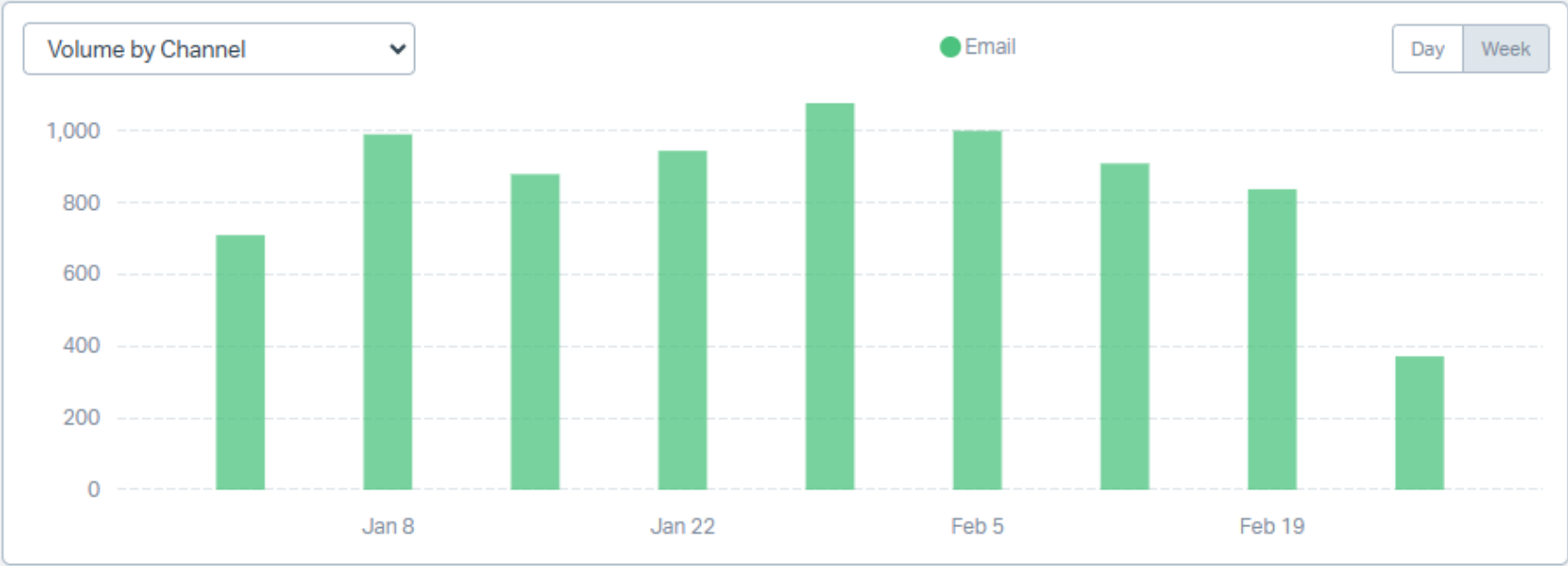
1,371

Conversations per Day

134

Busiest Day

Thursday



# YTD - 2025 E-MAIL VOLUME



All Email Phone

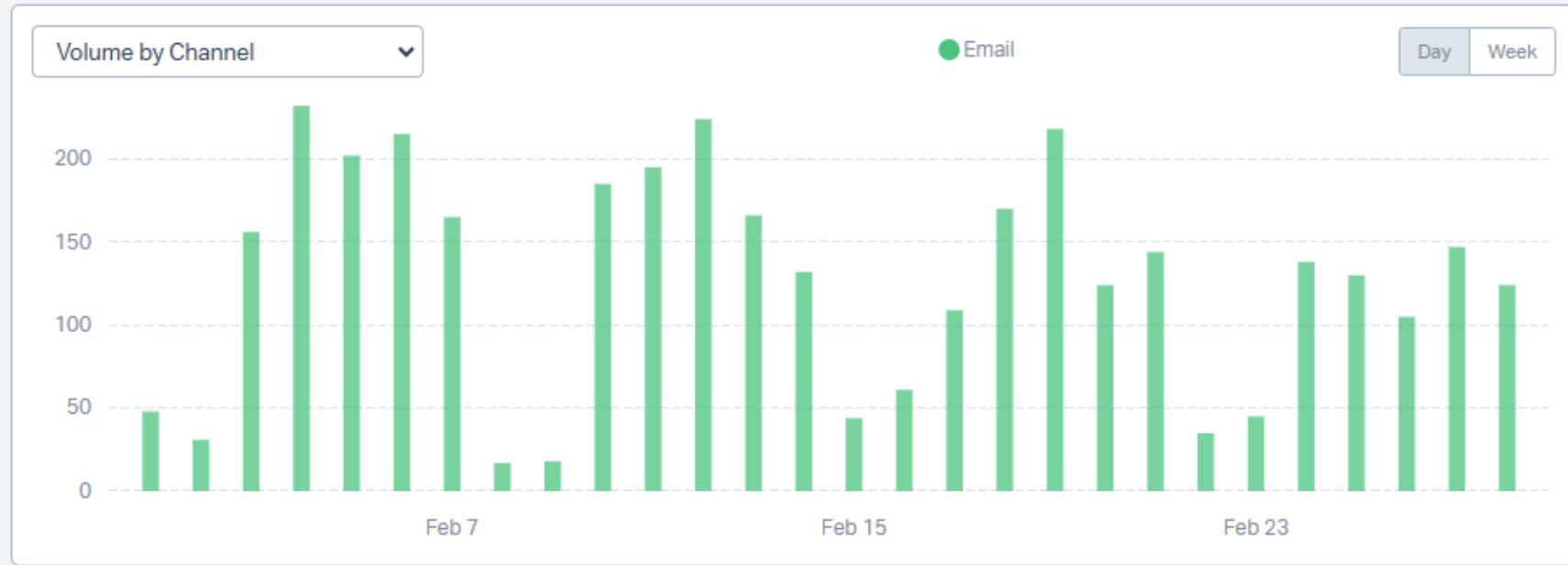
Total Conversations  
**3,893** +259%

New Conversations  
**3,636** +291%

Customers  
**893** +157%

Conversations per Day  
**134** +262%

Busiest Day  
**Wednesday**



# FEBRUARY 2025 E-MAIL VOLUME

Customers Helped  
**373** ▲ +262%

Conversations per Day  
**132** ▼ -3%

Closed  
**3,062** ▲ +260%

### Customers Helped



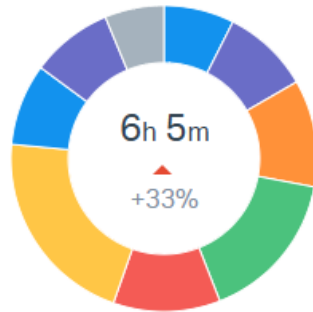
Your Team	Replies ▼	Customers Helped	Happiness Score
<a href="#">Katelyn Ekins</a>	261	92	0
<a href="#">Mariana Chavez</a>	177	99	0
<a href="#">Jessie McDougal</a>	137	66	0
<a href="#">Ivette Villanueva</a>	126	88	0
<a href="#">Karla Calderon</a>	103	61	0
<a href="#">Stacy Washburn</a>	59	30	0
<a href="#">Jason Wolf</a>	13	5	0
<a href="#">Bill Rice</a>	2	2	0

# EMAILS BY EMPLOYEE



# RESPONSE TIME – COMPANY OVER ALL

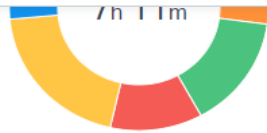
Response Time



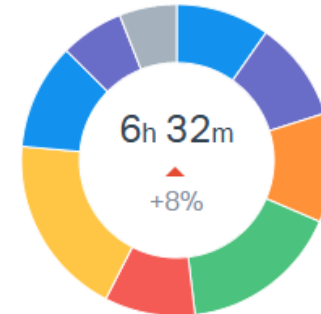
Response Time

Response Time

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



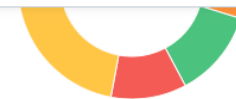
First Response Time



First Response Time

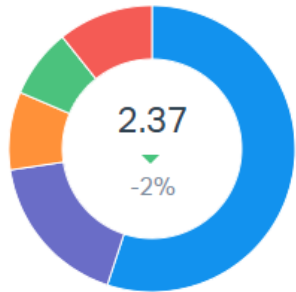
First Response Time

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

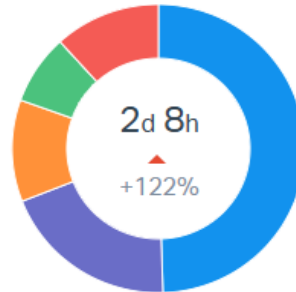


Replies to Resolve

Replies to Resolve

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

Resolution Time

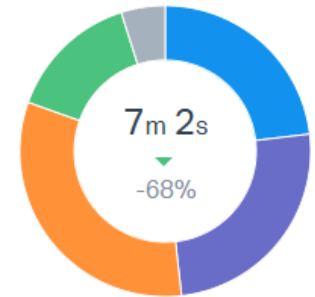


Resolution Time

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

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**

1,353 customers helped since Feb 25, 2021

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours

Emails Created

**38** ▲ +443%

Replies Sent

**261** ▲ +284%

Resolved

**56** ▲ +600%

Replies to Resolve

**4.0** ▼ -17%

Response Time

**7 h 16 m** ▲ +28%

First Response Time

**11 h 25 m** ▲ +45%

Resolved on First Reply

**25%** ▼ -33%

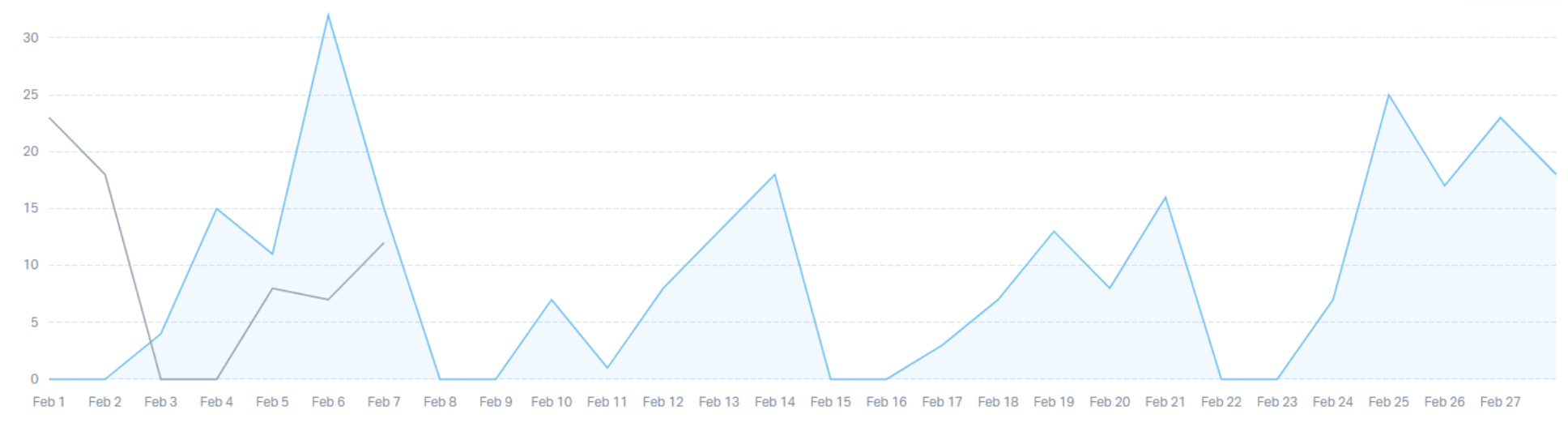
Handle Time

**16 m 45 s** ▼ -18%

Replies

● Current ● Previous

Day Week





Mariana Chavez

1,264 customers helped since Sep 19, 2022

HAPPINESS SCORE  
0

All Channels **Email** Phone Happiness

Office Hours

Emails Created

7 +600%

Replies Sent

177 +670%

Resolved

86 +682%

Replies to Resolve

2.3 +29%

Response Time

5h 42m -36%

First Response Time

4h 23m -5%

Resolved on First Reply

56% +2%

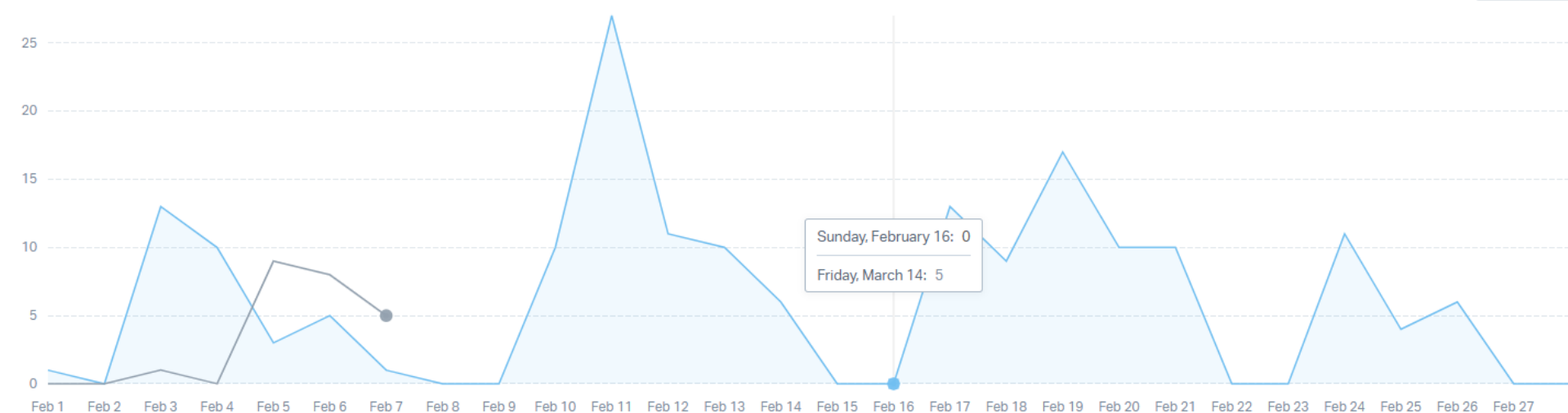
Handle Time

3m 44s +26%

Replies

● Current ● Previous

Day Week







Jessie McDougal

226 customers helped since Oct 18, 2024

HAPPINESS SCORE

0

0

All Channels **Email** Phone Happiness

Office Hours [?](#)

Emails Created

4 0%

Replies Sent

137 +145%

Resolved

63 +152%

Replies to Resolve

1.7 -21%

Response Time

4h 12m +110%

First Response Time

2h 40m +118%

Resolved on First Reply

71% -0.8%

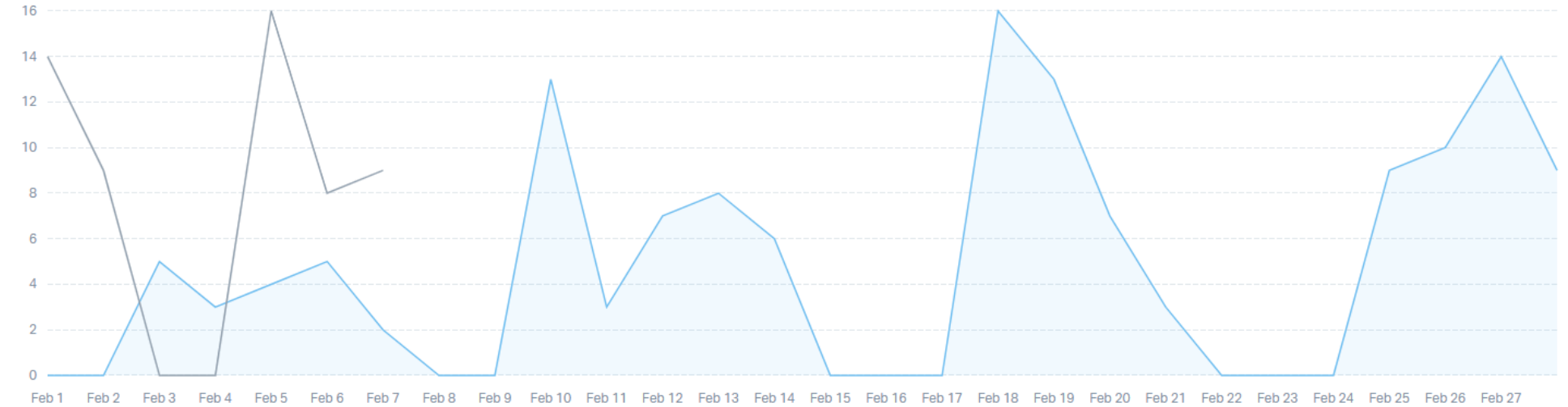
Handle Time

3m 6s -5%

Replies

● Current ● Previous

Day Week





Ivette Villanueva

915 customers helped since Jun 29, 2023

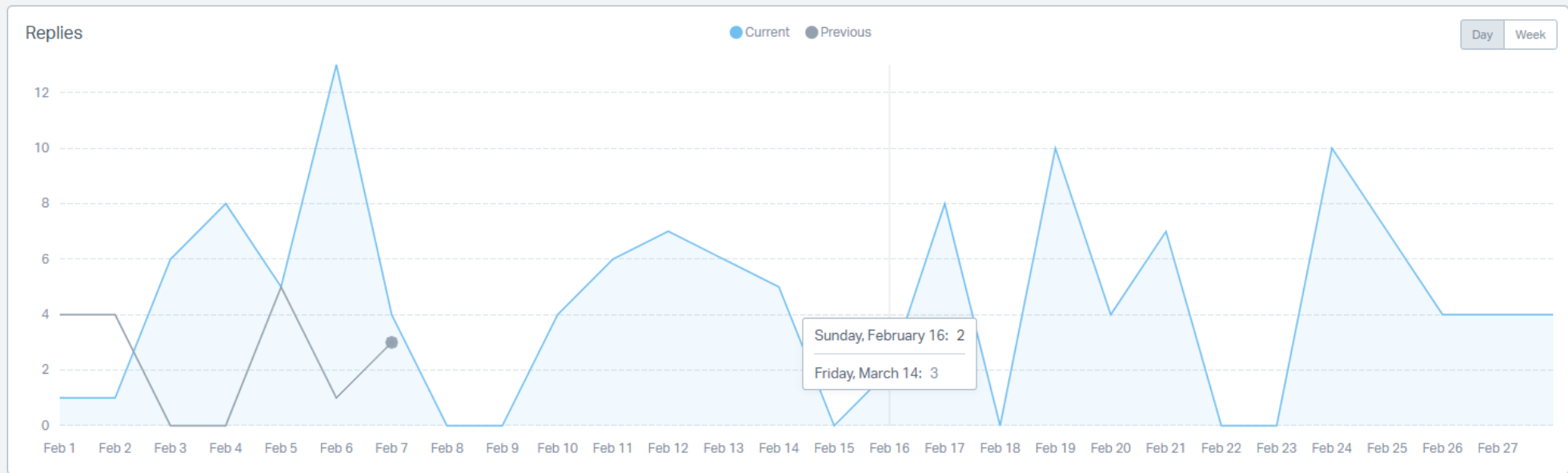
HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours ?

<p>Emails Created</p> <p><b>42</b> <span>▲ +950%</span></p>	<p>Replies Sent</p> <p><b>126</b> <span>▲ +641%</span></p>
<p>Resolved</p> <p><b>60</b> <span>▲ +567%</span></p>	<p>Replies to Resolve</p> <p><b>1.5</b> <span>▲ +32%</span></p>
<p>Response Time</p> <p><b>2 h 16 m</b> <span>▲ +31%</span></p>	<p>First Response Time</p> <p><b>1 h 26 m</b> <span>▼ -36%</span></p>
<p>Resolved on First Reply</p> <p><b>83%</b> <span>▼ -6%</span></p>	<p>Handle Time</p> <p><b>2 m 32 s</b> <span>▲ +66%</span></p>





Karla Calderon

1,202 customers helped since Jan 26, 2022

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours ?

Emails Created

82 +193%

Replies Sent

103 +1.0k%

Resolved

24 +1.1k%

Replies to Resolve

2.3 +133%

Response Time

10h 13m +112%

First Response Time

3h 54m -57%

Resolved on First Reply

33% -67%

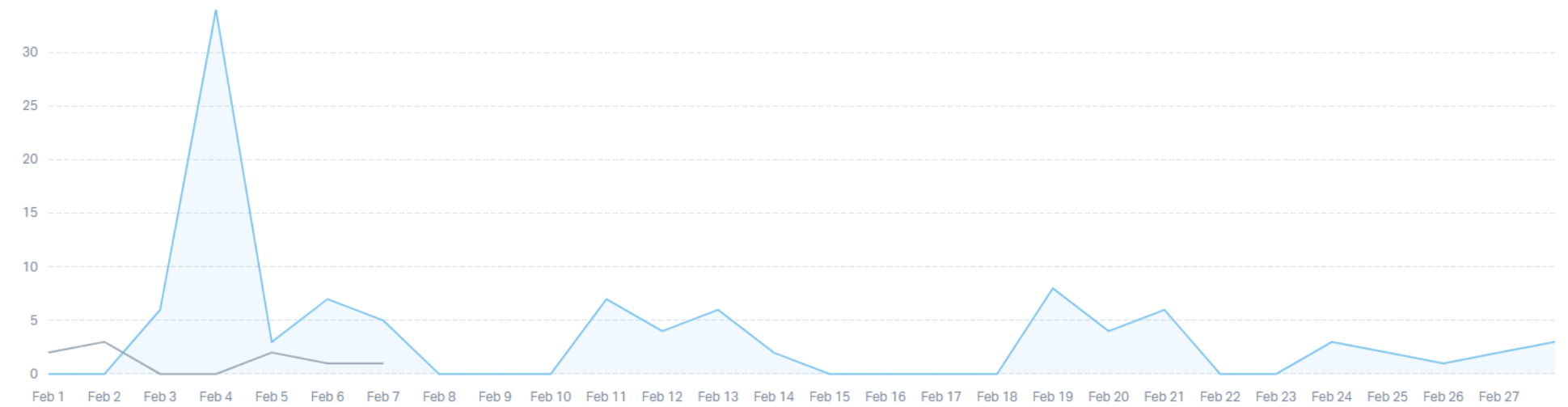
Handle Time

1m 49s +10%

Replies

● Current ● Previous

Day Week





Stacy Washburn

60 customers helped since Dec 31, 2024

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours [?](#)

Emails Created

15 ▲ +400%

Replies Sent

59 ▲ +228%

Resolved

15 ▲ +114%

Replies to Resolve

3.3 ▼ -14%

Response Time

7 h 54 m ▲ +56%

First Response Time

3 h 10 m ▲ +181%

Resolved on First Reply

20% ▼ -30%

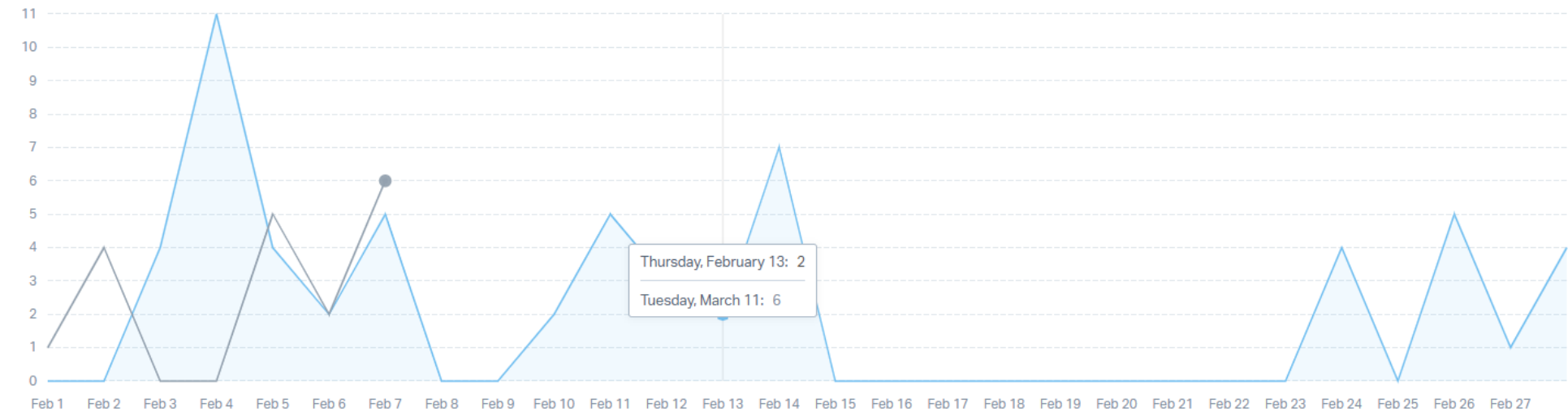
Handle Time

4 m 36 s ▼ -68%

### Replies

● Current ● Previous

Day Week





Jason Wolf

854 customers helped since May 24, 2019

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours ?

Emails Created

11 +450%

Replies Sent

13 0%

Resolved

3 0%

Replies to Resolve

2.3 0%

Response Time

3h 45m 0%

First Response Time

1h 29m 0%

Resolved on First Reply

33% 0%

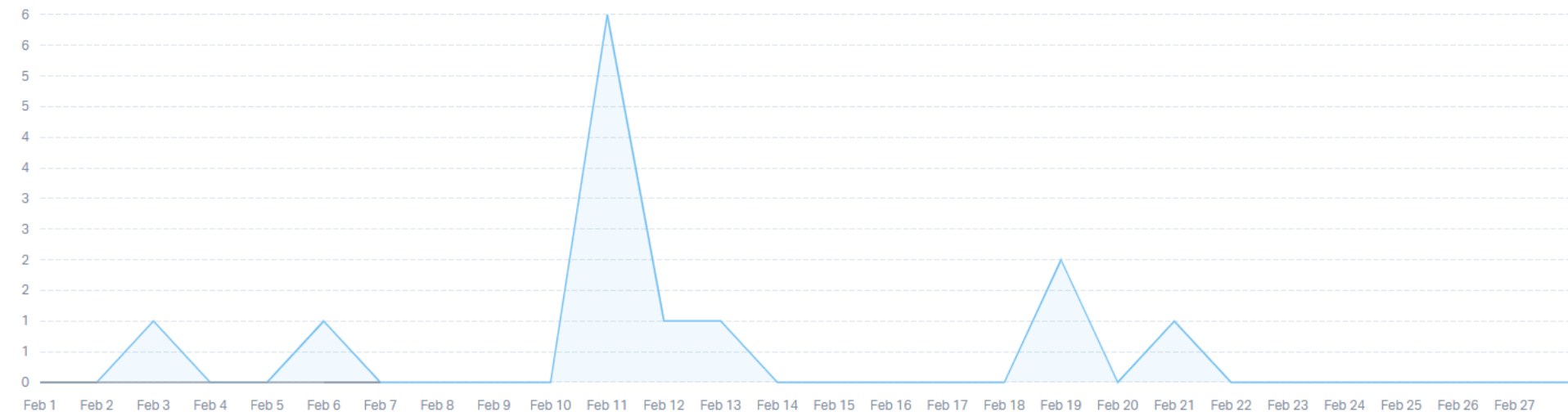
Handle Time

2m 55s 0%

Replies

● Current ● Previous

Day Week



# KATELYN'S GRAMMARLY

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## Tone

These tones were detected in your writing last week:

↑ 🙌	Appreciative	18%-1%
↑ 🤗	Confident	16%+2%
↓ 🏢	Formal	13%-2%
↑ 🎯	Direct	9%-1%
↓ 🧐	Informative	7%-6%
↑ 🤔	Curious	6%+1%
↑ 🙌	Optimistic	6%+2%

# MARIANA'S GRAMMARLY

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## Tone

These tones were detected in your writing last week:

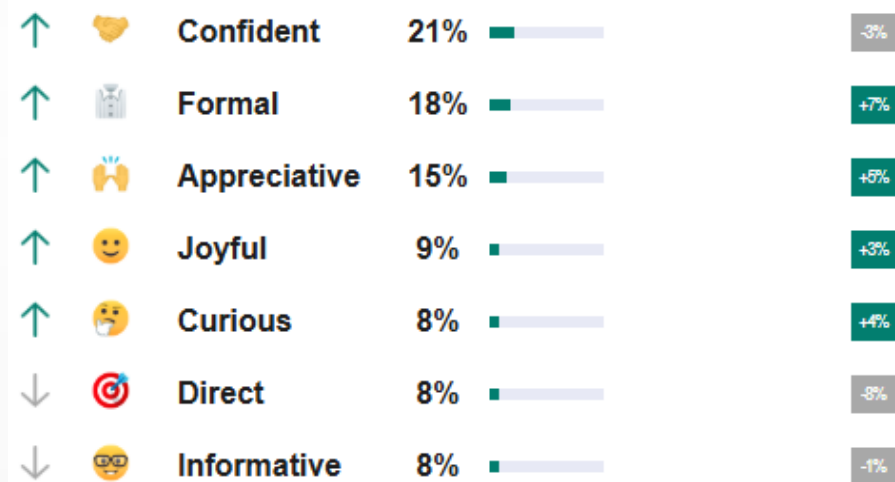
↑	👉	Confident	25%+5%
↓	👏	Appreciative	21%-1%
↑	🎯	Direct	15%+6%
↓	🧐	Informative	15%-1%
↓	👔	Formal	6%-5%
↑	👉	Optimistic	5%-1%
↑	👉	Assertive	4%+2%

# IVETTE'S GRAMMARLY

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## Tone

These tones were detected in your writing last week:





# KARLA'S GRAMMARLY

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## Tone

These tones were detected in your writing last week:

↑	👉	Confident	25%+3%
↑	🎯	Direct	19%+8%
↓	👏	Appreciative	14%+1%
↑	🧐	Informative	14%+6%
↓	👔	Formal	13%+2%
↑	😍	Admiring	3%+3%
↑	😊	Joyful	3%+1%



*Thank you!*

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