



# UTAH PROPERTY SOLUTIONS

HELP SCOUT ANALYTICS

JANUARY 2025



All Email Phone

### Total Conversations

Total Conversations  
**9,983** ▲ +822%

New Conversations created, replied to, status changed, assigned, excluded, started, deleted  
**9,710** ▲ +943%

Customers  
**1,588** ▲ +358%

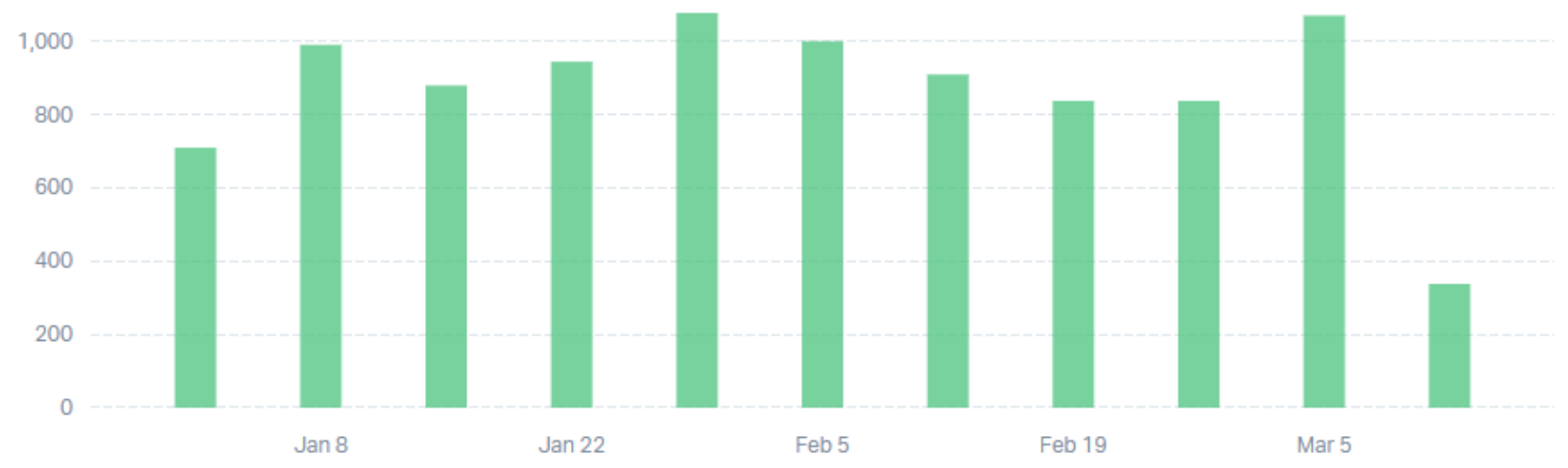
Conversations per Day  
**138** ▲ +820%

Busiest Day  
**Tuesday**

Volume by Channel ▼

● Email

Week Month



# YTD - 2025 E-MAIL VOLUME



All Email Phone

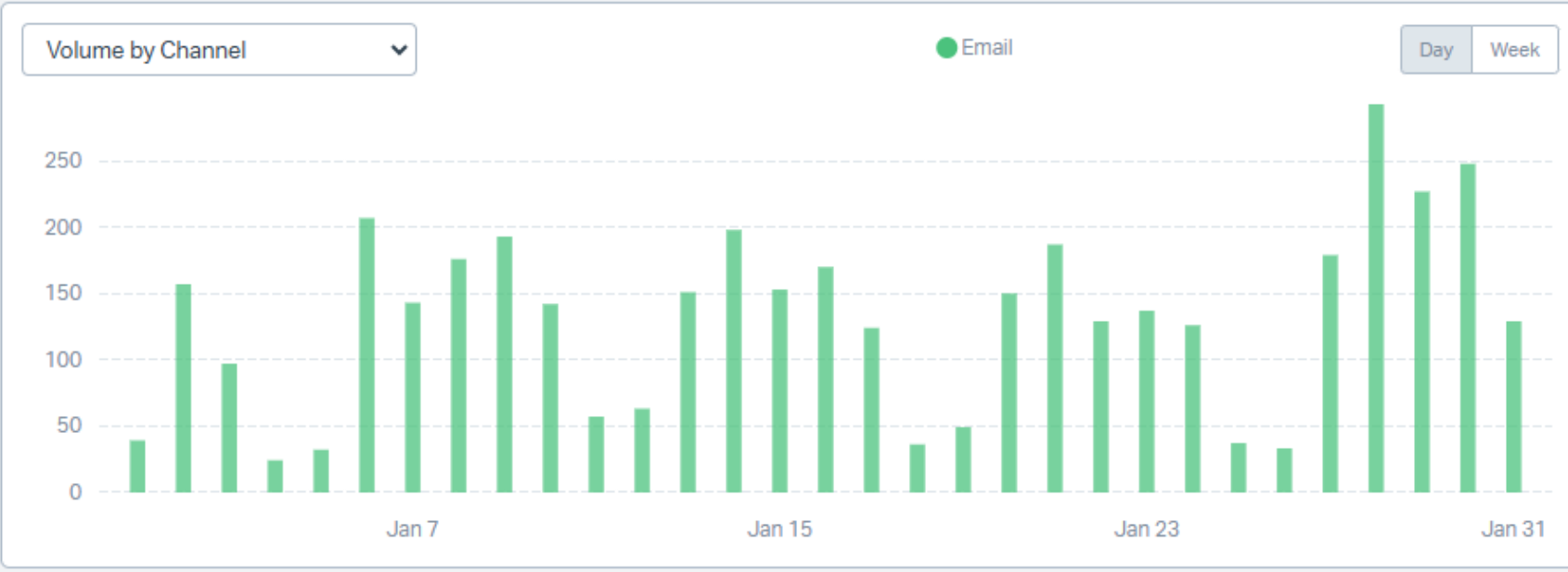
Total Conversations  
**4,433**

New Conversations  
**4,179**

Customers  
**869**

Conversations per Day  
**138**

Busiest Day  
**Thursday**



# JANUARY 2025 E-MAIL VOLUME



Customers Helped

373

Conversations per Day

139

Closed

3,275

Customers Helped



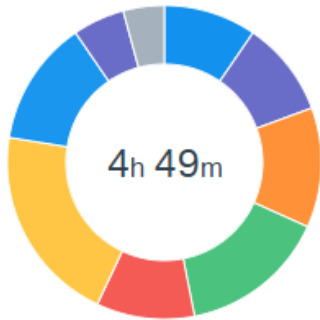
Your Team	Replies ▼	Customers Helped	Happiness Score
Katelyn Ekins	310	97	0
Jessie McDougal	271	105	33
Mariana Chavez	135	63	0
Karla Calderon	112	76	100
Ivette Villanueva	100	68	0
Stacy Washburn	64	29	0
Jason Wolf	21	6	0
Bill Rice	4	1	0

# EMAILS BY EMPLOYEE



# RESPONSE TIME – COMPANY OVER ALL

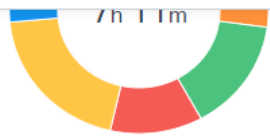
Response Time



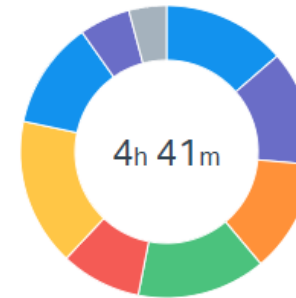
Response Time

Response Time

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



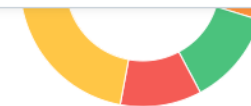
First Response Time



First Response Time

First Response Time

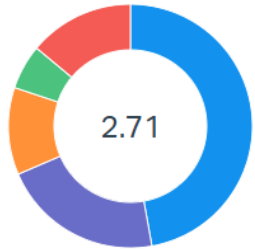
The average amount of time a customer is waiting for the *first* reply from your team; subsequent response times are not included





# RESOLUTION:

Replies to Resolve

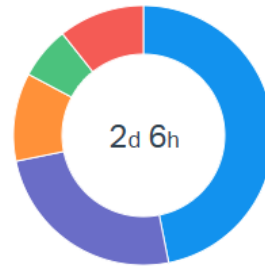


Replies to Resolve

## Replies to Resolve

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

Resolution Time

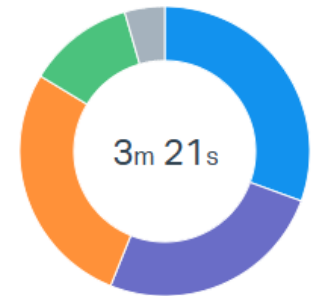


Resolution Time

## 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**

1,352 customers helped since Feb 25, 2021

HAPPINESS  
SCORE

0

All Channels **Email** Phone Happiness

Office Hours [?](#)

Emails Created

35

Replies Sent

310

Resolved

63

Replies to Resolve

4.7

Response Time

5h 10m

First Response Time

4h 42m

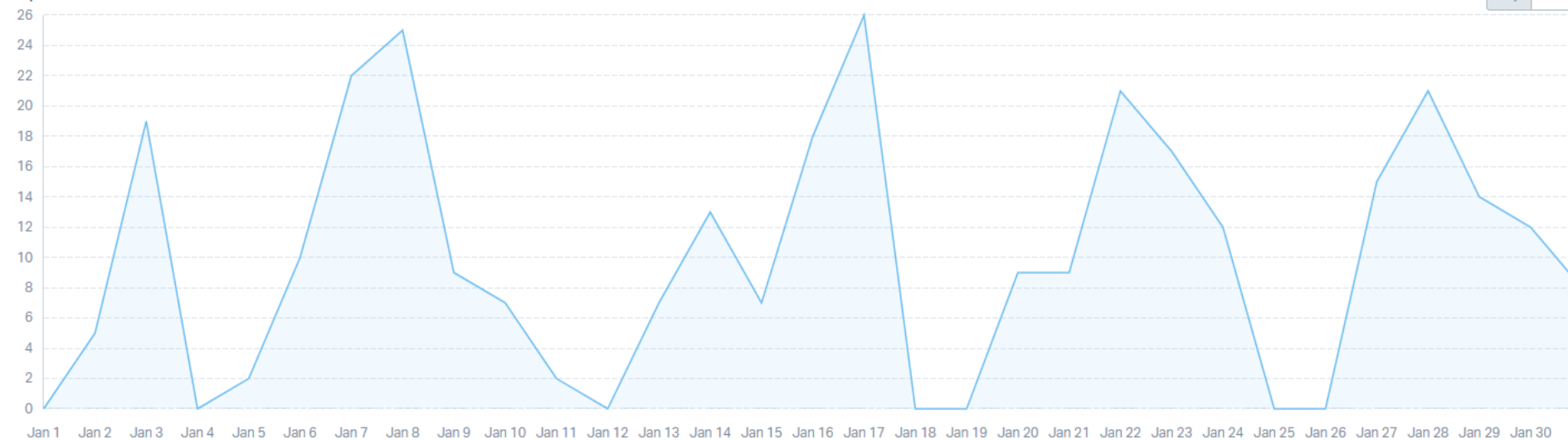
Resolved on First Reply

16%

Handle Time

4m 24s

Replies





Jessie McDougal

225 customers helped since Oct 18, 2024

HAPPINESS SCORE

33

All Channels Email Phone Happiness

Office Hours

Emails Created

55

Replies Sent

271

Resolved

118

Replies to Resolve

2.1

Response Time

2h 34m

First Response Time

3h 41m

Resolved on First Reply

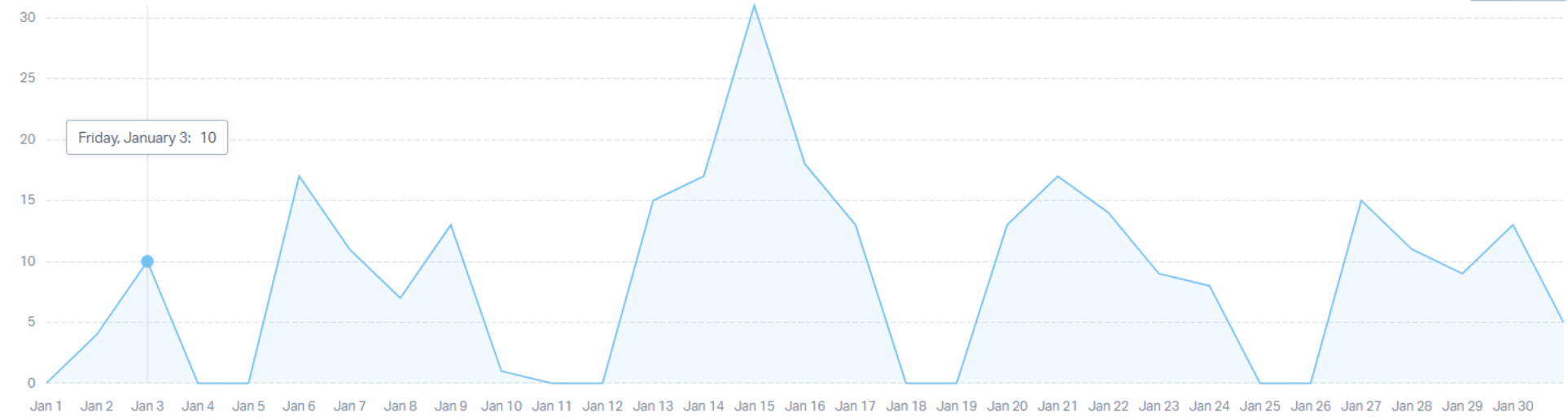
59%

Handle Time

2m 58s

Replies

Day Week







Mariana Chavez

1,264 customers helped since Sep 19, 2022

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours [?](#)

Emails Created

8

Replies Sent

135

Resolved

56

Replies to Resolve

2.9

Response Time

4h 58m

First Response Time

4h 9m

Resolved on First Reply

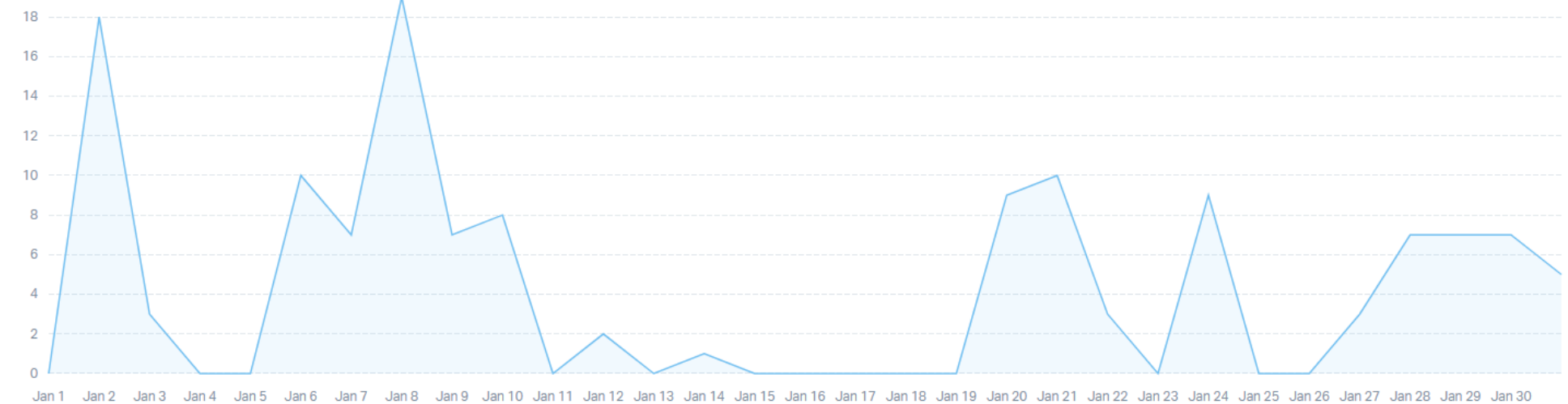
41%

Handle Time

3m 40s

Replies

Day Week





**Karla Calderon**

1,202 customers helped since Jan 26, 2022

HAPPINESS  
SCORE

100

All Channels **Email** Phone Happiness

Office Hours

Emails Created

69

Replies Sent

112

Resolved

30

Replies to Resolve

2.5

Response Time

8h 52m

First Response Time

9h 44m

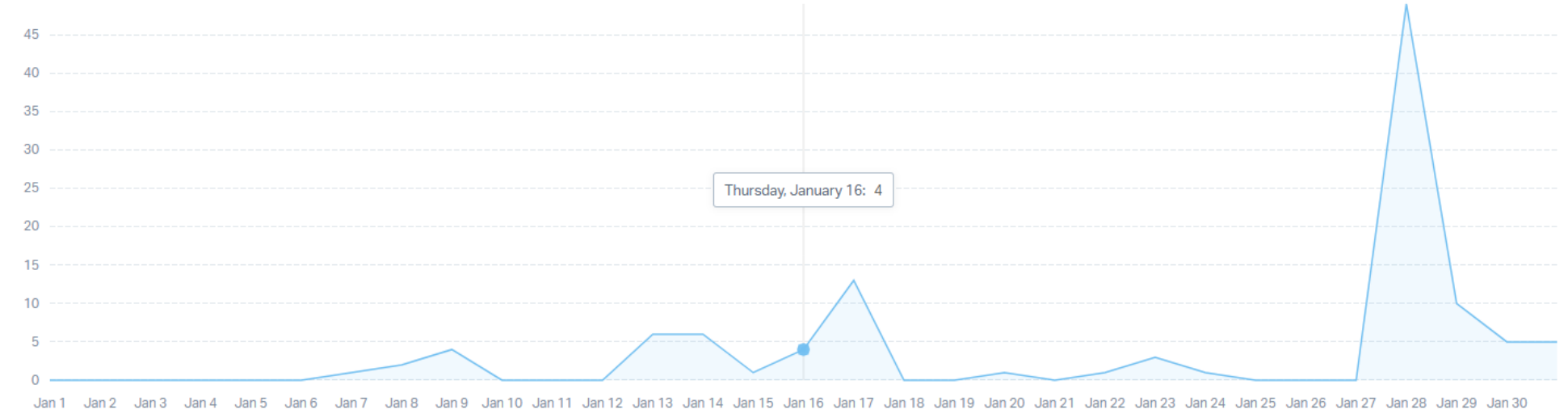
Resolved on First Reply

27%

Handle Time

1m 22s

Replies



Day Week

Thursday, January 16: 4



Ivette Villanueva

915 customers helped since Jun 29, 2023

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours ⓘ

Emails Created

18

Replies Sent

100

Resolved

51

Replies to Resolve

1.3

Response Time

2 h 41 m

First Response Time

1 h 27 m

Resolved on First Reply

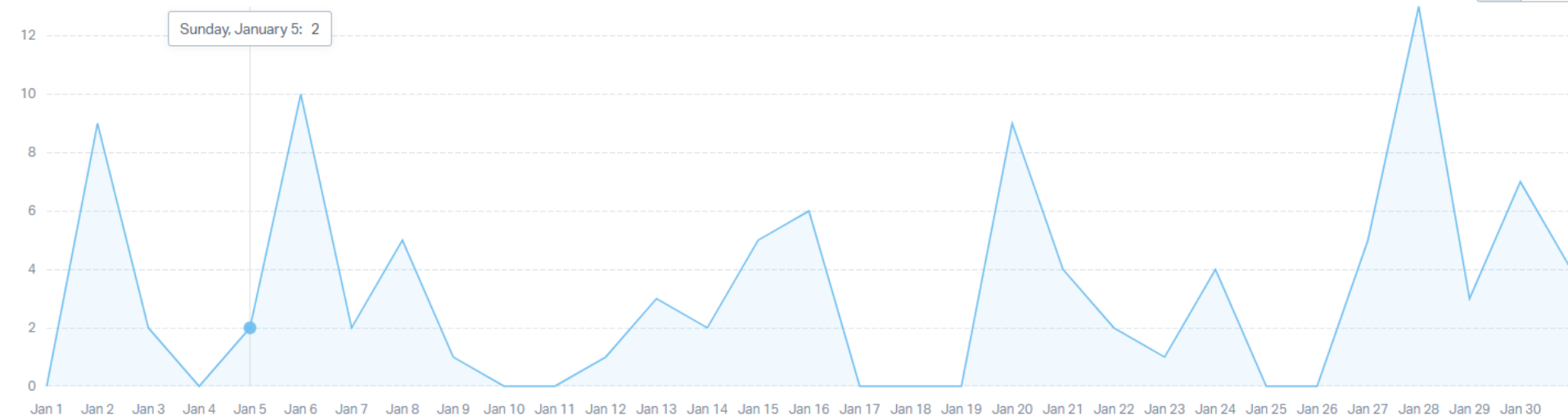
84%

Handle Time

6 m 7 s

Replies

Day Week





Stacy Washburn

60 customers helped since Dec 31, 2024

HAPPINESS  
SCORE

0

All Channels **Email** Phone Happiness

Office Hours [?](#)

Emails Created

23

Replies Sent

64

Resolved

16

Replies to Resolve

3.1

Response Time

10h 27m

First Response Time

7h 54m

Resolved on First Reply

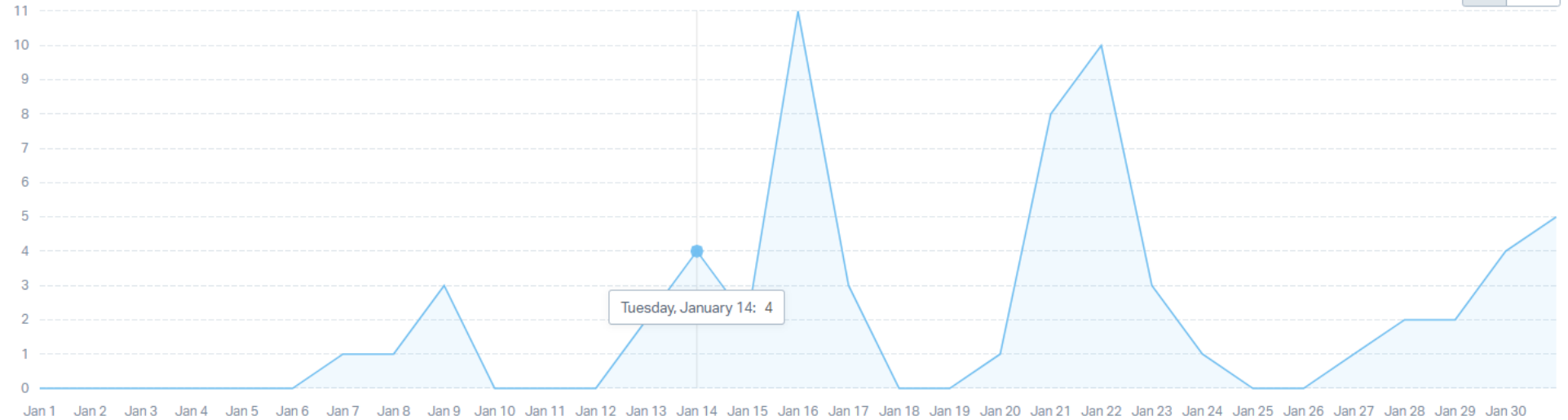
25%

Handle Time

3m 7s

Replies

Day Week





Jason Wolf

854 customers helped since May 24, 2019

HAPPINESS SCORE

0

All Channels **Email** Phone Happiness

Office Hours [?](#)

Emails Created

33

Replies Sent

21

Resolved

3

Replies to Resolve

4.3

Response Time

6h 41m

First Response Time

25m 30s

Resolved on First Reply

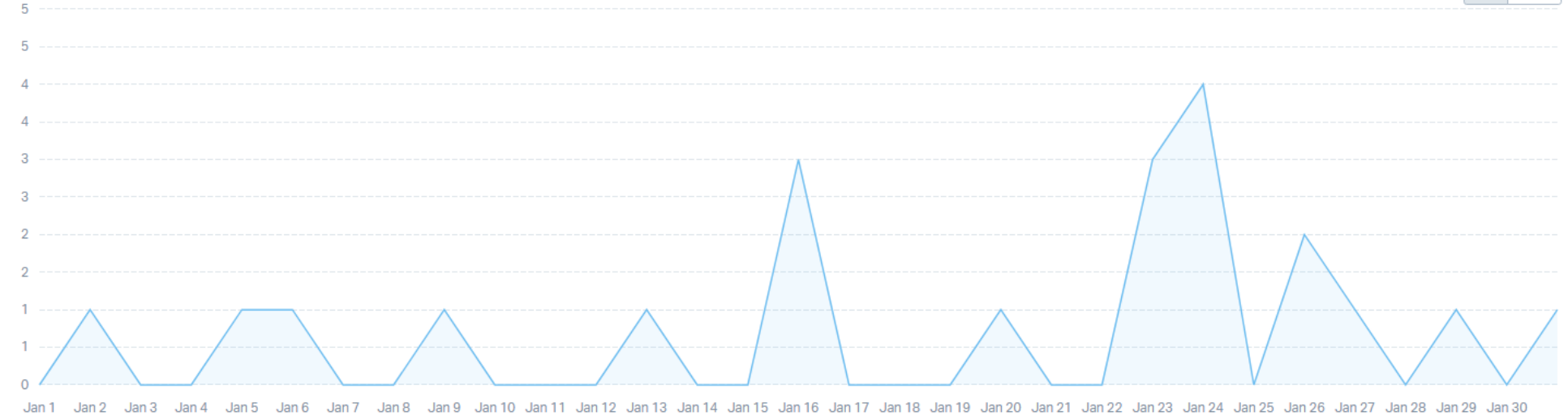
33%

Handle Time

4m 7s

Replies

Day Week





# KATELYN'S GRAMMARLY

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## Tone

These tones were detected in your writing last week:

↑ 😐	Neutral	23%+22%
↑ 🙌	Appreciative	14%+10%
↑ 🧐	Informative	14%+5%
↓ 🙏	Confident	9%-14%
↓ 🎯	Direct	7%-10%
↑ 😍	Admiring	5%+4%
↓ 🏢	Formal	5%-8%

# MARIANA'S GRAMMARLY

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## Tone

These tones were detected in your writing last week:

↑ 🙌	Appreciative	21%+0%
↑ 🤝	Confident	18%+0%
↑ 🎯	Direct	14%+1%
↑ 🧐	Informative	11%+0%
↑ 🏢	Formal	8%+1%
↑ 😊	Friendly	7%+4%
↑ ✌️	Optimistic	4%+1%

# KARLA'S GRAMMARLY

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## Tone

These tones were detected in your writing last week:

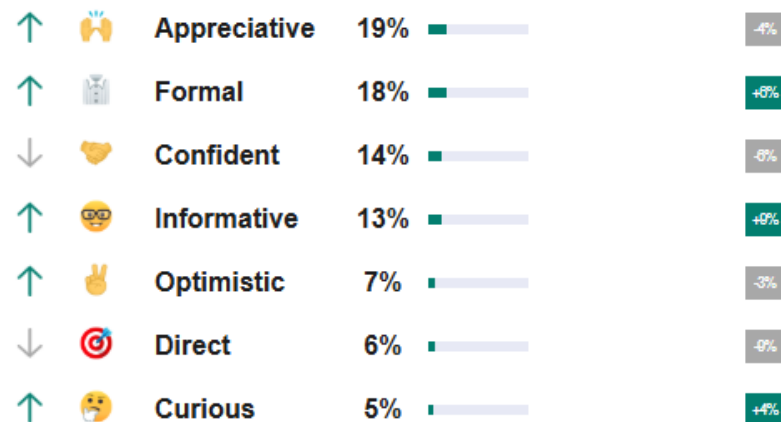
↑	😊	Confident	25%+7%
↑	🧐	Informative	25%+12%
↓	👔	Formal	19%+1%
↑	👉	Optimistic	6%-4%
↑	😍	Admiring	3%+3%
↑	👏	Appreciative	3%-2%
↑	👊	Assertive	3%-1%

# IVETTE'S GRAMMARLY

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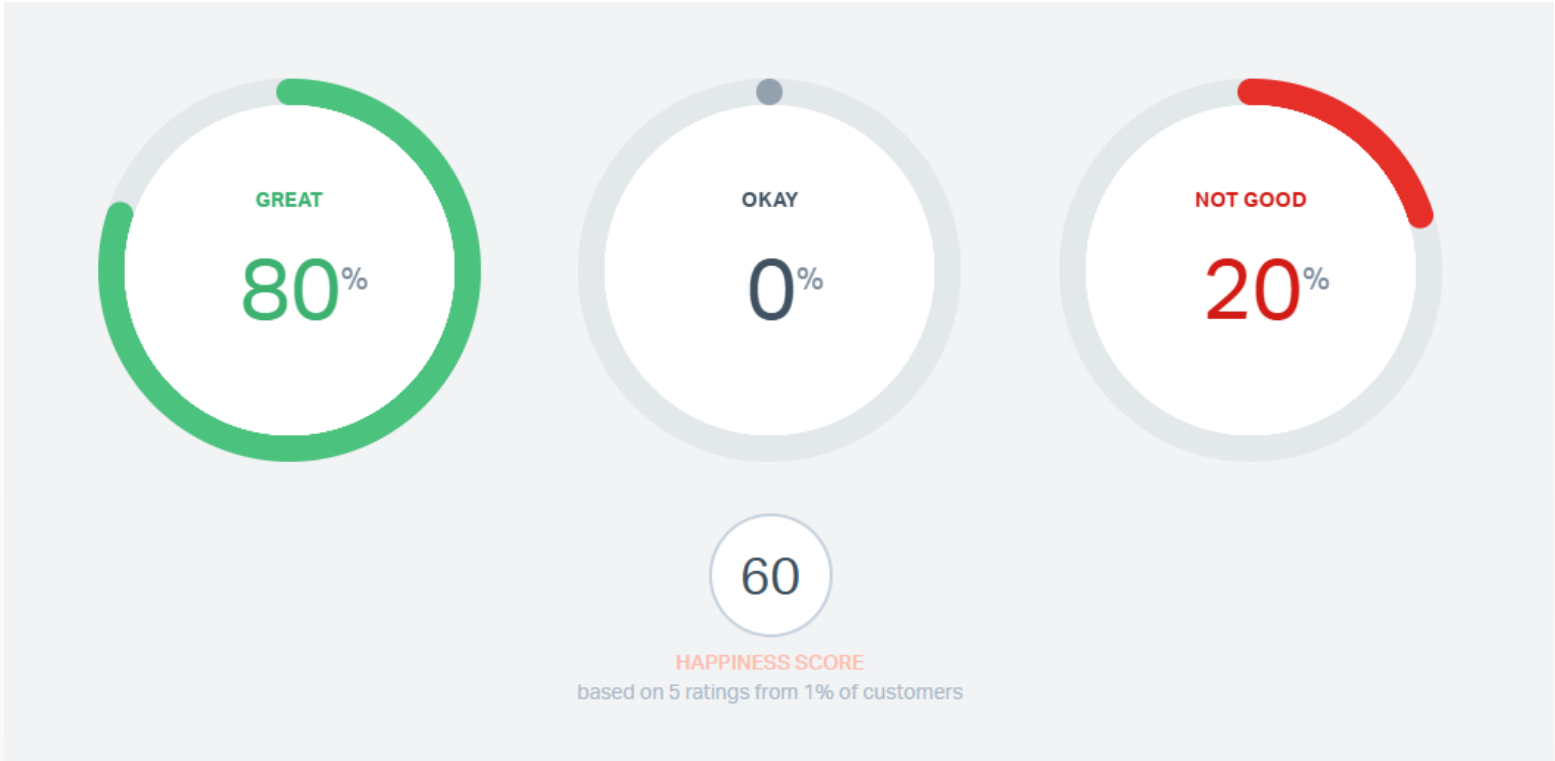
## Tone

These tones were detected in your writing last week:



# HAPPINESS SCORE

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# RATINGS SUBMITTED

## Ratings

#	Customer	User	Date	Rating	Comment
<a href="#">230759</a>	Rosendo Martinez	<a href="#">Karla Calderon</a>	Jan 28	Great	
<a href="#">230689</a>	Eric Jacobsen	<a href="#">Jessie McDougal</a>	Jan 28	Great	
<a href="#">228097</a>	Andrew Hansen	<a href="#">Jessie McDougal</a>	Jan 27	Not Good	
<a href="#">224715</a>	Becky Mottola	<a href="#">Jessie McDougal</a>	Jan 16	Great	
<a href="#">223981</a>	Mark Puffer	<a href="#">Karla Calderon</a>	Jan 7	Great	
5 ratings					





*Thank you!*

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