



HELP SCOUT ANALYTICS

MARCH 2025

All Email Phone

Total Conversations

12,874

Customers

1,904

Busiest Day

Thursday

New Conversations

12,598

Conversations per Day

143

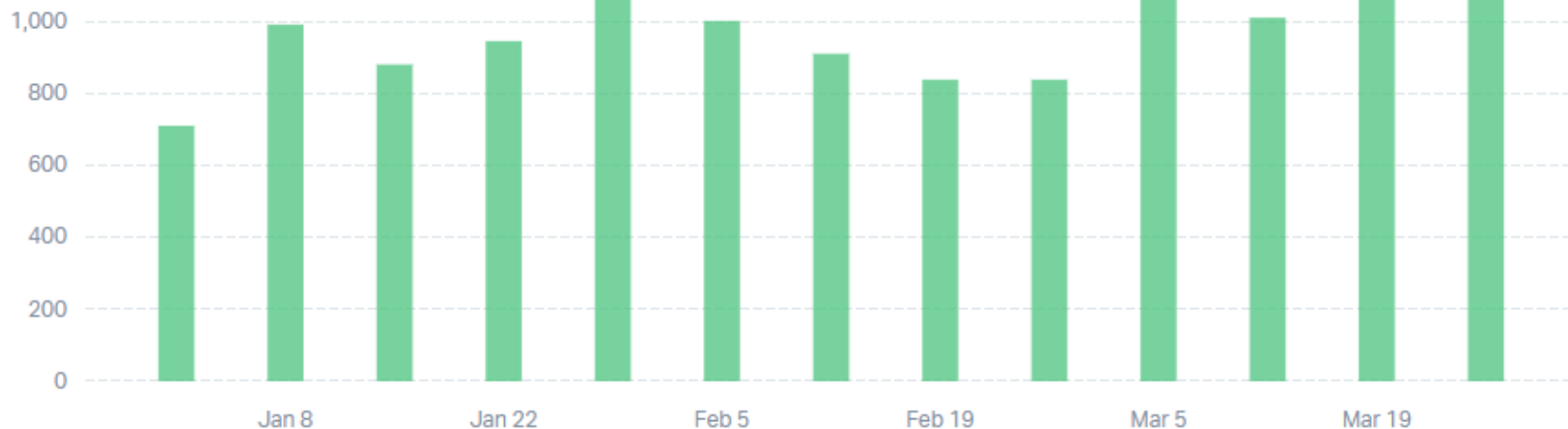
Volume by Channel



Email

Week

Month



YTD - 2025
E-MAIL VOLUME

All Email Phone

Total Conversations

Total Conversations

5,003

New Conversations

4,783

Conversations created, replied to, status changed, assigned, excluding system deleted.

Customers

949

Conversations per Day

161

Busiest Day

Monday

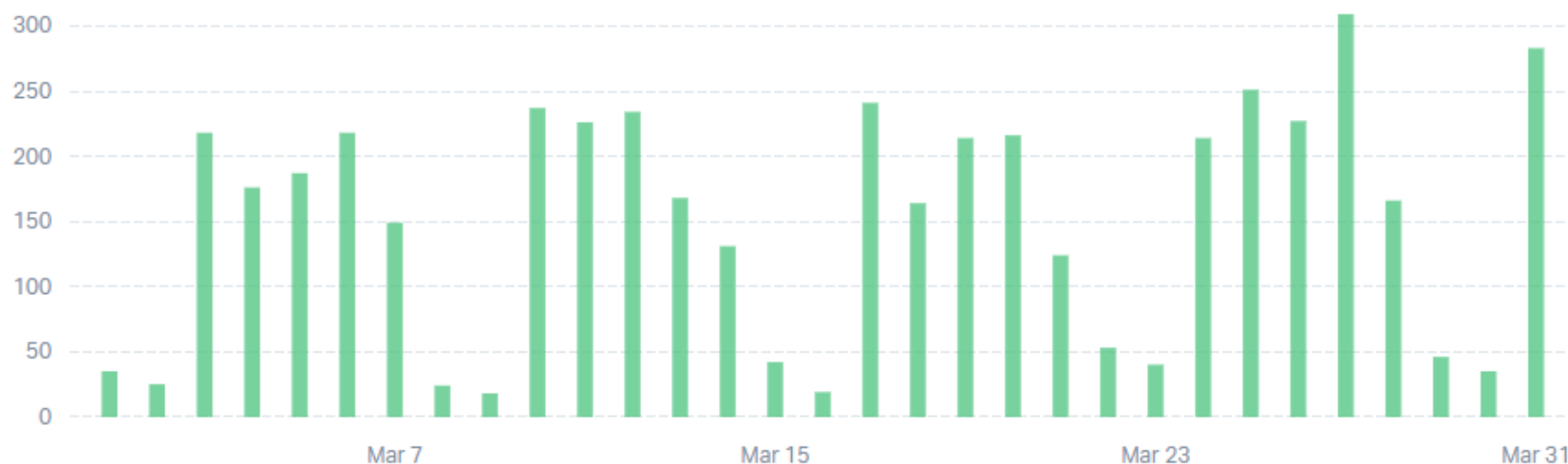
Volume by Channel



Email

Day

Week



MARCH 2025 E-MAIL VOLUME

Customers Helped

387

Conversations per Day

162

Closed

4,260



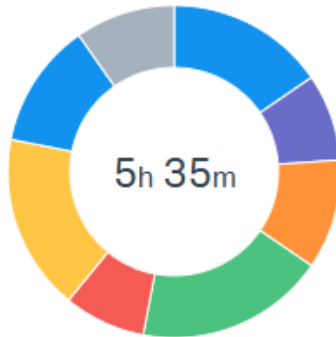
Your Team	Replies ▼	Customers Helped	Happiness Score
Mariana Chavez	277	122	100
Katelyn Ekins	237	71	100
Jessie McDougal	218	115	0
Ivette Villanueva	133	87	0
Stacy Washburn	89	32	0
Karla Calderon	48	31	0
Jason Wolf	19	8	0
Bill Rice	2	2	0

EMAILS BY EMPLOYEE



RESPONSE TIME – COMPANY OVER ALL

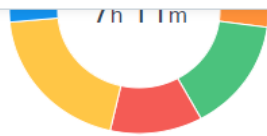
Response Time



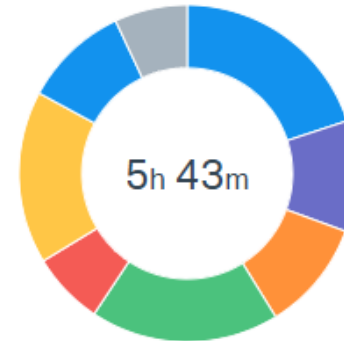
Response Time

Response Time

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



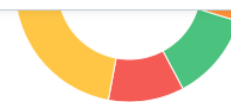
First Response Time



First Response Time

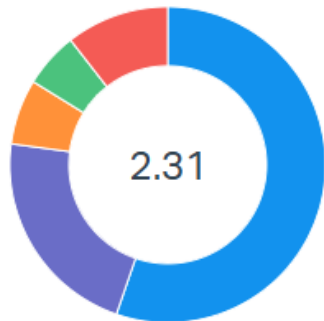
First Response Time

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

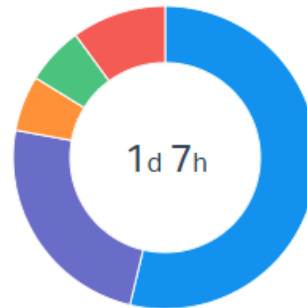


Replies to Resolve

Replies to Resolve

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

Resolution Time

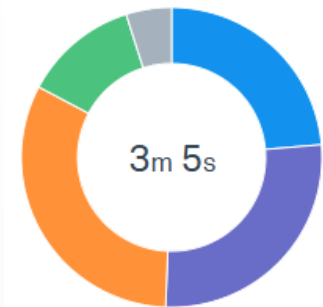


Resolution Time

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.



Mariana Chavez

1,286 customers helped since Sep 19, 2022

HAPPINESS
SCORE
100

All Channels Email Phone Happiness

☒ Office Hours

Emails Created

9

Replies Sent

277

Resolved

121

Replies to Resolve

2.1

Response Time

6 h 18 m

First Response Time

3 h 25 m

Resolved on First Reply

52%

Handle Time

3 m 39 s

Replies





Katelyn Ekins

1,366 customers helped since Feb 25, 2021

HAPPINESS
SCORE

100

All Channels **Email** Phone Happiness

☒ Office Hours

Emails Created

23

Resolved

34

Response Time

7 h 6 m

Resolved on First Reply

29%

Replies Sent

237

Replies to Resolve

4.5

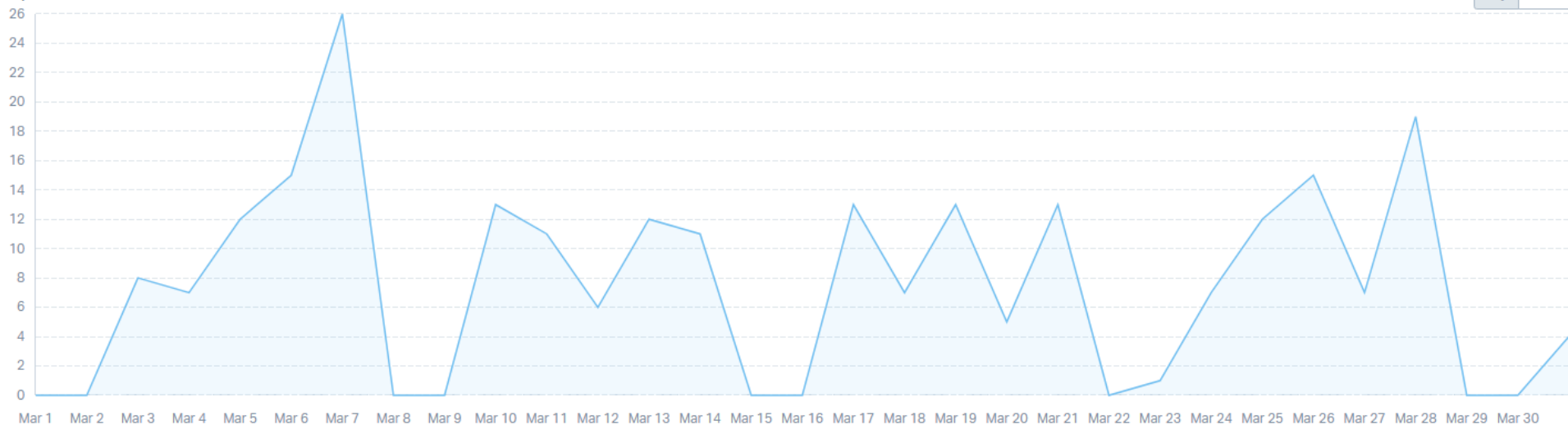
First Response Time

7 h 40 m

Handle Time

7 m 55 s

Replies





Jessie McDougal

264 customers helped since Oct 18, 2024

HAPPINESS
SCORE

0

All Channels Email Phone Happiness

☒ Office Hours

Emails Created

14

Replies Sent

218

Resolved

124

Replies to Resolve

2.0

Response Time

2 h 26 m

First Response Time

2 h 1 m

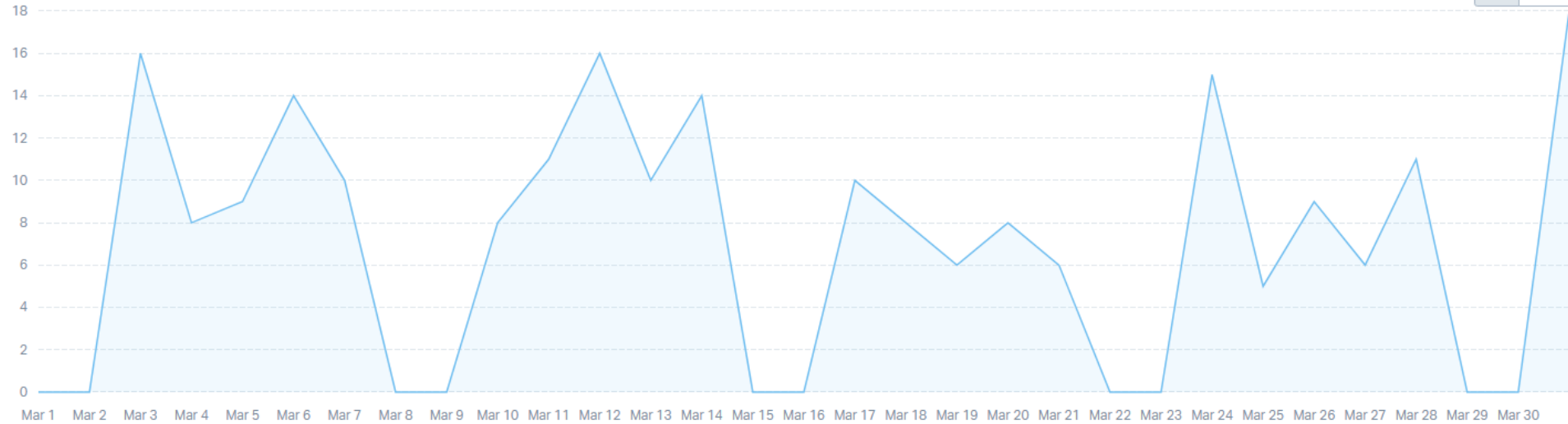
Resolved on First Reply

61%

Handle Time

3 m 0 s

Replies





Ivette Villanueva

932 customers helped since Jun 29, 2023

HAPPINESS
SCORE

0

All Channels Email Phone Happiness

☒ Office Hours

Emails Created

30

Replies Sent

133

Resolved

68

Replies to Resolve

1.5

Response Time

1 h 43 m

First Response Time

1 h 10 m

Resolved on First Reply

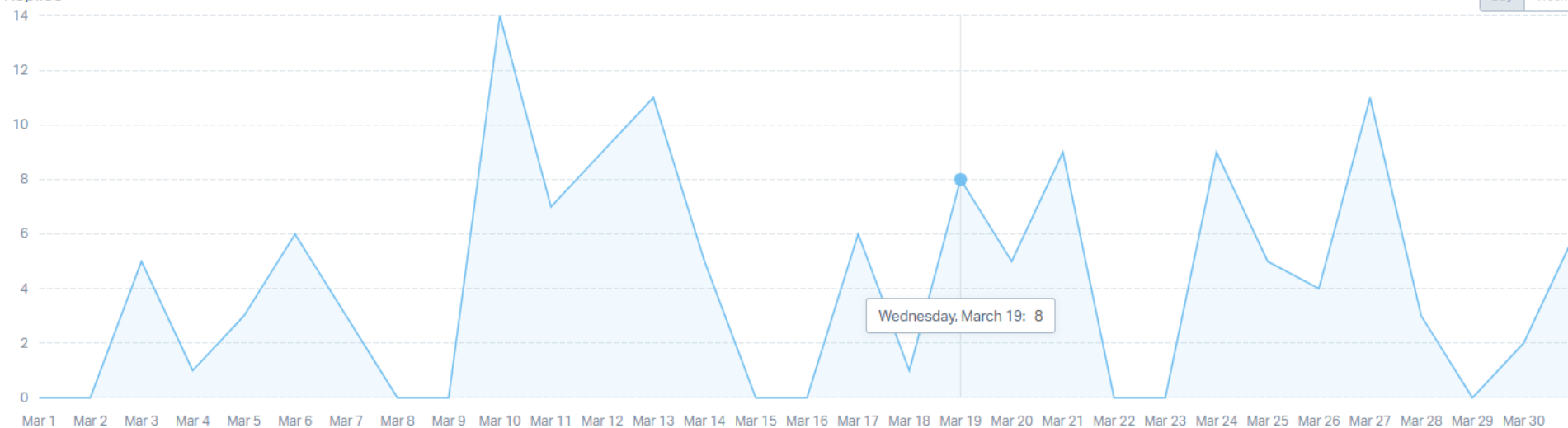
69%

Handle Time

1 m 52 s

Replies

Day Week





Stacy Washburn

73 customers helped since Dec 31, 2024

HAPPINESS
SCORE

0

All Channels Email Phone Happiness

☒ Office Hours [?](#)

Emails Created

18

Replies Sent

89

Resolved

24

Replies to Resolve

3.9

Response Time

11 h 1 m

First Response Time

4 h 39 m

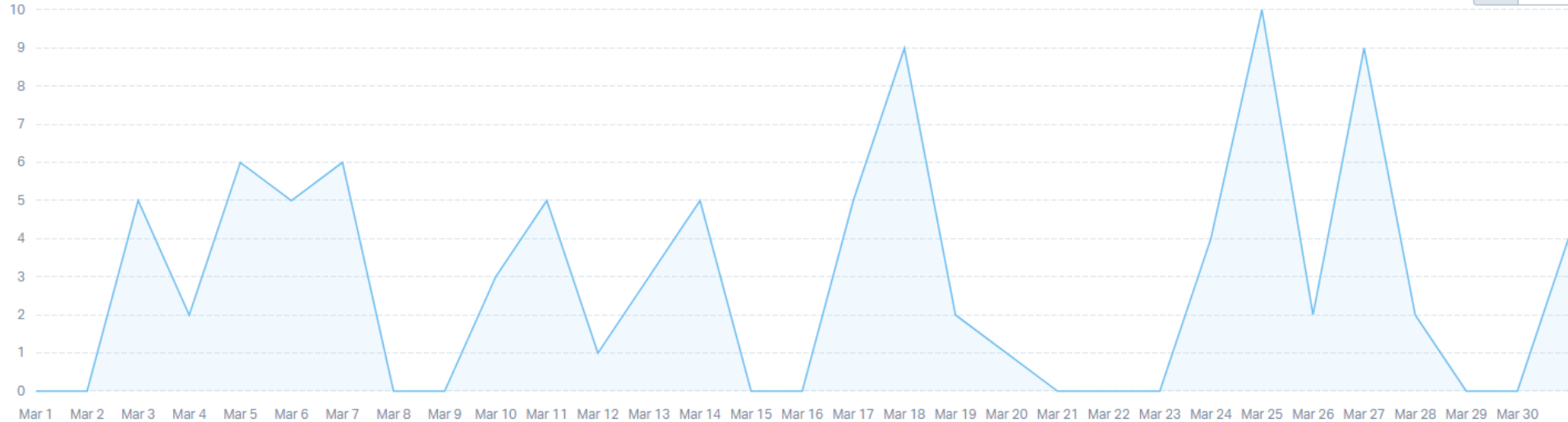
Resolved on First Reply

46%

Handle Time

4 m 54 s

Replies





Karla Calderon

1,209 customers helped since Jan 26, 2022

HAPPINESS
SCORE

0

All Channels Email Phone Happiness

☒ Office Hours

Emails Created

93

Replies Sent

48

Resolved

16

Replies to Resolve

2.8

Response Time

8 h 47 m

First Response Time

11 h 2 m

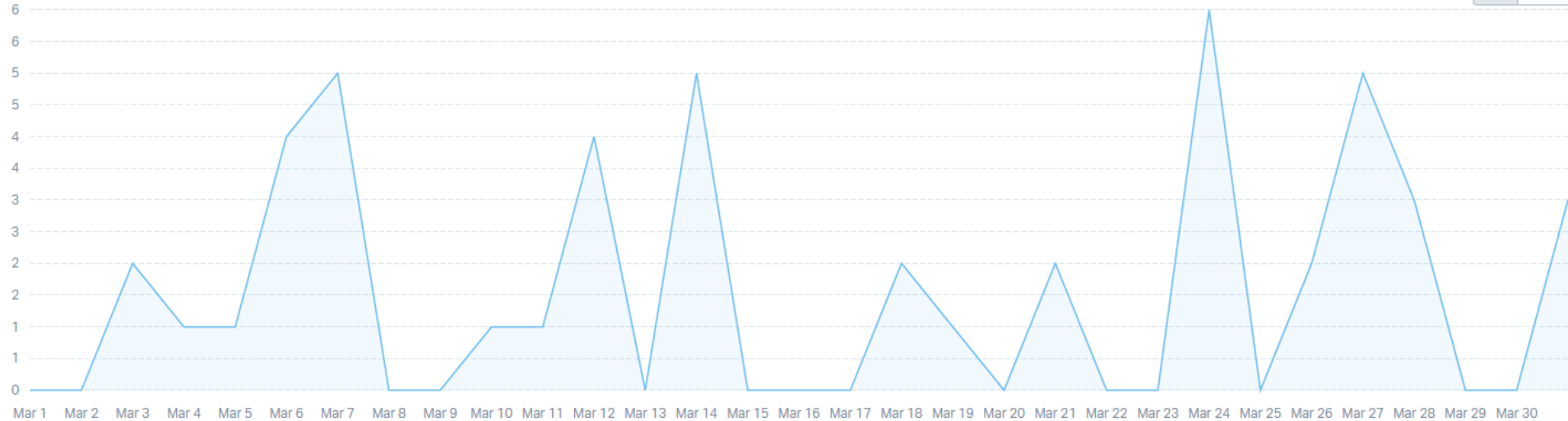
Resolved on First Reply

44%

Handle Time

3 m 18 s

Replies





Jason Wolf

860 customers helped since May 24, 2019

HAPPINESS
SCORE
0

All Channels Email Phone Happiness

☒ Office Hours

Emails Created

40

Resolved

2

Response Time

4 h 6 m

Resolved on First Reply

50%

Replies Sent

19

Replies to Resolve

4.5

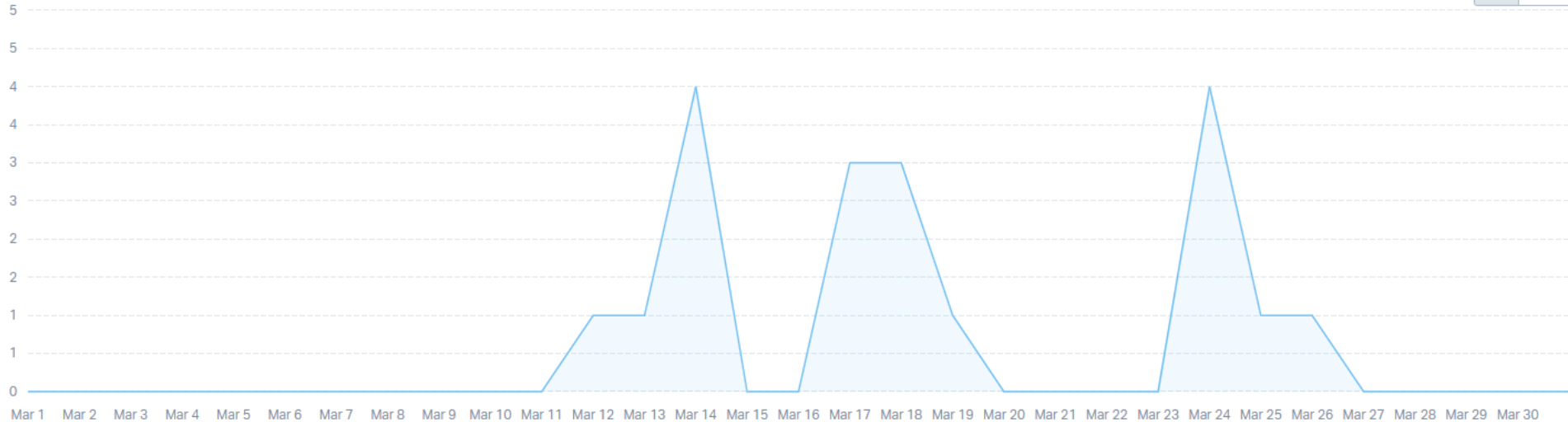
First Response Time

4 m 29 s

Handle Time

2 m 58 s

Replies



MARIANA'S GRAMMARLY

Tone

These tones were detected in your writing last week:

↑👏	Appreciative	19%+0%
↓👉	Confident	18%-3%
↑🎯	Direct	13%+2%
↓👔	Formal	12%-2%
↓🧐	Informative	12%-1%
↑😊	Joyful	4%+0%
↓✌️	Optimistic	4%-2%

KATELYN'S GRAMMARLY

Tone

These tones were detected in your writing last week:

↑	💪	Confident	19%-2%
↑	👔	Formal	14%-2%
↑	🎯	Direct	11%+0%
↑	🧐	Informative	11%+1%
↑	😊	Joyful	8%+1%
↓	👏	Appreciative	8%-2%
↑	👉	Assertive	6%+4%

JESSIE'S GRAMMARLY

Tone

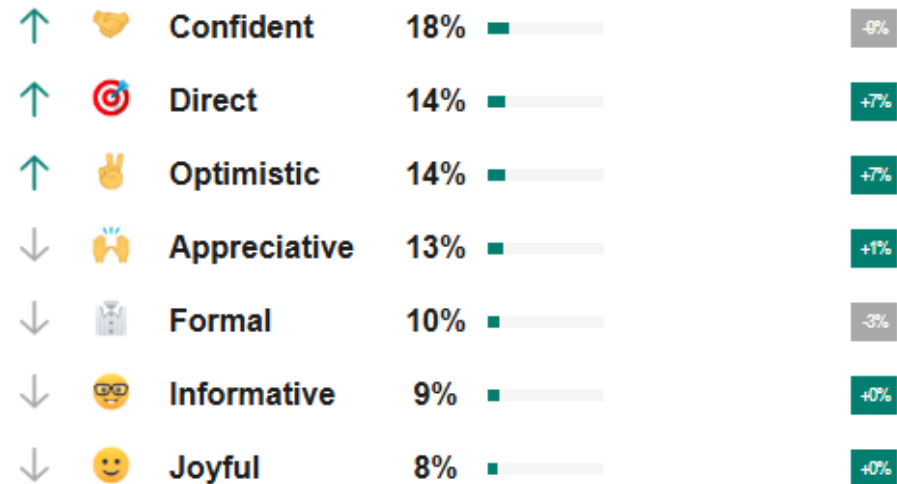
These tones were detected in your writing last week:

↑👏	Appreciative	28%+4%
↑💪	Confident	19%+0%
↑👔	Formal	10%+3%
↓😊	Joyful	9%-3%
↑🧐	Informative	8%-1%
↓🎯	Direct	7%-5%
↑✌️	Optimistic	7%+1%

IVETTE'S GRAMMARLY

Tone

These tones were detected in your writing last week:



KARLA'S GRAMMARLY

Tone

These tones were detected in your writing last week:

↑	👉	Confident	22%-1%
↑	🧐	Informative	16%-2%
↑	👔	Formal	15%+1%
↓	🎯	Direct	12%-4%
↑	👏	Appreciative	10%+0%
↑	✌️	Optimistic	9%+5%
↓	😊	Friendly	5%-2%



Thank you!

