UTAHPROPERTY
SOLUTIONS

HELP SCOUT — ANALYTICS

February 2024

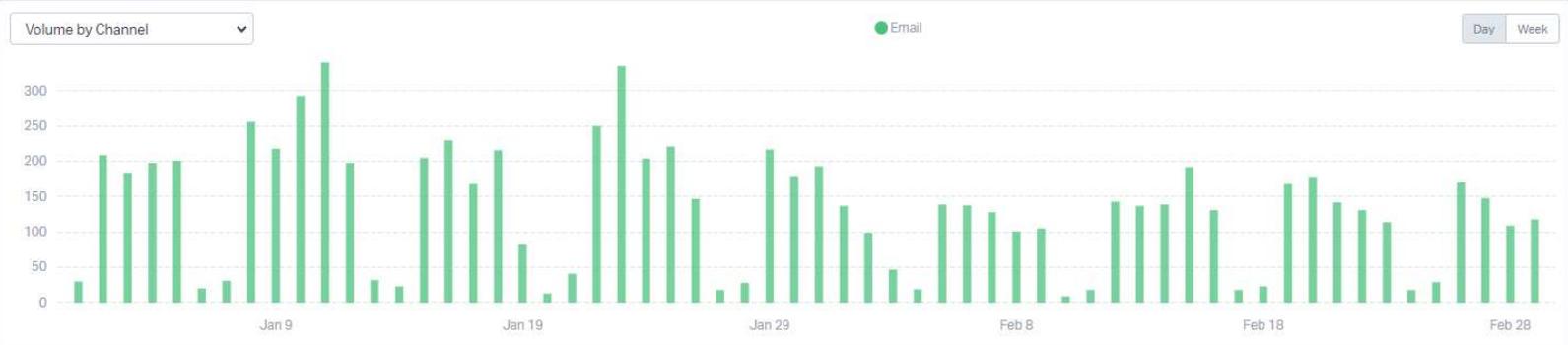| All | Email | Phone |

Total Conversations
8,400

New Conversations
8,205

Customers
1,423

Conversations per Day
137

Busiest Day
Tuesday

Volume by Channel ▾

● Email

| Day | Week |

300
250
200
150
100
50
0

Jan 9   Jan 19   Jan 29   Feb 8   Feb 18   Feb 28

YTD - 2024
E-MAIL VOLUME

All | Email | Phone

Volume by Channel ▾   ● Email   Day | Week

Total Conversations
3,290 ▼ -37%

New Conversations
3,134 ▼ -38%

Customers
669 ▼ -35%

Conversations per Day
109 ▼ -38%

Busiest Day
Thursday

150

100

50

0

Feb 3   Feb 6   Feb 9   Feb 12   Feb 15   Feb 18   Feb 21   Feb 24   Feb 27

FEBRUARY - 2024
E-MAIL VOLUME

Customers Helped

Customers Helped
311 ▲ +17%

Conversations per Day
111 ▼ -33%

Closed
2,970 ▲ +10%

● Current ● Previous   Day | Week

Your Team	Replies ⌄	Customers Helped	Happiness Score
Katelyn Ekins	218	75	100
Mariana Chavez	147	79	100
Ivette Villanueva	138	70	0
Dafne Gracida	108	34	100
Karla Calderon	105	54	100
Jess Franco	103	50	0
Karly Serrato	56	14	0
Jason Wolf	10	10	0
Bill Rice	8	2	0
Jake Howlett	7	7	0

EMAILS BY EMPLOYEE

RESPONSE TIME — COMPANY OVER ALL

Response Time

6h 37m
▼
-8%

First Response Time

5h 5m
▼
-32%
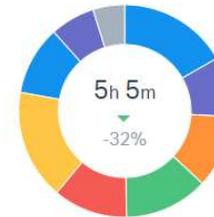
Response Time

Response Time

The average amount of time a customer is waiting for a response from your team
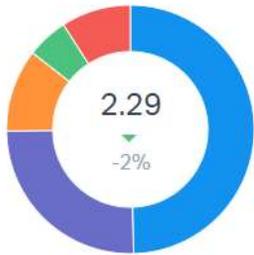
▼
-8%

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

-32%

RESOLUTION

Replies to Resolve

2.29
▼
-2%

Resolution Time

1d 2h
▼
-37%

Handle Time

4m 32s
▲
+13%

Replies to Resolve

Replies to Resolve

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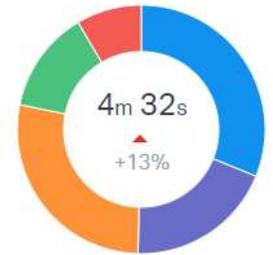
Resolution Time

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.

Mariana Chavez
921 customers helped since Sep 19, 2022

All Channels **Email** Phone Happiness

☑ Office Hours ⓘ

Emails Created	**Replies Sent**
3 ▼ -50%	147 ▲ +16%
Resolved	**Replies to Resolve**
75 ▲ +34%	1.7 ▼ -24%
Response Time	**First Response Time**
11h 42m ▲ +19%	2h 41m ▲ +28%
Resolved on First Reply	**Handle Time**
64% ▲ +33%	3m 2s ▲ +6%

Replies

● Current ● Previous   Day Week

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

Karla Calderon
1,001 customers helped since Jan 26, 2022

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Emails Created	Replies Sent
28 ▲ +40%	**105** ▲ +40%

Resolved	Replies to Resolve
32 ▲ +60%	**3.3** ▲ +89%

Response Time	First Response Time
6h 33m ▼ -37%	**6h 27m** ▼ -52%

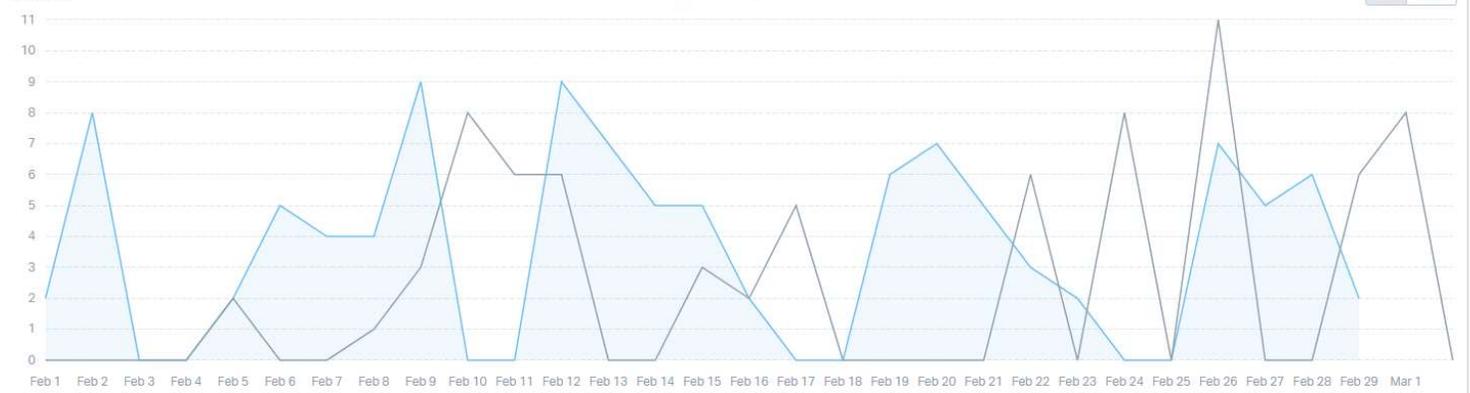| Resolved on First Reply	Handle Time
28% ▼ -44%	**2m 37s** ▲ +2%

Replies   ● Current ● Previous   Day | Week

Katelyn Ekins
1,012 customers helped since Feb 25, 2021

HAPPINESS SCORE
100 o

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

☑ Office Hours ⓘ

Emails Created	**Replies Sent**
23 ▼ -30%	218 ▼ -19%
Resolved	**Replies to Resolve**
81 ▼ -2%	2.9 ▼ -11%
Response Time	**First Response Time**
5h 39m ▼ -5%	4h 35m ▼ -54%
Resolved on First Reply	**Handle Time**
31% ▲ +28%	6m 21s ▲ +0.5%

Replies ● Current ● Previous   Day | Week

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

Ivette Villanueva
541 customers helped since Jun 29, 2023

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

☑ Office Hours ⓘ

Emails Created	Replies Sent
29 ▲ +4%	138 ▼ -2%

Resolved	Replies to Resolve
62 ▼ -15%	1.6 ▼ -7%

Response Time	First Response Time
3h 11m ▲ +22%	3h 38m ▲ +207%

Resolved on First Reply	Handle Time
69% ▼ -8%	3m 2s ▲ +30%

Replies

● Current ● Previous

[Day] [Week]

Karly Serrato
24 customers helped since Nov 30, 2023

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Emails Created	Replies Sent
42 ▲ +17%	56 ▲ +19%

Resolved	Replies to Resolve
6 ▲ +20%	1.8 ▼ -52%

Response Time	First Response Time
6h 53m ▼ -19%	8h 0m ▲ +319%

Resolved on First Reply	Handle Time
33% ▼ -17%	3m 51s ▲ +3%

Replies

● Current   ● Previous

Day | Week

Dafne Gracida
155 customers helped since Sep 28, 2023

All Channels **Email** Phone Happiness

☑ Office Hours ⓘ

Emails Created	Replies Sent
3 ▾ -25%	**108** ▴ +414%

Resolved	Replies to Resolve
44 ▴ +214%	**2.3** ▴ +26%

Response Time	First Response Time
60 m 4 s ▴ +27%	**1 h 14 m** ▾ -46%

Resolved on First Reply	Handle Time
43 % ▾ -40%	**4 m 23 s** ▴ +33%

Replies

● Current ● Previous

Day | Week

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

Jake Howlett
21 customers helped since Nov 28, 2023

All Channels | Email | Phone | Happiness

☑ Office Hours ⓘ

Emails Created
76 ▲ +6%

Replies Sent
7 ▼ -30%

Resolved
5 ▼ -17%

Replies to Resolve
1.2 ▲ +3%

Response Time
2d 0h ▲ +1.1k%

First Response Time
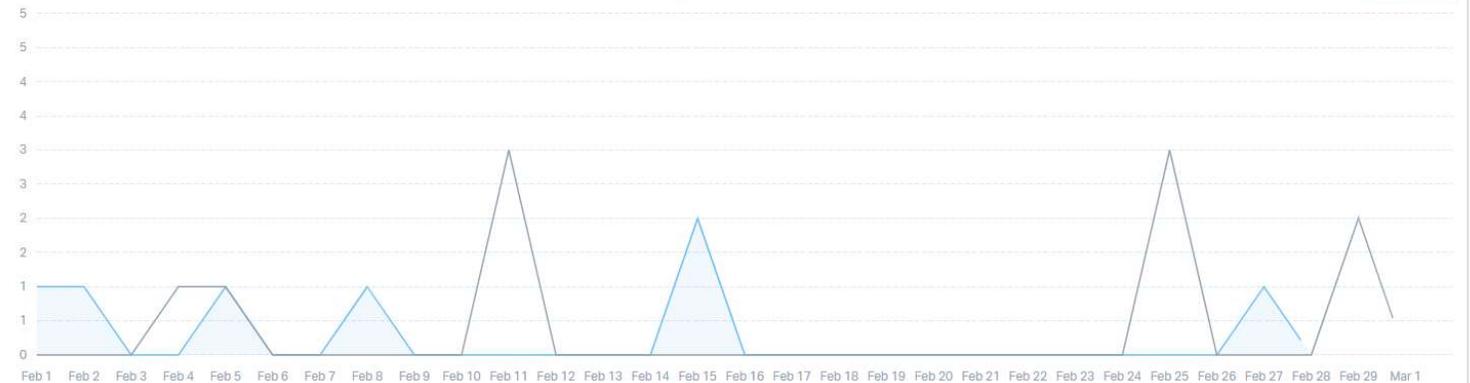4h 56m ▼ -86%

Resolved on First Reply
80% ▼ -4%

Handle Time
3m 40s ▼ -36%

Replies

● Current ● Previous

Day | Week

Jason Wolf

769 customers helped since May 24, 2019

All Channels   **Email**   Phone   Happiness

☑ Office Hours ⓘ

Emails Created	Replies Sent
41 ▲ +173%	**10** ▼ -33%

Resolved	Replies to Resolve
0 ▼ -100%	**0.0** 0%

Response Time	First Response Time
2h **52**m ▲ +295%	**53**m **20**s ▲ +92.5k%

Resolved on First Reply	Handle Time
0% ▼ -100%	**7**m **43**s ▲ +178%

Replies

● Current ● Previous

Day | Week

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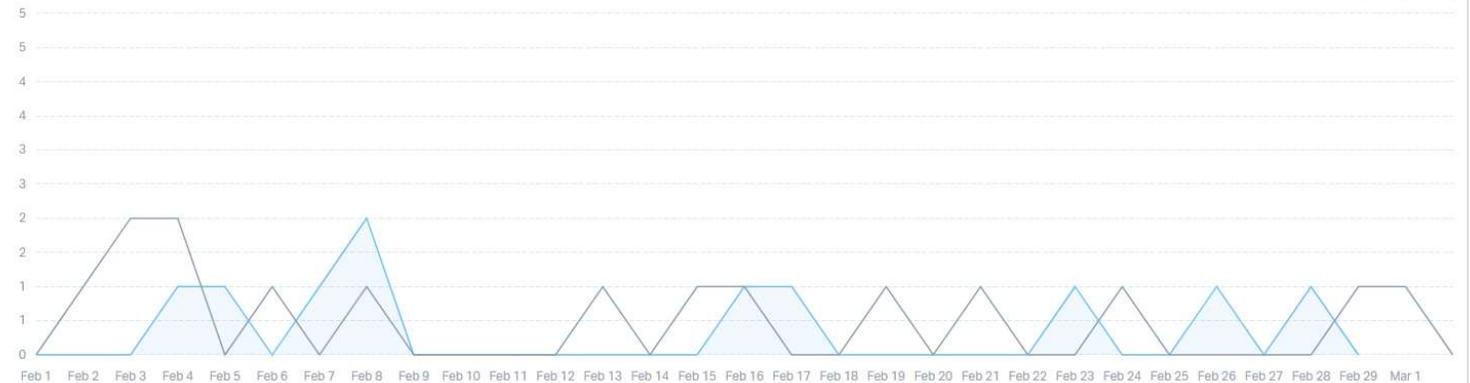
Tone

These tones were detected in your writing last week:

↑ 🤝	Confident	24%	+1%
↑ 🙌	Appreciative	13%	+1%
↑ 🎯	Direct	12%	+1%
↑ 🤓	Informative	11%	+4%
↓ 👔	Formal	9%	-7%
↓ ✌️	Optimistic	9%	+1%
↓ 🤔	Curious	5%	-2%

KARLA'S GRAMMARLY

Tone

These tones were detected in your writing last week:

↑ 🙌 Appreciative	25%		+17%
↓ 🤝 Confident	24%		+7%
↑ 🎯 Direct	12%		-2%
↓ 🦺 Formal	9%		-6%
↑ 🤔 Curious	7%		+5%
↓ ☝️ Assertive	6%		-3%
↑ ✌️ Optimistic	6%		+0%

KATELYN'S GRAMMARLY

Tone
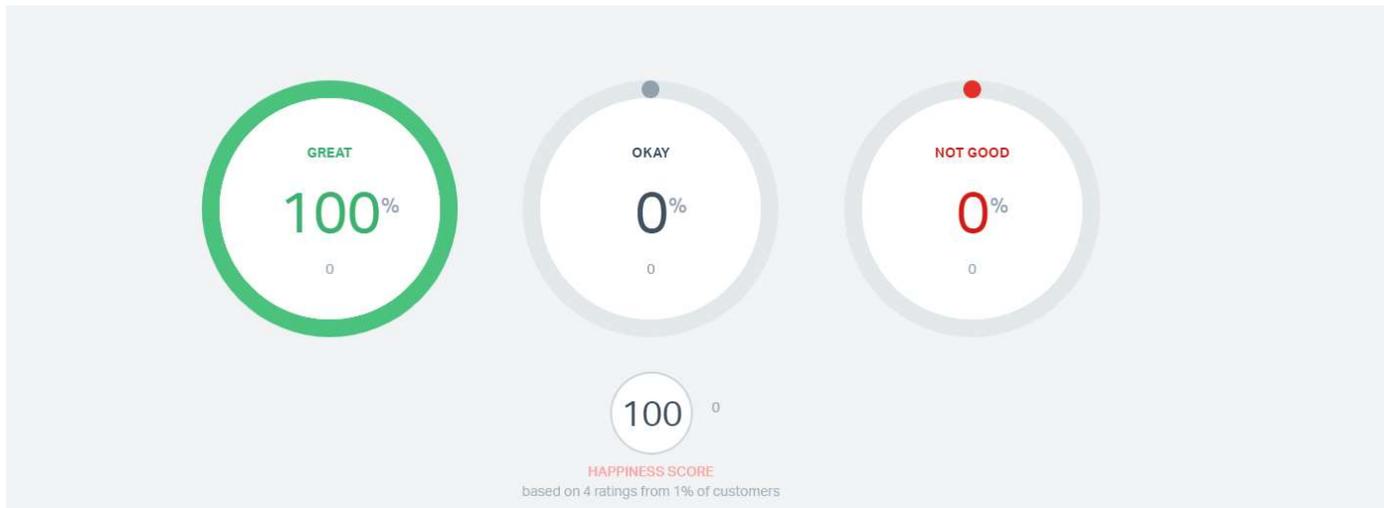
These tones were detected in your writing last week:

↑ 🤝 Confident   24%   +14%

↑ 👔 Formal   20%   +8%

↓ 🙌 Appreciative   18%   -4%

↑ 🤓 Informative   17%   +10%

↑ ✌️ Optimistic   5%   +0%

↓ 🎯 Direct   3%   -6%

↑ 💡 Inspirational   2%   +1%

MARIANA'S GRAMMARLY

HAPPINESS SCORE

GREAT

100%

0

OKAY

0%

0

NOT GOOD

0%

0

100   0

HAPPINESS SCORE

based on 4 ratings from 1% of customers

HAPPINESS SCORE

Ratings

#	Customer	User	Date	Rating	Comment
186233	Gary Freese	Katelyn Ekins	Feb 28	Great	
184678	Austin Harris	Dafne Gracida	Feb 15	Great	
184392	Tammy Garrett	Karla Calderon	Feb 14	Great	
183549	Kent Nelson	Mariana Chavez	Feb 6	Great	

4 ratings

THANK YOU