Time To Reply v2.0

User Manual

TIMETOREPLY.COM
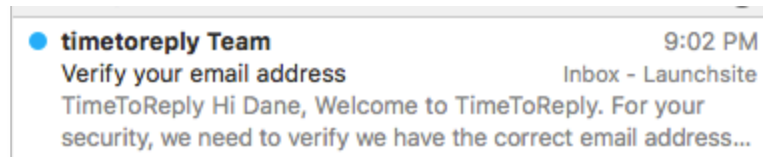
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Creating an Account

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In order to create an account on Time To Reply (TTR) follow these steps:

1. Visit https://beta.timetoreply.com/register and register for an account.
2. Follow the sign up wizard that will take you through the following steps:
   a. verify your email,
   b. create or join a company,
   c. setup your business hours,
   d. add agents (mailboxes),
   e. setup complete.
3. To verify your email you will receive an email. Find the email in your inbox or junk folder and click on the button that says _Verify now_. If you do not receive the email please contact **support@timetoreply.com**

4. Either create a new company or join an existing company if someone in your company has already setup a TTR account and you want access to the data in the account.
5. Setup your business hours if you want the response time calculations to only include time that has elapsed during business hours. Otherwise setup the business hours to 00:00 and 24:00 to exclude business hours and track around the clock. **How it works:** If you set your business hours to 09:00 to 17:00 and an email comes in at 08:55 and your agent responds at 09:10, the response time will be 10 minutes as only 10 minutes of business time has elapsed. The first 5 minutes of the 15 minutes were out of business hours and therefore not included.

Please enter some business hours before proceeding.

Verify Your Email Address
Verify your email address by clicking on the link sent to your email address.

Create or Join a Company
You need to create a new company, or join an existing one.

Setup Business Hours
In order to calculate fair reply-times, you need to tell us your business hours

Add Agents
Add some of your company agents in order to start tracking their reply times

Setup Complete
Once you have added some agents, you have finished setting up TimeToReply

Company Business Hours
Tell us about your business hours so that we can calculate fair reply times

Add Business Hours: | Day ⌄ | From ⌄ | To ⌄ | Add Business Hours

6. The next step is to add your agents. Click on *Add Agent Now*. If you are using Gmail/Gsuite, IMAP, MS Exchange or o365 you can select the appropriate option and complete the fields to add your agent. The standard option is to add each mailbox one-by-one and each mailbox owner will receive an authentication email which includes a link they need to click to give TTR permission to track their email performance.
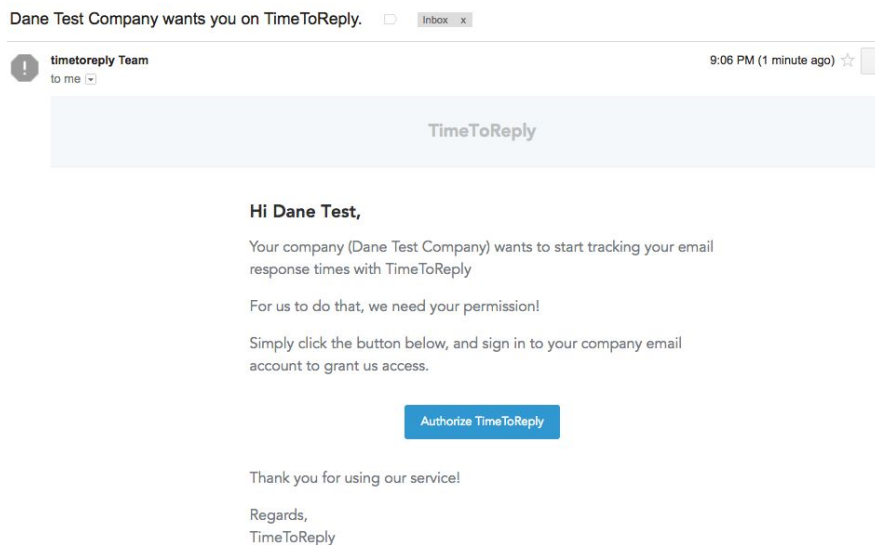
   If you are using o365, you can choose to bulk add agents by selecting the *Bulk Add* option and then choosing the o365 option on the next page. When using the *Bulk Add* option, you need to authenticate with an o365 admin user's credentials once and then you will be redirected back to TTR where you will see a list of all the mailboxes on your o365 account. Simply *tick* the mailboxes you want to track and click *Add* and the mailboxes will be tracked by TTR.
7. Once you have added your agents, your setup is complete and you can navigate away from the wizard.

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Add / Remove Agents (a.k.a mailboxes)

Gmail / Gsuite

1. When in the dashboard, click on *Add/Remove Agents* on the left menu.
2. On the next page click on *Add Now* button
3. Enter the agent's / mailbox name, enter the email address and select the Google option from the dropdown and click *Send Invite*.
4. An invitation email will be sent to the mailbox you have entered and it will include an authorization link / button.

    The mailbox owner needs to click on *Authorize TTR*.

5. The link will redirect them to a Google login page. The user will need to log into the Google account that is being added to TTR and click on the button to Grant TTR access.

Google

Hi dane

dspear.ukubona@gmail.com

Timetoreply wants to

📧   View your email messages and settings   ⓘ

Allow Timetoreply to do this?

You may review this app's terms of service and privacy policies. You
can remove this or any other app connected to your account in
My Account

CANCEL   **ALLOW**

English (United States) ▾   Help   Privacy   Terms

timeto**reply**

Thank You!

We have successfully added your account to TimeToReply. The owner of the account has been notified that your mailbox has been linked to Time To Reply. You can close this window.
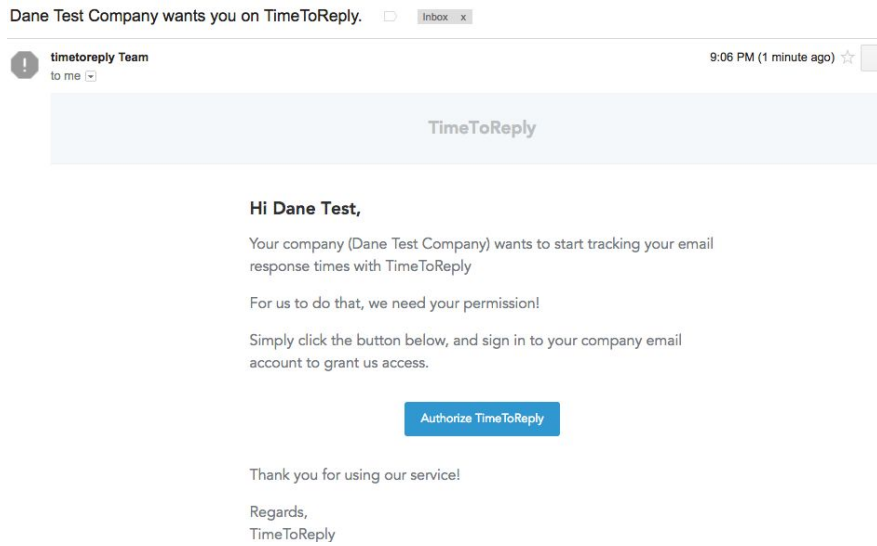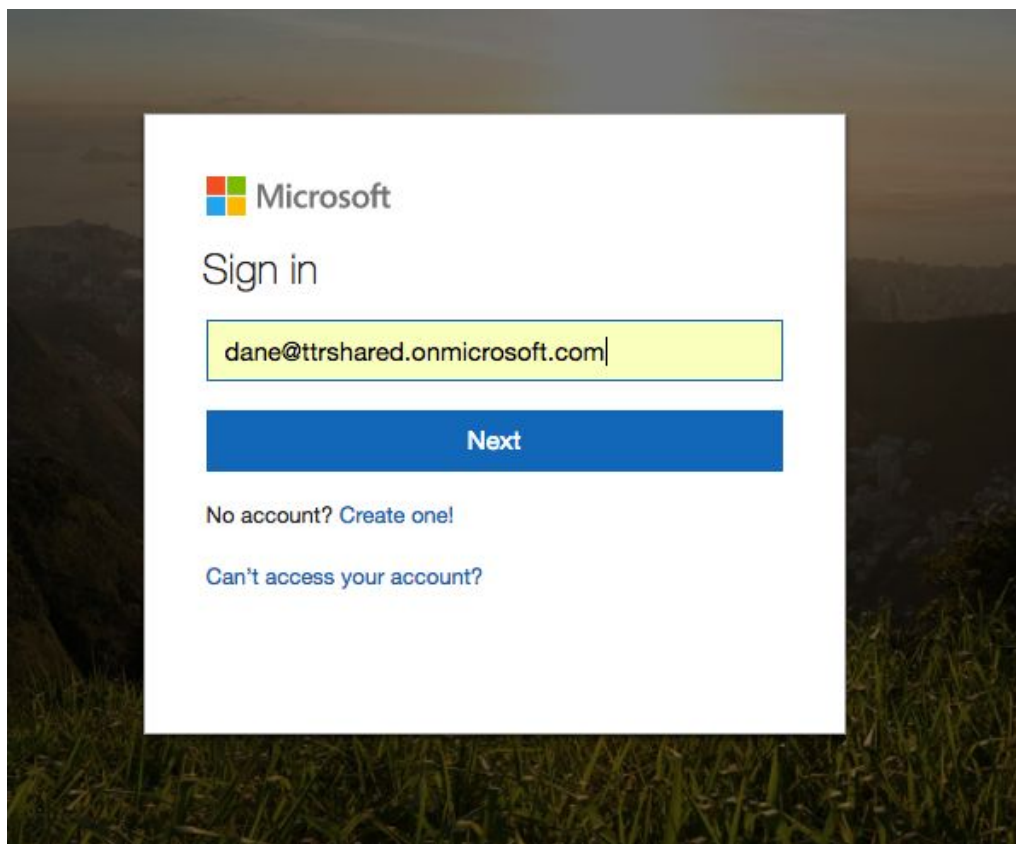
6. Once permission has been granted, you can refresh the Add/Remove agents page in the dashboard and you should see a 'tick' next to the mailbox that has just been added. Approx. 10 minutes later there should be data in the dashboard for that mailbox. You can see if there is data by going to the overview report or the message logs in the dashboard.

O365 / Office 365

1. When in the dashboard, click on Add/Remove Agents on the left menu.
2. On the next page click on *Add Now* button
3. Enter the agent's / mailbox name, enter the email address and select the Microsoft / o365 option from the dropdown and click *Send Invite*.
4. An invitation email will be sent to the mailbox you have entered and it will include an authorization link / button.

The mailbox owner needs to click on *Authorize TTR*.

5. The link will redirect them to a Microsoft login page. The user will need to log into the Microsoft o365 account that is being added to TTR and click on the button to Grant TTR access.

Thank You!

We have successfully added your account to TimeToReply. The owner of the account has been notified that your mailbox has been linked to Time To Reply. You can close this window.

6.
7. Once permission has been granted, you can refresh the Add/Remove agents page in the dashboard and you should see a 'tick' next to the mailbox that has just been added. Approximately 10 minutes later there should be data in the dashboard for that mailbox. You can see if there is data by going to the *Overview Report* or the *Message Logs* in the dashboard.

O365 Bulk Add Agents / Office 365 Bulk Add Agents

1. Go to add / remove agents and click on the *bulk add* button.
2. On the next page, click on the *bulk add agents* button under the Microsoft Office 365 option.
3. You will be redirected to an o365 login page. Sign in using a super admin account and accept the permissions.
4. You will be redirected back to TTR where you will see a list of all of your mailboxes. Tick the mailboxes you want to add to TTR and click *save agents*.

IMAP

1. Go to add / remove agents and click on *add agent* or *add another*.
2. On the next page enter the agent or mailbox name, email address and choose *IMAP* under the type dropdown and click *send invite*.
3. A box will appear labeled *IMAP details*. Enter your host name, port number, encryption type, mailbox username and password, and click *save credentials* to add your mailbox to TTR.

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MS Exchange

1. Go to add / remove agents and click on *add agent* or *add another*.
2. On the next page, enter the agent or mailbox name, email address and under type, add MS Exchange and click *send invite.*
3. An email will be sent to the mailbox you are trying to add. The email will include an authentication link.
4. Click on the authentication link and you will be directed to a page where you will need to click on the MS Exchange option. Enter your email address and password and click *sign in*.
5. You should automatically be redirected back to TTR. However, if we were not able to connect to your mailbox, you may be required to enter some advanced settings. If so, enter your Exchange username and Exchange server address.
6. Once successful, you will be redirected back to TTR and you should see a tick next to your mailbox, indicating it has been successfully added.

Reports

Overview Report

The report overview page allows you to view data for your entire account or you can filter to a specific mailbox, team or Group / Shared Mailboxes.

The main section of the page contains a number of statistics. Each statistic is explained below:

TOTAL CONVERSATIONS **397**	**Total Conversations** The total number of email conversations or threads. Note, that the total number of email conversations could be 10, but the total number of emails could be 100 if there were 10 emails back and forth per conversation. So the Total Conversation is the total number of conversations and not the total number of emails / messages.
INTERNAL CONVERSATIONS **2**	**Internal Conversations** The total number of conversations that occur between two agents on Time To Reply.
INBOUND CONVERSATIONS **379**	**Inbound Conversations** The total number of conversations that have been started as a result of an inbound email being the initial email (first email) to the conversation. If a customer emails in and starts a new email conversation thread that is seen as an inbound conversation.
OUTBOUND CONVERSATIONS **949**	**Outbound Conversations** The total number of conversations that have been started as a result of an outbound email being the initial email (first email) to the conversation. If one of your agents sends an email to a customer and starts a new email conversation thread that is seen as an outbound conversation.
CONVERSATIONS WITH REPLIES Total: **33** Agent: **28**	**Conversations With Replies** The total number of conversations that have received a reply. The total includes agent replies and external replies. The agent total is the number of conversations the agent has responded to.

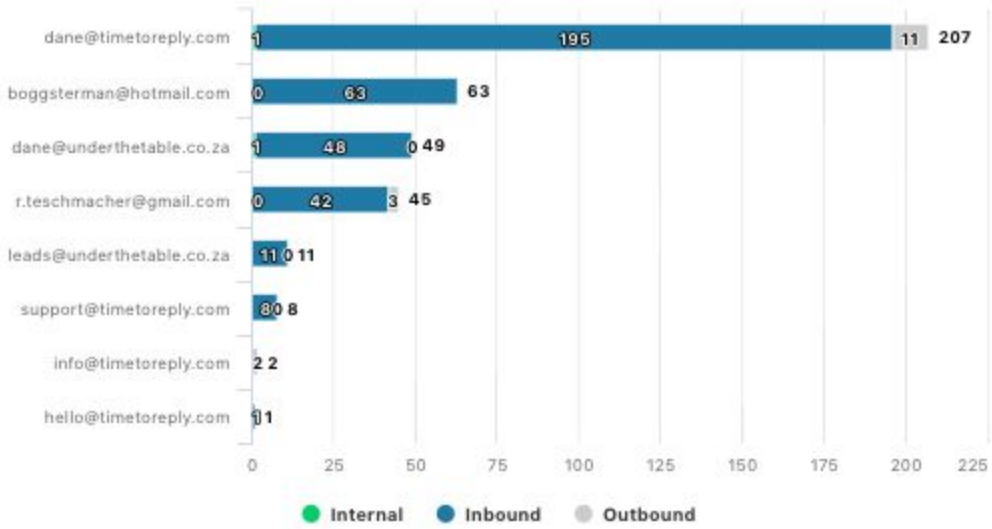|	
COMPLETION RATIO **7.05%**	**Completion Ratio** The number of inbound conversations divided by the number of agent conversation replies gives you the completion ratio. This is the percentage of new inbound emails that are responded to by your agent(s).
TOTAL MESSAGES Total: **611** Agent: **79**	**Total Messages** The total number of messages (sent and received) in the system.

FIRST MESSAGES Total: **400** Agent: **14**	**First Messages** The total number of emails that start a new conversation. I.e. the total number of initial emails (sent or received that start a new conversation).
REPLY MESSAGES Total: **76** Agent: **26**	**Reply Messages** The total number of messages that were replies, whereby the respondent clicked 'reply' to respond to the email. This does not include 'reply all' or 'forward'.
REPLY ALL MESSAGES Total: **48** Agent: **25**	**Reply All Messages** The total number of messages that were replies whereby the respondent clicked 'reply all' in response. This does not include 'reply all' or 'forward'.
FORWARD MESSAGES Total: **87** Agent: **14**	**Forward Messages** The total number of messages that were forwarded.

AVG. INITIAL TTR **01h:04m:59s**	**Average Initial Reply Time** The average response time of your company, team, shared mailbox or agent (depending on what filter you have applied), to first emails. I.e. new emails that start a conversation. Also known as 'average first response time'.
AVG. OVERALL TTR **01h:39m:28s**	**Average Overall Reply Time** The average response time of your company, team, shared mailbox or agent (depending on what filter you have applied), to all emails (first emails and all other conversational emails).

The following section is a table that breaks down the overall performance by agent / mailbox. Using the *Display Options* tick boxes you can choose which columns you want to hide/display. You can rank by any column by clicking on the header of that column. The column names are explained below:
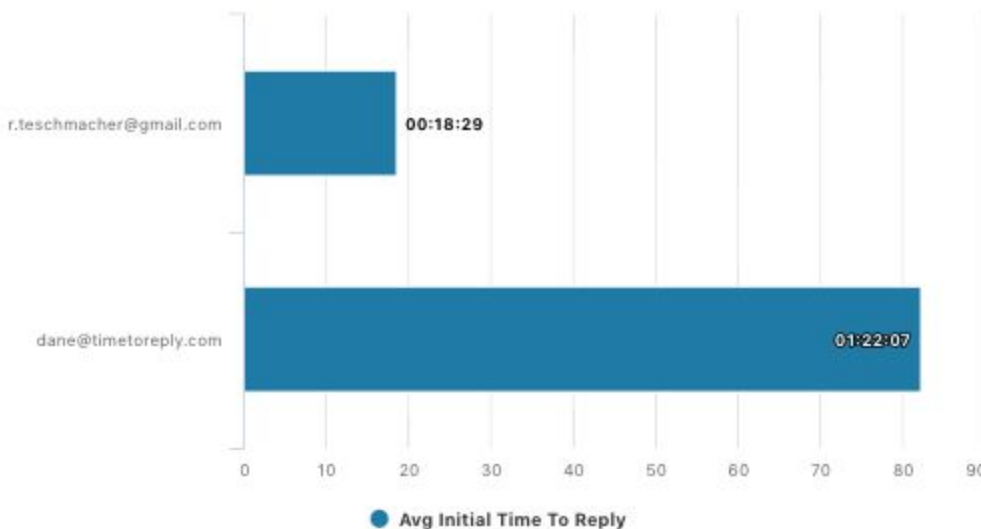
Email	Mailbox or alias that the statistics are linked to.
Conversation	Number of conversations / threads.
Internal	Number of emails between two or more of the agents / mailboxes that have been added to TTR.
Inbound	Number of conversations that started with an email from an external source. I.e. not started by one of your agents that are on TTR.
Outbound	Number of conversations started by one of your agents that has been added to TTR.
Have Replies	Number of conversations that have received a reply.
Messages (R)	Total number of messages received by your agents / mailboxes.
Messages (S)	Total number of messages sent by your agents / mailboxes.
First (R)	Total number of first messages received by your agents / mailboxes.
First (S)	Total number of first messages sent by your agents / mailboxes.
Replies (R)	Total number of replies received by your agents / mailboxes.
Replies (S)	Total number of replies sent by your agents / mailboxes.
Reply-alls (R)	Total number of reply-alls received by your agents / mailboxes.
Reply-alls (S)	Total number of reply-alls sent by your agents / mailboxes.
Forwards (R)	Total number of forwards received by your agents / mailboxes.
Forwards (S)	Total number of forwards by your agents / mailboxes.
Initial TTR	The average response time of your company, team, shared mailbox or agent (depending on what filter you have applied), to first emails. I.e. new emails that start a conversation. Also known as 'average first response time'.
Overall TTR	The average response time of your company, team, shared mailbox or agent (depending on what filter you have applied), to all emails (first emails and all other conversational emails).

The final section on the page is a graph that shows the daily average initial response time and each inbound conversation that has received a reply by one of your agents.

Over time you will be able to see whether your daily average initial response time is improving or getting worse.

If you hover over any of the blue dots you can see the subject line of the email that received that initial response time. If you want to find out more information about the response time subsequent conversation you can search for the email subject and date on the conversation log or messages log section.

Average Reply Time measured as time between enquiry and first response from agent: January 27th 2018 - February 3rd 2018

Comparative Report

The comparative report section allows you to see how your agents are performing compared to one another. Each graph is explained below.

All of the graphs can be downloaded at once by clicking on *Download Report As PDF*

You can download a specific graph by clicking on the ☰ icon next to the graph.

Conversations: February 15th 2018 - February 22nd 2018

Email	Internal	Inbound	Outbound	Total
dane@timetoreply.com	1	195	11	207
boggsterman@hotmail.com	0	63		63
dane@underthetable.co.za	1	48	0	49
r.teschmacher@gmail.com	0	42	3	45
leads@underthetable.co.za	11	0		11
support@timetoreply.com	8	0		8
info@timetoreply.com	2			2
hello@timetoreply.com	1			1

● Internal ● Inbound ○ Outbound

The Conversation Graph shows the total number of **internal**, **inbound** and **outbound** conversation during the selected date range. **Internal conversations** are conversations between two or more agents who have been added to your TTR account. **Inbound conversations** are conversations that have started as a result of an external person (customer, supplier, agent not on TTR) sending a new email to your company. **Outbound conversation** is a conversation that has started as a result of one of your TTR agents sending a new email to an external person (customer, supplier, agent not on TTR).
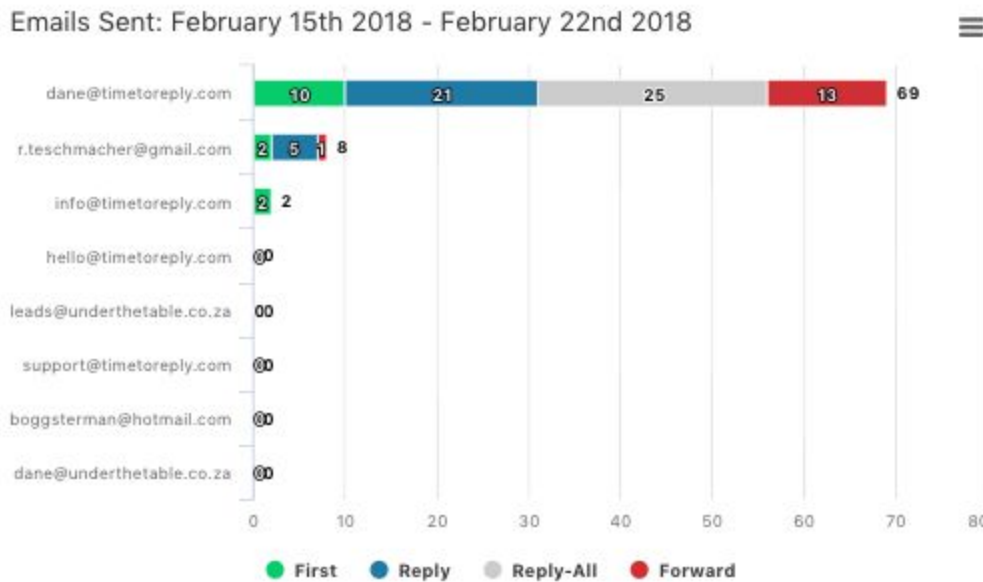
Avg Initial Time To Reply: February 15th 2018 - February 22nd 2018

Email	Avg Initial Time To Reply
r.teschmacher@gmail.com	00:18:29
dane@timetoreply.com	01:22:07

● Avg Initial Time To Reply

The Avg Initial Time To Reply graph shows each agent's average initial response time in hours : minutes : seconds format.

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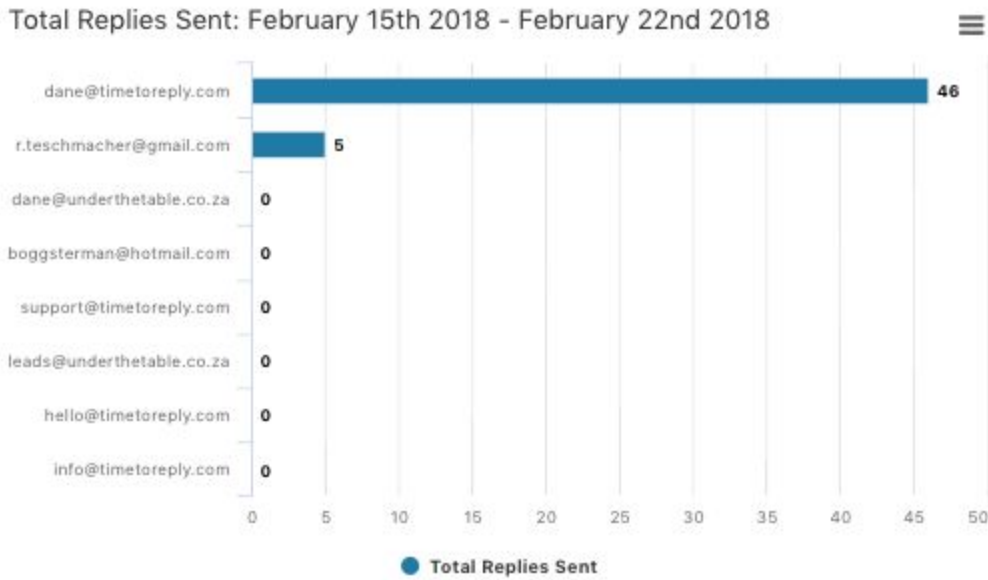Emails Received: February 15th 2018 - February 22nd 2018 ≡

The **Emails Received** graph show the number of emails each agent / mailbox has **received**. It is broken up into "first", "reply", "reply-all" and "forward". "First" is how many new inbound conversations the agent has received, "reply" is the number of replies the agent has received, "reply-all" is the number of reply-all replies the agent has received and "forwards" is the number of forwards the agent has received.
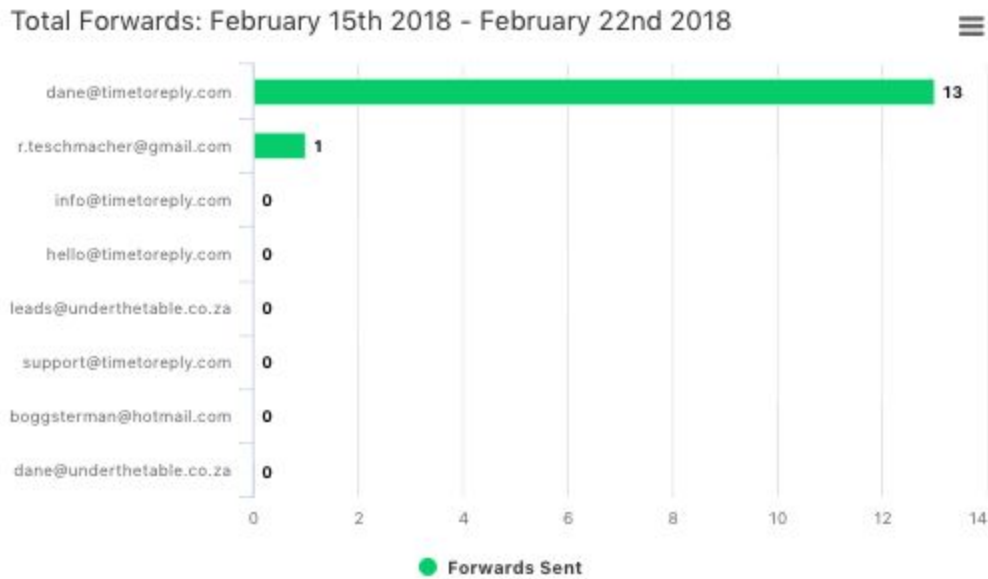
Emails Sent: February 15th 2018 - February 22nd 2018 ≡

The **Emails Sent** graph show the number of emails each agent / mailbox has **sent**. It is broken up into "first", "reply", "reply-all" and "forward". "First" is how many new outbound conversations the agent
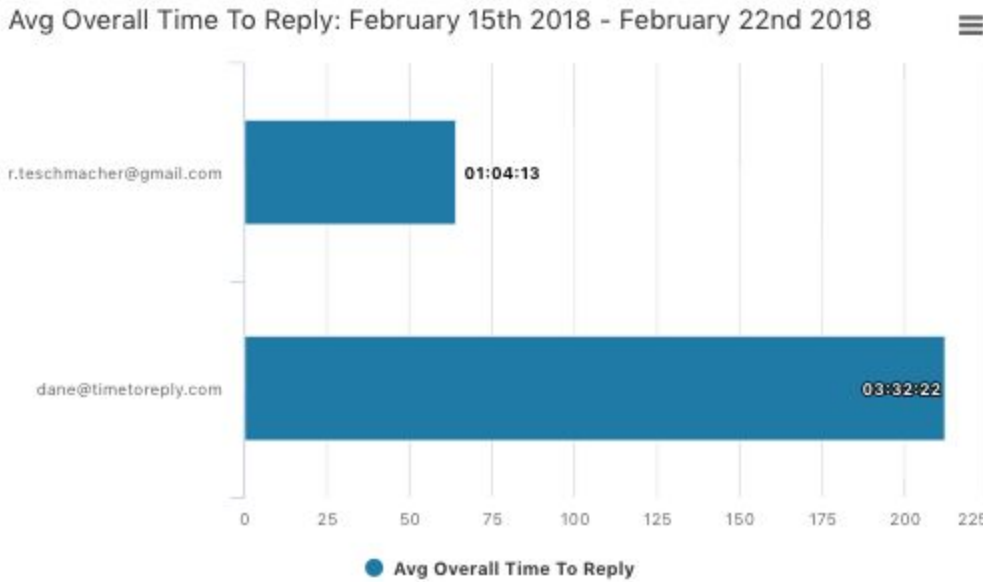
has started, "reply" is the number of replies the agent has sent, "reply-all" is the number of reply-all replies the agent has sent and "forwards" is the number of forwards the agent has sent.
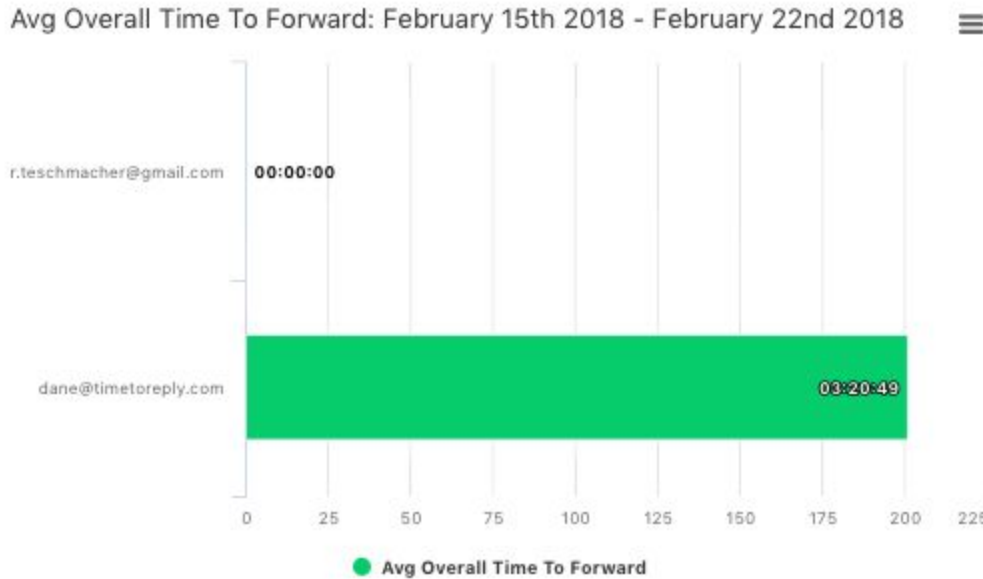

Total Replies Sent: February 15th 2018 – February 22nd 2018

The **Replies Sent** graph show the total number of emails replies the agent sent (reply + reply-all, excluding forwards).

Total Forwards: February 15th 2018 – February 22nd 2018

The **Total Forwards** graph show the total number of emails that the agent forwarded.
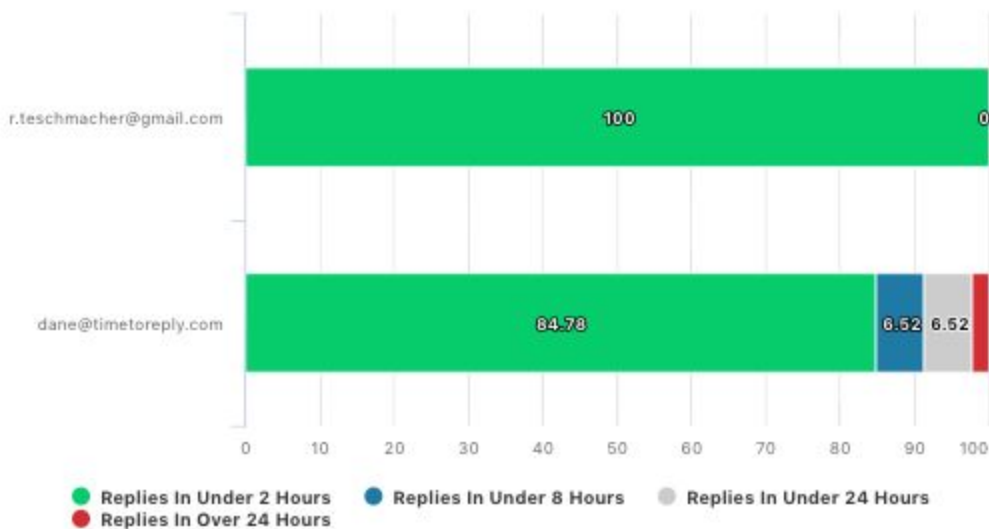

The **Avg Overall Time To Reply** graph shows the agent's / mailbox's average overall response time.
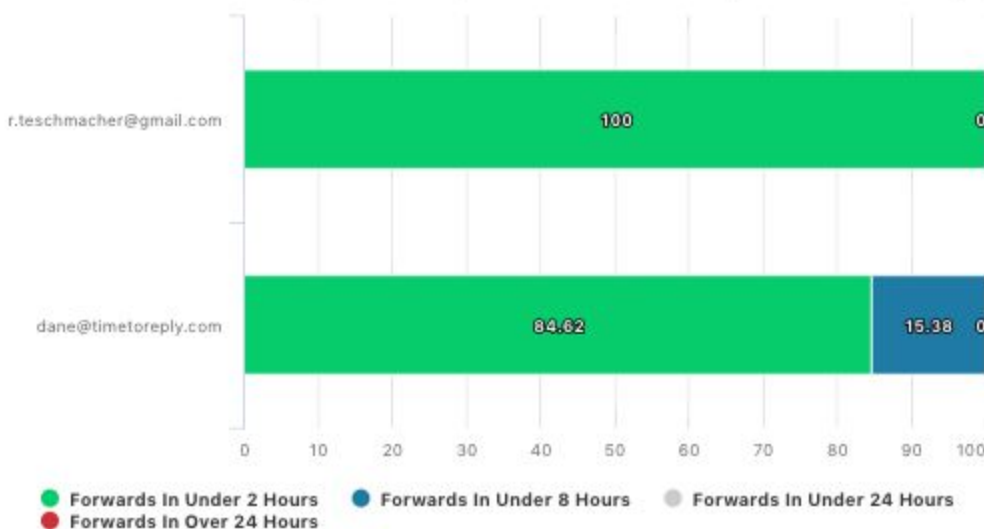

The **Avg Overall Time To Forward** graph shows the average time it takes an agent / mailbox to forward an email. Note, if the time says 00:00:00 the agent has forwarded emails outside of business hours where no business hour time has passed.

Reply Time Percentages: February 15th 2018 - February 22nd 2018

r.teschmacher@gmail.com — 100 — 0

dane@timetoreply.com — 84.78 — 6.52 6.52

● Replies In Under 2 Hours ● Replies In Under 8 Hours ○ Replies In Under 24 Hours
● Replies In Over 24 Hours

The **Reply Time Percentage** graph shows the percentage of replies that happen in under 2 hours, in under 8 hours, in under 24 hours and over 24 hours.

Forward Time Percentages: February 15th 2018 - February 22nd 2018

r.teschmacher@gmail.com — 100 — 0

dane@timetoreply.com — 84.62 — 15.38 — 0

● Forwards In Under 2 Hours ● Forwards In Under 8 Hours ○ Forwards In Under 24 Hours
● Forwards In Over 24 Hours

The **Forward Time Percentage** graph shows the percentage of forwards that happen in under 2 hours, in under 8 hours, in under 24 hours and over 24 hours.
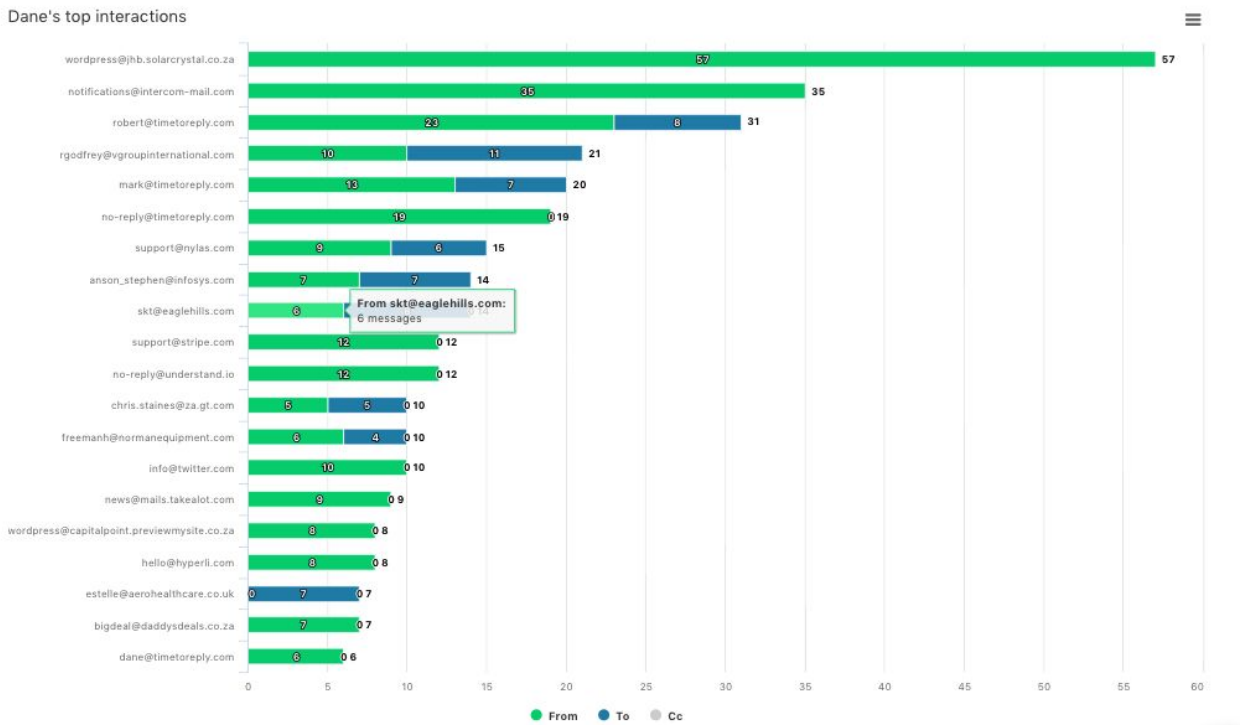
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Interactions Report

The Interaction Report shows an agent's / mailbox's top interactions. I.e who that person is interacting with. To generate an interaction report, start typing the name of one of your agents into one of the 3 boxes provided:

Choose up to three agents to compare. The top 20 interactions are shown for each agent.

| Q Dane | Q e.g. Dane | Q e.g |

The report will appear below. You will be able to see how many emails were exchanged between the agent and the mailbox on the left hand side of the graph.

Dane's top interactions

From skt@eaglehills.com:
6 messages

From ● To ● Cc

Filters (Controlling your data)

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TTR allows you to create filters on top of the data that is ingested so that you can exclude emails that you do not wish to be included when looking at your data and reports. For example, if you receive emails from LinkedIn that never require a response you may want to exclude LinkedIn emails from the data and reports.

Alternatively, you may want to filter down to a specific domain name or email address and only view the data for that particular domain or email address.

The Filters section allows you to achieve this.

We have 3 different levels of filters available:
- Domain level filters
- Email level filters
- Advanced filters.

The Domain and Email level filters can be found under the *Filters* link on the dashboard menu.

The Advanced Filters section can be found under the *Filters* link on the menu and in the top right corner of all of the report pages and log pages.

Domain Level Filters

Domain filters (fastest)

Below is a list of all the domains your company has sent or received mail from. You can add block any of these to prevent them being used to calculate reports.

	Domain ↑	Blocked Status
☐	111651.top	👍 Not Blocked
☐	111697.top	👍 Not Blocked
☐	22seven.com	👍 Not Blocked
☐	2checkout.com	👍 Not Blocked
☐	3-form.com	👍 Not Blocked
☐	4seasonssolar.co.za	👍 Not Blocked
☐	abhor.lionset.com	👍 Not Blocked
☐	absa.co.za	👍 Not Blocked
☐	absa.com	👍 Not Blocked
☐	accounting.sageone.co.za	👍 Not Blocked
☐	accountprotection.microsoft.com	👍 Not Blocked
☐	accounts.google.com	👍 Not Blocked
☐	act.pbs.org	👍 Not Blocked
☐	activesearchresults.com	👍 Not Blocked
☐	adaptit.co.za	👍 Not Blocked
☐	additional-sumary.info	👍 Not Blocked
☐	adec.ac.ae	👍 Not Blocked
☐	admarula.com	👍 Not Blocked
☐	aerohealthcare.co.uk	👍 Not Blocked
☐	aesgc.ae	👍 Not Blocked

Block 0 selected domains | Unblock 0 selected domains

1 | 2 | ... | 27 | < | >

The Domain Level Filters auto populate with every domain name that TTR has picked up from your data. Tick the domains that you want to block from your statistics and click *Block selected domains*. You can rank the table by clicking on the column heading.

To unblock a domain *tick* the blocked domain and click *Unblock selected domains*.

If you unblock a blocked domain all of your historical data will now include the unblocked domain data.

Email Address Level Filters

Email filters (fast)
Below is a list of all the email addresses your company has sent or received mail from. Email addresses that are already blocked because of their domain are not shown here.

	Email Address ↑	Blocked Status
☐	0714867191@vodamail.co.za	👍 Not Blocked
☐	1616685108-jk4s.jrsu.ugzq.wuhp@property.booking.com	👍 Not Blocked
☐	1871861191-cu3s.hax6.czyj.ucpp@property.booking.com	👍 Not Blocked
☐	24k3cnw6cxzza3eamf19w08yz1zr@reply.airbnb.com	👍 Not Blocked
☐	24k3cnw6cxzza3eaml7f21i7x916@reply.airbnb.com	👍 Not Blocked
☐	3seanwgqpb00sp2t8x1t836t40d.r31u6tt1p22361p2t59x41t28.r31@calendar-server.bounces.google.com	👍 Not Blocked
☐	632736167lin68@applicationsecures.info	👍 Not Blocked
☐	860502017lar97@software-ese-cures.info	👍 Not Blocked
☐	a-_-erseven@hotmail.com	👍 Not Blocked
☐	abbas_iqbal@lincolnelectric.in	👍 Not Blocked
☐	abbey.robinson@meritbiz.ca	👍 Not Blocked
☐	abdul.qadeer@napco-group.com	👍 Not Blocked
☐	abriso2014@gmail.com	👍 Not Blocked
☐	account-security-noreply@accountprotection.microsoft.com	👍 Not Blocked
☐	accounts@quickleads.co.za	👍 Not Blocked
☐	accounts@seostudio.co.za	👍 Not Blocked
☐	accounts@kavin.co.za	👍 Not Blocked
☐	accounts-noreply@azureemail.microsoft.com	👍 Not Blocked
☐	accountsct@za.gt.com	👍 Not Blocked
☐	accountstatus@godaddy.com	👍 Not Blocked

| Block 0 selected email addresses | Unblock 0 selected email addresses | | 1 | 2 | … | 39 | ‹ | › |

The Email Level Filters auto populate with every email address that TTR has picked up from your data. Tick the email addresses that you want to block from your statistics and click *Block selected email address* button. You can rank the table by clicking on the column heading.

To unblock an email address *tick* the blocked email addresses and click *Unblock selected email address*.

If you unblock a blocked email address all of your historical data will now include the unblocked email address data.

Advanced Filters

Advanced Filters allow you to "filter in" or "filter out" emails based on conditions you create when creating an advanced filter.

For example:
If you want to only view data where john@companyA.com emailed into your company you would create a filter that says:

Filter when FROM -> EQUALS -> john@companyA.com

If you want to exclude all emails where john@companyA.com was in the FROM address you would create:

Filter when FROM -> DOES NOT EQUAL -> john@companyA.com

If you wanted to exclude all emails that were between people who work at your company you could create:

Downloading Reports

If you want to download any of the reports you can do so by clicking the *Download Report* as PDF button.

The report download will be based on the date range and filters you have selected prior to clicking the button. If you would like to download specific graphs you can click on the burger icon (three lines) and choose a download option.

Exporting Data To Excel or CSV

You can export your data to excel or CSV by going to either the message logs or conversation logs pages and clicking on *Export to Excel* button in the top right hand corner.

NOTE: Exporting from the conversation log will only provide the first emails for each conversation. If you export from the messages log you will receive ALL email data.
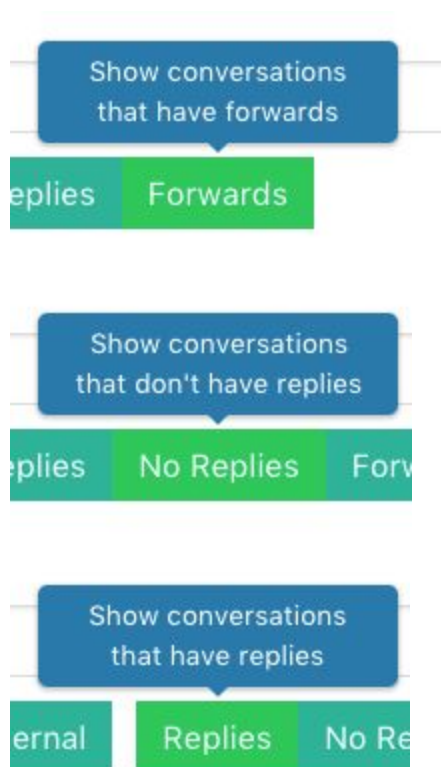
Email Logs

TTR's Email Log section displays all of the email data TTR has ingested. TTR displays the data in two views, the **Conversation Log** and the **Messages Log**.

Conversation Logs

The Conversation Log displays all of your email data grouped by conversation or thread. Instead of seeing a flat view of all of your emails in chronological order, the Conversation Log displays the emails in conversations that can be expanded by clicking on the arrow icon next to the initial email.

When filtering by different date ranges, TTR will first look for all conversations that started within the specified date range and then find all of the emails that belong to those conversations that fall between the date range. If a conversation started outside of the date range it will not appear in the Conversation Log, even if the most recent correspondences on that conversation happened during the date range.

Show conversations that are classified as internal

bound **Internal** Repl

Show conversations that are classified as outbound

bound **Outbound** Inter

Show conversations that are classified as inbound

Cc **Inbound** Outbo

1/27,

Searc

Q S

Show conversations where the selected agents are in the 'CC' field of at least one email

From To **Cc** Inbound

Show conversations where the selected agents are in the 'To' field of at least one email

From	**To**	Cc	I

Show conversations where the selected agents are in the 'From' field of at least one email

From	To	Cc	

Reply All

inbound

Initial

Reply

Forward

Message Logs

The Messages Log does not group the email data into conversations / threads and instead shows each email individually in chronological order.

When filtering by a date range, TTR will look for all emails that fall within the date range.

Teams

The Teams section allows you to add various agents / mailboxes to a team so that you can view their data collectively. For example, if you create Team 1 and you assign Agent 1, Agent 10 and Agent 20 to Team 1, when you filter by Teams > Team 1 in your reports you will see data pertaining only to Agent 1, Agent 10 and Agent 20 both collectively and individually depending on what report you are viewing.

Teams are not linked to a specific group mailboxes and includes all email performance of the agents that have been assigned to the team.

Group Mailboxes / Shared Mailboxes

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A Group is similar to a Team except that it is linked to a specific group / shared mailboxes. For example, if you create Group 1 and assign Agent 1, Agent 10 and Agent 20 to Group 1 and you assign support@yourcompany.com as the group mailboxes linked to Group 1, when you filter by Groups > Group 1 you will see data pertaining to Agent 1, Agent 10 and Agent 20's performance to the group mailbox support@yourcompany.com and none of their other email performance that is not related to the group mailbox.

When adding a group or shared mailbox to Time To Reply, the setup varies based on how your group mailbox / shared mailbox is configured and how you respond from it.

Shared mailbox where you respond directly from the shared mailbox itself.

If you have a shared / group mailbox where you respond back to customer enquiries directly from the shared / group mailbox itself, then you would add the shared / group mailbox as if you were adding an agent / individual mailbox to Time To Reply via the Add/Remove Agents page. TTR would be able to track the shared / group mailbox as a whole and provide statistics for the shared / group mailbox, but with this setup we won't be able to provide statistics of who is responding to the shared / group mailbox emails.

This option requires you to have login details for the shared / group mailbox itself and this often isn't the case. If you don't have user credentials to log into your shared / group mailbox and you are using o365, you can use the "bulk add" option in the Add/Remove Agents page to add the shared / group mailbox by authenticating with an o365 super-user account and then selecting the shared / group mailbox from the list of mailboxes on your o365 environment.

Shared mailbox where you your agents respond to emails that enter your shared mailbox where you have "send on behalf of" enabled on your mail server.

If you want to see the individual performance statistics of who of your agents is responding to your shared / group mailbox, you need to have "send on behalf of" enabled on your mail server so that when one of your agents are responding to a mail that has come into the shared / group mailbox, when they respond, your mail server picks up who the agent was that responded. With "send on behalf of" enabled, instead of adding your shared / group mailbox as an agent, you would add each of the individual agents who respond to the shared / group mailbox and not the shared / group mailbox itself. Once you have added all of your individual agents that reply to the shared / group mailbox, you would need to create a Group under "Group Mailboxes" on the left hand menu. Give your Group a name and enter your shared / group mailbox email address in the field provided, click "Save" and on the next page you will be given the ability to assign your agents to the Group Mailbox so that we can track their individual performance to emails that they deal with for shared / group mailbox.

Account Settings

Profile

Go to Account Settings > Profile
Under this section you can edit your basic profile information and change your account timezone.

Business Hours

To edit your account business hours go to Account Settings > Company and click on "edit business hours". Update your business hours and click save.

Note: changing your business hours will only affect new data and have no effect on historical data.

Adding Additional Admin Users

In order to add an additional admin user, the new user would be required to register for a TTR account by visiting https://beta.timetoreply.com/register.

During the registration process they will be asked to either create a new company or join an existing company. They would choose to join an existing company and find the company you have already created.

They will request to join your existing company and you will receive a Join Request via email. Accept the Join Request to allow the new user to have access to your account as an admin.

Join Requests

If you would like to have multiple admins log into your account, they can register for a TTR account by visiting https://beta.timetoreply.com/register. During the registration process they will be asked to either create a new company or join an existing company. They would choose to join an existing company and find the company you have already created.

They will request to join your existing company and you will receive a Join Request via email. Accept the Join Request to allow the new user to have access to your account as an admin.

You can also view Join Requests from your dashboard by going to Account Settings > Company > Click on "Join Requests".

Users

Users are able to log into the system to view the data. Their mailbox does not have to be tracked to be a User. There are 3 levels of Users: Administrators, Managers and Agents. Administrators have full access to the system, the billing information, the ability to add / remove agents and control the rights given to other Users. A manager can view specific mailboxes / teams or groups and doesn't have access to account settings or the ability to add or remove agents. An agent you invite to also be a user can login and view their own data only. They also do not have access to account setting and cannot add or remove mailboxes.

Glossary / Terminology

Agent

An agent is a staff member who you add to Time To Reply (TTR) by adding their mailbox to be monitored. When we refer to adding an agent, this is the same as adding a mailbox.

Advanced Filters

Advanced filters are filters that you can use to be very specific about which emails to either "filter out" or "filter in" to your reports and email logs. You can create a filter that looks at the FROM, TO, SUBJECT or CC fields and you can choose between the following operators: "contains", "equals", "ends with", "begins with", "does not contain", "does not equal", "does not end with", "does not begin with". Finally you can specify a value to the system to look for. For example, a filter that is setup as follows: FROM "contains" value="@timetoreply.com" will only display emails where the FROM contains @timetoreply.com. If we use "does not contain" instead of "contains" in this example, then you will filter out all emails that do not contain @timetoreply.com and you will only be left with emails that include @timetoreply.com.

Field

We use the word "field" in our advanced filters section to describe the TO, FROM, CC and SUBJECT fields.

Operator

We use the word "operator" in our advanced filters section to describe the choices you have to filter by. The choices are: "contains", "equals", "ends with", "begins with", "does not contain", "does not equal", "does not end with", "does not begin with".

Value

The "value" in our advanced filters section is what the system must look for in the field that you have chosen. So if you have chosen to filter by the FROM field and you want to look for FROM addresses that contain @timetoreply.com for example, the "value" would be @timetoreply.com

From

The field in an email header that explains who sent the email / which mailbox the email came from.

To

The field in an email header that explains who the email was sent to / which mailbox the email was sent to.

CC

The field in an email header that explains who the email was copied to / which mailbox the email was copied to.

Inbound

If the original direction of an email conversation was an incoming email to the company, we call that an inbound email. E.g. a potential customer emails your company and asks a question. That would be deemed an Inbound email.

Outbound

If the original direction of an email conversation was an outbound email from one of your agents on Time To Reply to an external company / mailbox, we call that an outbound email. E.g. a new email that one of your sales reps sends to a potential customer prospecting for new business would be deemed an Outbound email.

Internal

An Internal email is an email where the TO and FROM both contain an agent on TTR that has been added to your account. So if you have Agent A and Agent B on your TTR account and Agent A sends an email to Agent B, this will be deemed an Internal email.

Note: If you have staff who are not added to your TTR account who receive an email from an agent who is on your TTR account, this will not be deemed as an Internal email. We only mark internal emails between agents who are on your TTR account.

Reply / Replies
A reply is when a person responds to an email by responding or replying back to the FROM address (i.e. the person who sent them the email.)

Replies in our dashboard is the number of emails that have received a reply from your agents. If you are looking at company wide data, Replies will include all of your agents replies in the count. If you are looking at a specific Agent, Team or Group Mailbox, the Replies will be the total number of replies during the selected date range for that Agent, Team or Group Mailbox.

No Replies
No Replies in our dashboard is the number of emails that have NOT received a reply from your agents. If you are looking at company wide data, the No Replies number will include all of the emails that your agents have NOT replied to. If you are looking at a specific Agent, Team or Group Mailbox, the No Replies will be the total number of No Replies during the selected date range for that Agent, Team or Group Mailbox.

Forwards
Forwards in our dashboard is the number of times we have picked up that an email has been "Forwarded" by one of your agents.

Conversation
A conversation is a string of emails that all belong to the same thread. For example, if a customer emails one of your agents and they email back and forth by replying to the same email they receive each time, all of those emails form a single conversation. A conversation could also be referred to as a thread.

Note, for a conversation or thread to exist, each party needs to be replying to the original email instead of creating a completely new email to respond. If either party creates a new email to respond, that will be seen as the start of a new conversation / thread.

Initial Email
An initial email is the first email in a conversation. So if a customer emails in and the email is the start of a new conversation / email thread, that is called an initial email or first email.

Total Conversations
The total number of email conversations or threads. Note, that the total number of email conversations could be 10, but the total number of emails could be 100 if there were 10 emails back and forth per conversation. So the Total Conversations is the total number of conversations and not the total number of emails.

Internal Conversations
The total number of conversations that occur between two agents on Time To Reply.

Inbound Conversations
The total number of conversations that have been started as a result of an inbound email being the initial email (first email) to the conversation. If a customer emails in and starts a new email conversation thread that is seen as an inbound conversation.

Outbound Conversations

The total number of conversations that have been started as a result of an outbound email being the initial email (first email) to the conversation. If one of your agents sends an email to a customer and starts a new email conversation thread that is seen as an outbound conversation.

Conversations With Replies

The total number of conversations / threads that have received at least one reply.

Completion Ratio

A ratio between conversations and conversations that have been replied to by your agents.

Total Messages

The total number of messages (sent and received) in the system.

First Messages

The total number of emails that start a new conversation. I.e. the total number of initial emails (sent or received that start a new conversation).

Reply Messages

The total number of messages that were replies, whereby the user clicked 'reply' to respond to the email. This does not include 'reply all' or 'forward'.

Reply All Messages

The total number of messages that were replies whereby the user clicked 'reply all' in response. This does not include 'reply' or 'forward'.

Forward Messages

The total number of messages that were forwarded.

Avg. Initial Reply Time

The average response time of your company, team, shared mailbox or agent (depending on what filter you have applied), to first emails. I.e. new emails that start a conversation. Also known as 'average first response time'.

Avg. Overall Reply Time

The average response time of your company, team, shared mailbox or agent (depending on what filter you have applied), to all emails (first emails and all other conversational emails).

Conversation Logs

A log of all of the emails TTR has tracked, displayed in a conversation view whereby messages that belong to the same conversation thread are grouped together. When viewing data in the conversation log, the system first looks for all conversations that have occurred during the specified time period and then assigns all of the emails that belong to those conversations.

This is important to understand as you may receive an email that belongs to a conversation that started outside of the specified date range. This email will not appear in the conversation log, but will appear in the message log.

Message Logs

A log of every message TTR has tracked. With the message log, emails are not grouped into conversations. The system looks for all messages that fall between the selected time period and displays them in a flat view.

Teams

Teams allow you to group certain users together so that one can view their aggregated statistics in the report sections. Unlike shared mailboxes / group mailboxes, a team is not assigned to a shared or group email address.

Shared Mailboxes / Group Mailboxes

Shared or group mailboxes work in a similar way to Teams. However, unlike Teams, the group is linked to a shared or group mailbox and the statistics that we display when filtered by Team, **only include** email performance data pertaining to how the agents have performed to email related to the shared or group mailbox.

Ingestion

The term used to get your data into the TTR system. Ingestion is the process of pulling your email header information into the TTR system. The TTR ingests data automatically by default every 15 minutes to 120 minutes. This is dependent on the volume of email traffic.

Force Ingestion

Refers to the ability to click a button that tells the TTR system to update your data. Instead of waiting for the system to automatically ingest your data, you can click the force ingestion button which pushes your account to the top of the ingestion queue. Thereby, your data updates immediately.

Authentication Link

TTR uses different APIs to connect to mailboxes. In order for TTR to connect securely to these APIs, the mailbox owner needs to grant TTR permission to do so. This is done via an authentication link that is sent to the mailbox owner when adding a mailbox to TTR. Once permission has been granted, TTR receives an access token from the API provider (Microsoft, Google, Nylas, Mimecast). This access token is used to connect the mailbox so that TTR does not require a mailbox password. You are able to revoke access at any time via your o365, Gmail, Mimecast admin dashboard.

General queries / FAQs

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How to compare specific agents in the Comparative Reports section?

If you want to compare specific agents on the same graph in the comparative reports section we recommend first creating a team and adding those agents that you want to compare to the team. Once the team has been created you can filter by that team and you will see each agent's performance that was added to the team in the comparative reports.

How to add additional admin users to Time To Reply.

Additional admin users are required to sign up for their own account on TTR. During the sign up process they will be asked whether they want to create their own company or join an existing company. The admin user to be would select "join an existing company" and search for the company they want to join as an admin. The primary admin user of the company will receive a "join request" via email that they will need to approve before the new admin user will have access to the account.

How to troubleshoot if you think you are missing data in TTR.

1. Ensure your mailbox is correctly linked to TTR and that is has a "tick" next to the mailbox on the Add/Remove Agents page in the dashboard.
2. If you have recently added the mailboxes please wait 30 minutes. If you have recently added an MS Exchange mailbox, the initial sync can take 4 to 24 hours depending on email volume.
3. Check the Conversation Log and the Email Log as you may be be looking for an email that belongs to an old conversation and if you only look on the conversation log, the date range window might not include the start of the conversation and hence will not include any subsequent emails in that conversation, including the most recent replies which could fall within your set date range. The Messages Log would show the most recent emails.
4. Check that there are no filters being applied.
5. If you send or receive emails via an alias, you will need to add the alias(es) to TTR by going to Add/Remove Agents > Edit > Add Aliases.
6. If it is a shared / group mailbox you may need to contact TTR support via support@timetoreply.com.

How do I add a billing card?

You can add a billing card by going to Account Settings > Manage Cards > Add Card. You can change your card at anytime if your card has expired or you wish to use a different card.

Should you wish to delete your account please email support@timetoreply.com.

timetoreply

How do I exclude business hours altogether?

Edit your business hours by going to Account Settings > Business Hours > change business hours to 00:00 and 24:00. That way we will include all time that elapses instead of taking business hours into account and excluding the time that passes outside of business hours in the calculations.

Why do some response times say 00:00:00?

If you see a response time that says 00:00:00 that means that both the inbound email and the reply happened outside of business hours and hence no business hours have passed.

We mark these as 00:00:00 response times so as not to penalize an agent who is responding outside of business hours.

These 00:00:00 time stamps are excluded from the email response time statistics. If your business hours are 9am to 5pm and an email arrives at 8:50am and your agent responds at 9:20am on the same day we would mark that off as a 20 minute response time as only 20 minutes of business hour time has passed.

Manually updating the data (Force Ingestion)

TTRs system automatically ingests data every 30 minutes to 2 hours depending on email traffic. If you visit the dashboard and want to view the most up-to-date data you are able to force an ingestion run by clicking on the "Force Ingestion" button on the Add/Remove Agents page next to the mailbox you want to update the data for. The "Force Ingestion" button pushes your mailbox to the top of the queue so that your most recent data will be available within 5 to 10 minutes usually.

Deleting an agent / mailbox

If you would like to delete a mailbox you can do so by going to the Add / Remove Agents page in the dashboard and clicking on the "delete" button next to the mailbox you want to delete.

Deleting your account

If you would like to delete your entire account please email support@timetoreply.com.

Re-authenticating an agent / mailbox

If we lose connection to your mailbox, you will be notified by email. In order to re-authenticate you can go to Add/Remove Agents and click on [Generate New Authentication Link] which will become available if we lose connection to your mailbox.

NOTE: For IMAP you will need to check your login credentials instead of generating a new authentication link.

Adding an alias

If you receive emails or send emails from an alias we recommend that you add the alias to your mailbox by going to Add/Remove Agents and clicking on "edit" next to the mailbox you want to add aliases to.

Add your aliases and click "save".

Adding these aliases will enable TTR to track your mailbox more accurately and pick up on emails sent and received from the alias addresses.