



Comparative

Compare individual Agents

December 1st 2020 to December 30th 2020

REPORTING FOR

Showing stats for: My Company

When communicating with: Anybody

SEARCH FILTER

No Search Applied

LABEL FILTER

No Label Applied

FILTERS

0 advanced filters applied

0 domain filters applied

0 email filters applied

CONVERSATION TYPES

Inbound

Outbound

Internal

CONVERSATION STATUSES

Sent Internally

Awaiting Customer Response

Closed

Awaiting Agent Response

CONVERSATION REPLIES

Has Replies

Has No Replies

Has Forwards

MESSAGE CLASSIFICATIONS

First

Reply

Reply All

Forward

MESSAGE TYPES

Inbound

Outbound

Internal

FIRST REPLY FILTER

First Replies Over: 00h:00m

ANY REPLY FILTER

Any Replies Over: 00h:00m

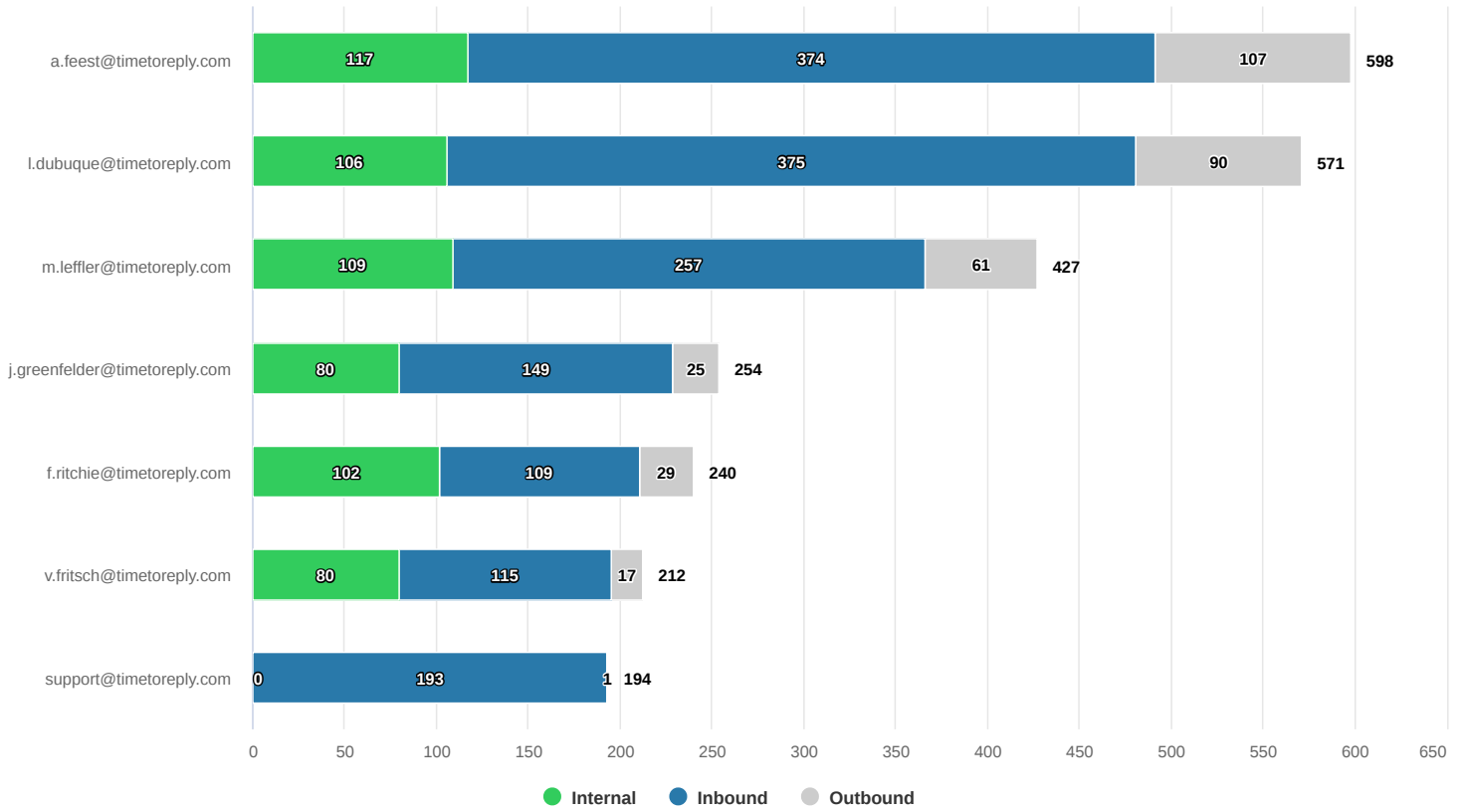
NO REPLY FILTER

No Replies For: 00h:00m

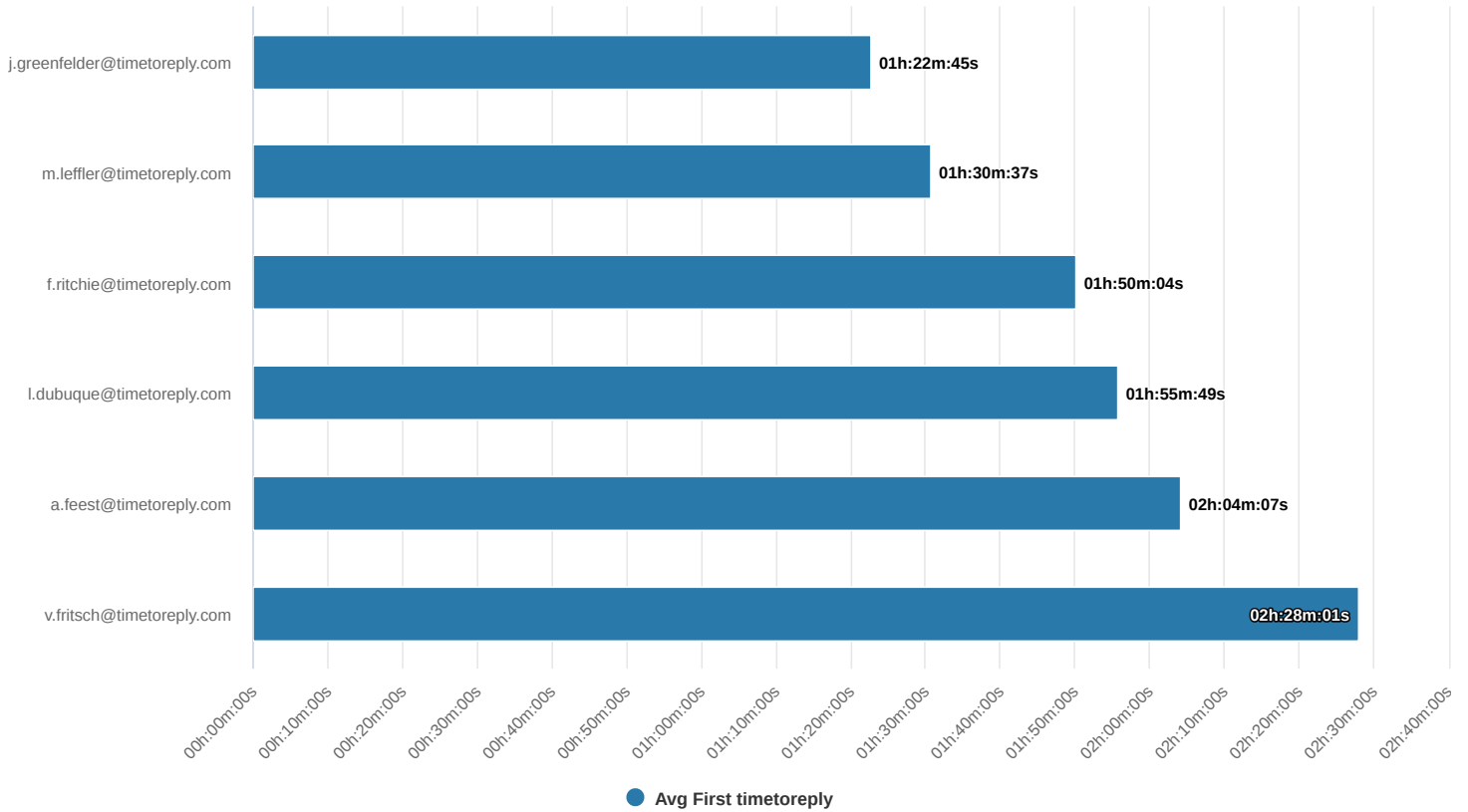
OUTLIERS

Outliers Over: 40h

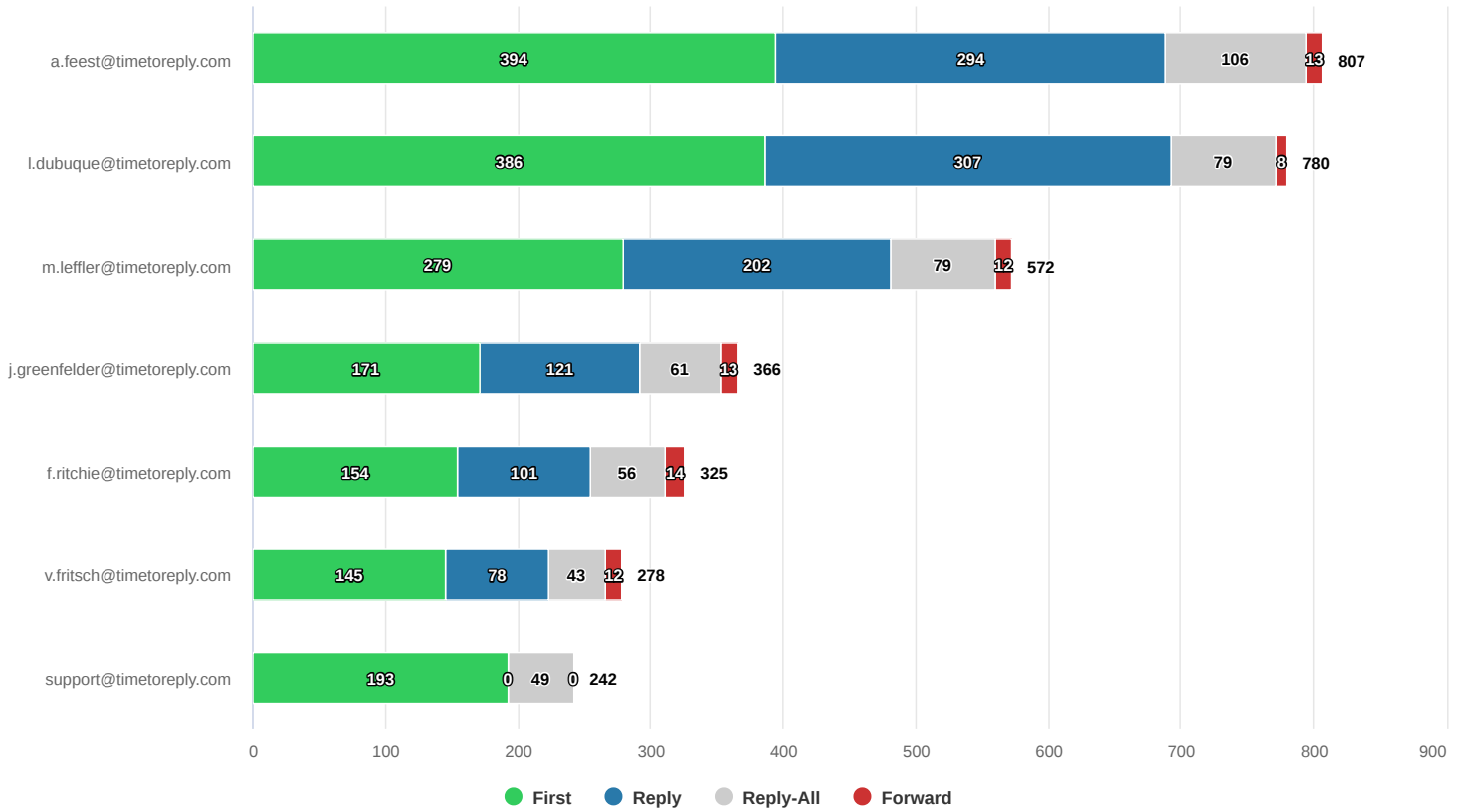
Conversations: December 1st 2020 - December 30th 2020



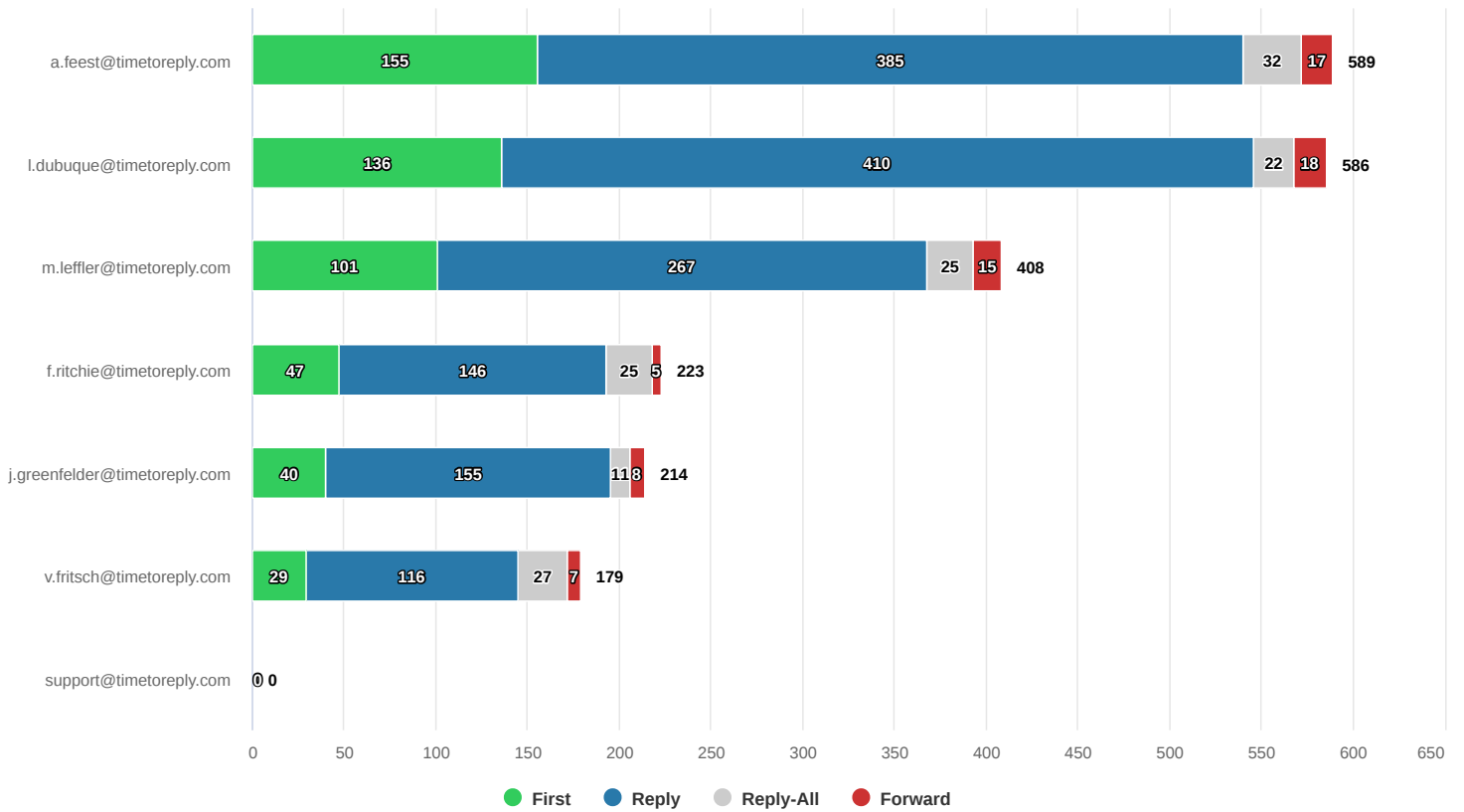
Avg First timetoreply: December 1st 2020 - December 30th 2020



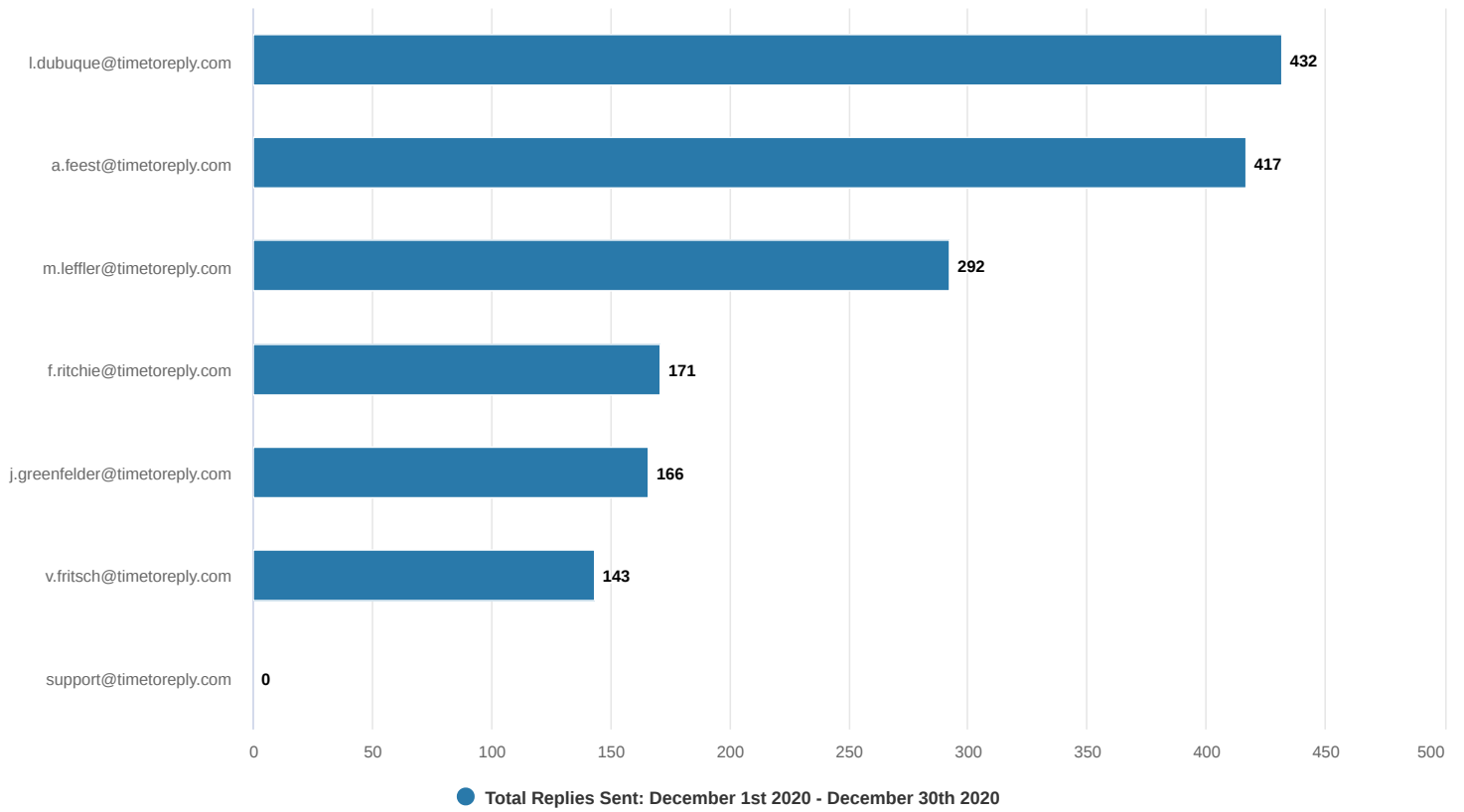
Emails Received: December 1st 2020 - December 30th 2020



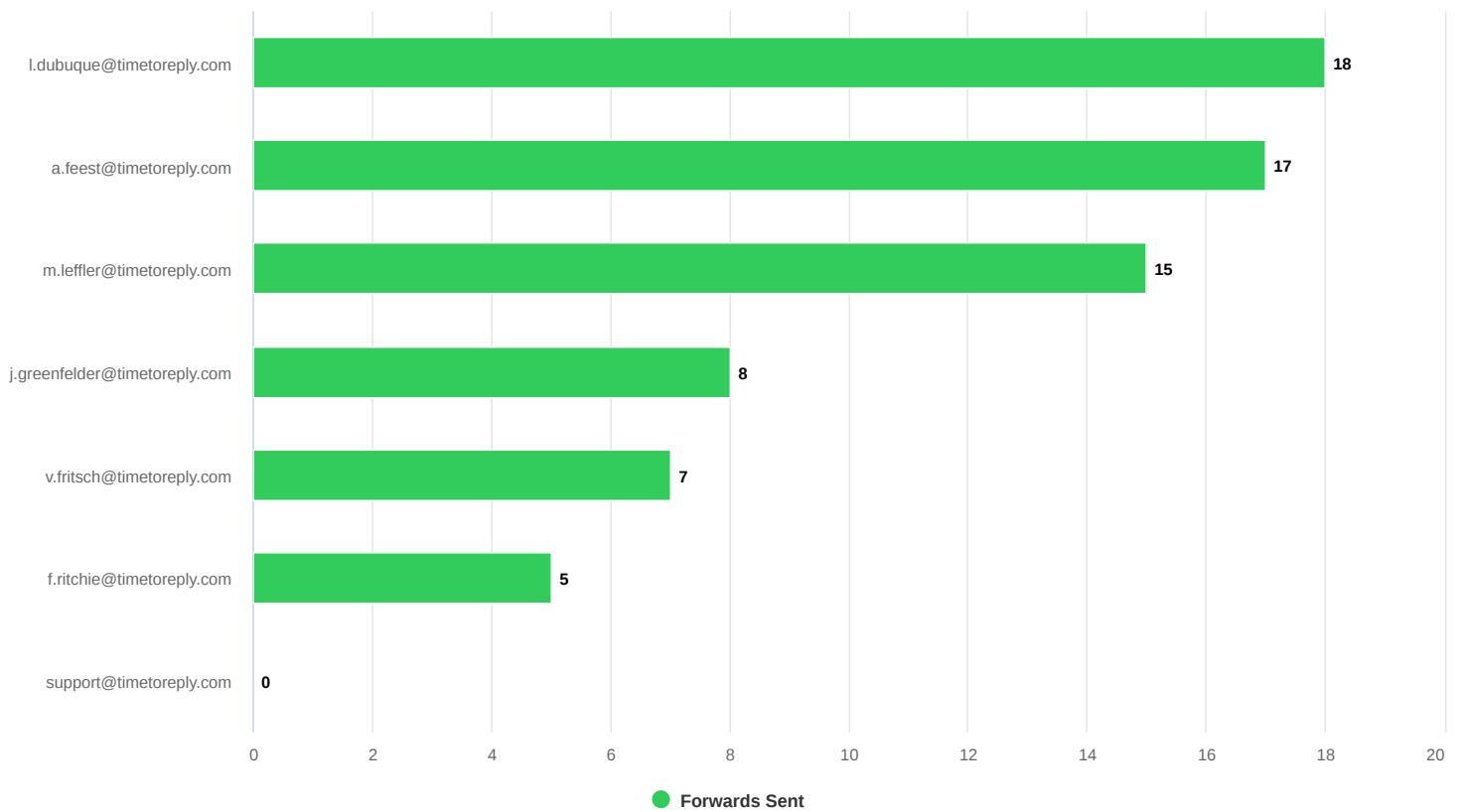
Emails Sent: December 1st 2020 - December 30th 2020



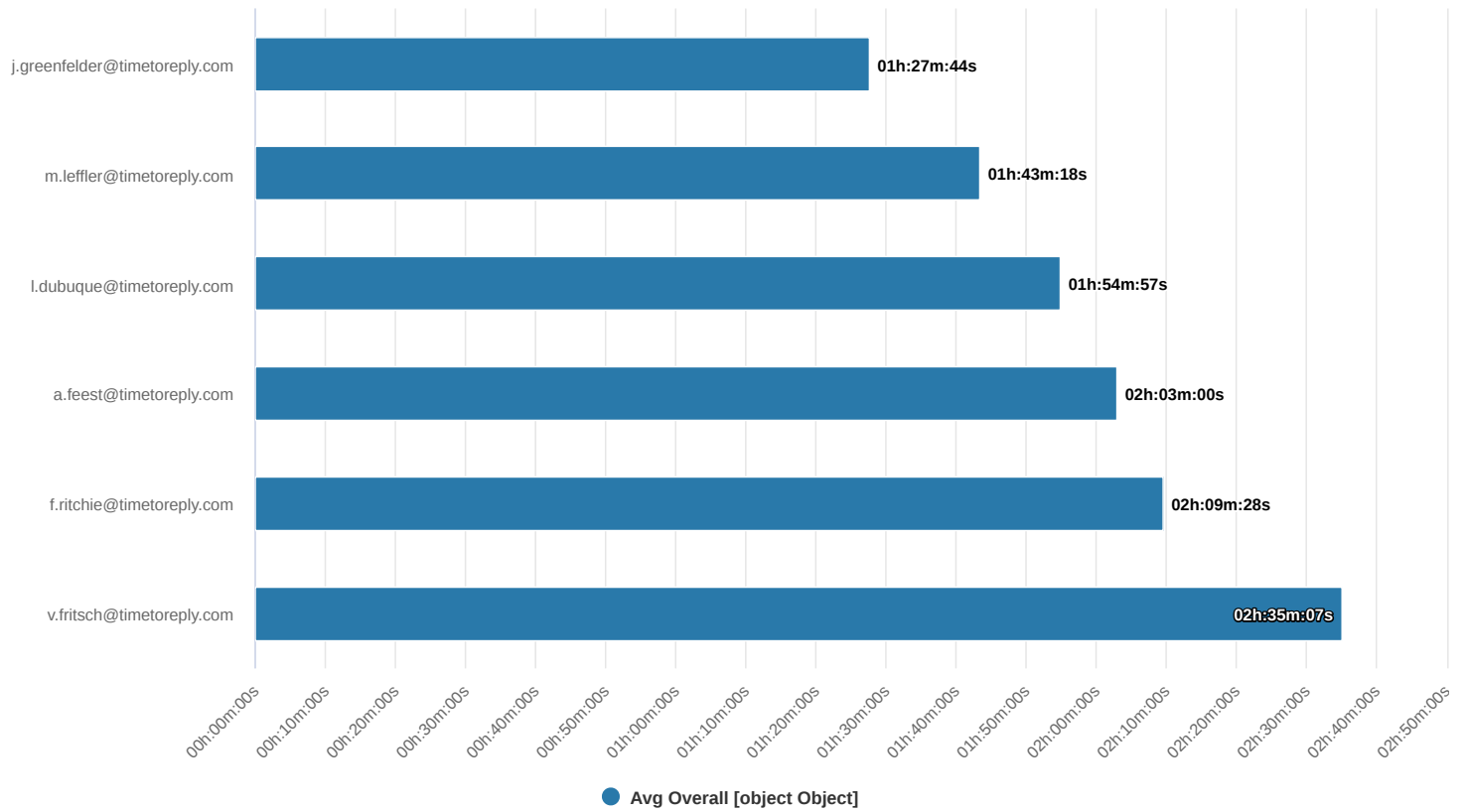
Total Replies Sent



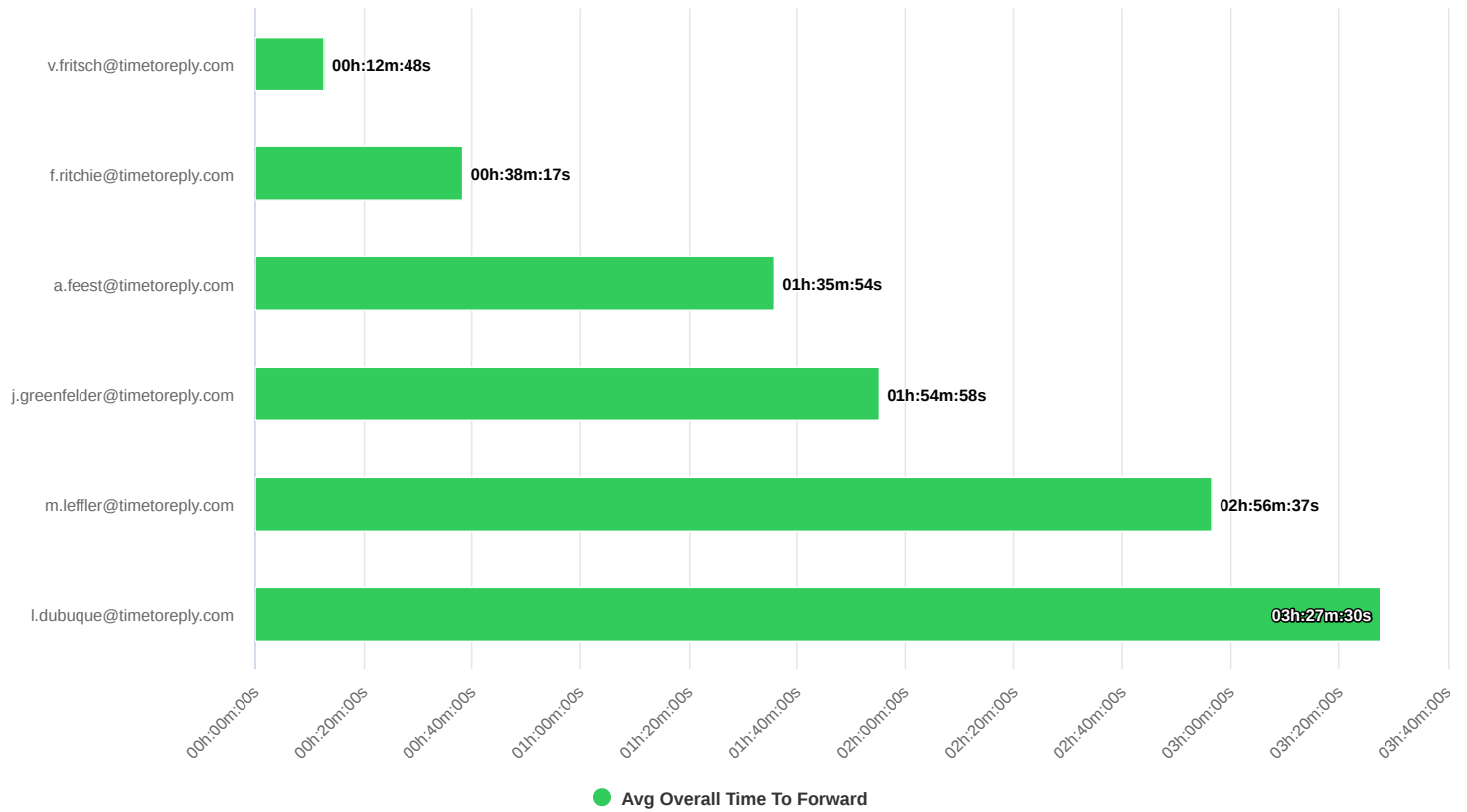
Total Forwards: December 1st 2020 - December 30th 2020



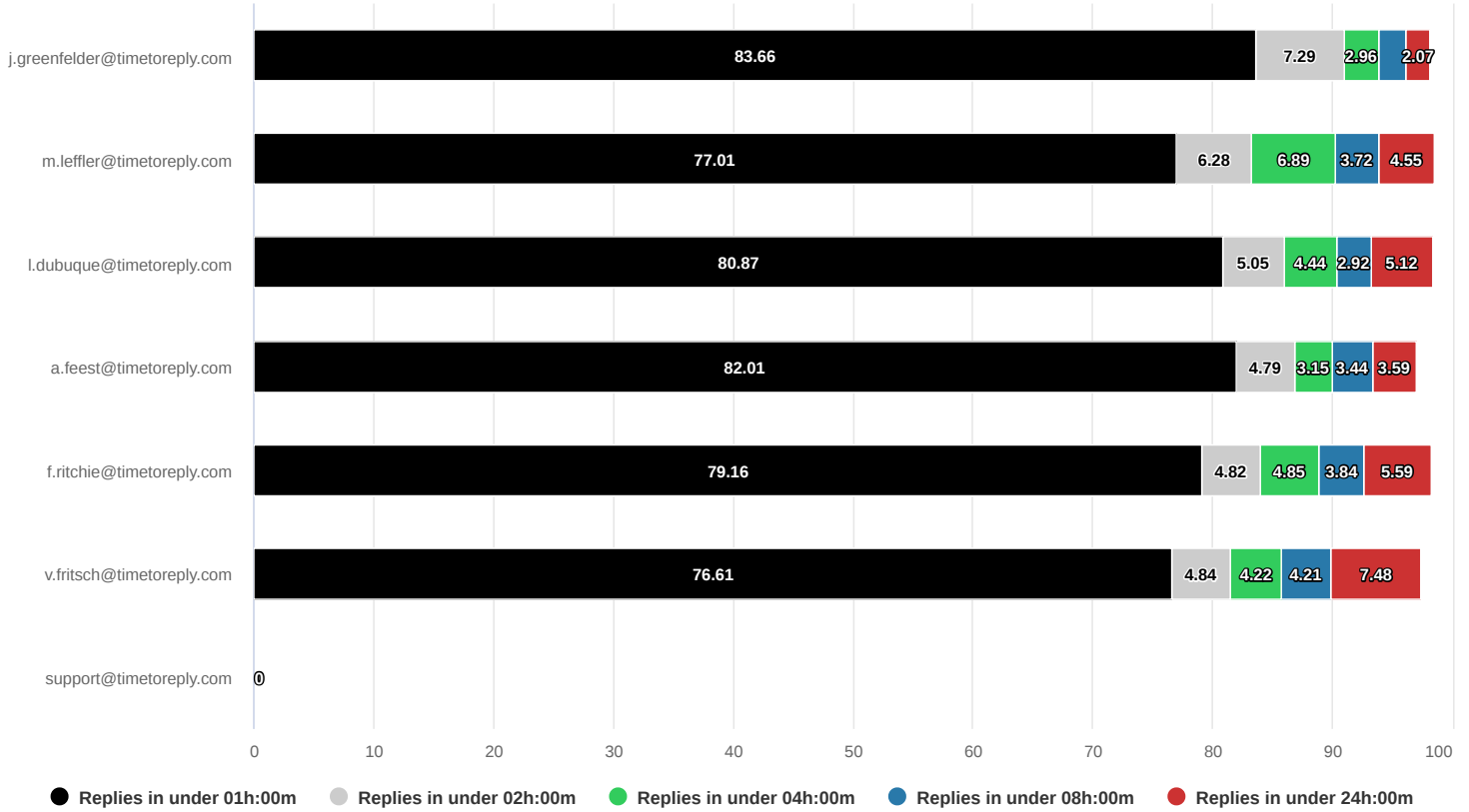
Avg Overall [object Object]: December 1st 2020 - December 30th 2020



Avg Overall Time To Forward: December 1st 2020 - December 30th 2020



Reply Time Percentages: December 1st 2020 - December 30th 2020



Forward Time Percentages: December 1st 2020 - December 30th 2020

