



Overview

Company overall performance

January 11th 2021 to January 18th 2021

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

Email and Conversation Totals

Conversations

425

Emails Received

685

Emails Sent

512

INBOUND

299

INITIAL
EMAILS RECEIVED

339

INITIAL
EMAILS SENT

117

OUTBOUND

66

TOTAL REPLY
EMAILS RECEIVED

322

TOTAL REPLY
EMAILS SENT

371

INTERNAL

60

TOTAL FORWARD
EMAILS RECEIVED

24

TOTAL FORWARD
EMAILS SENT

24

SENT INTERNALLY

75

CLOSED

29

CONVERSATIONS WITH
ANY REPLIES WITHIN THE DATE RANGE

306

CONVERSATIONS WHERE MY COMPANY
HAS REPLIED TO ANYBODY
WITHIN THE DATE RANGE

287

CONVERSATIONS WHERE MY COMPANY
HAS NOT REPLIED TO ANYBODY
WITHIN THE DATE RANGE

138

Conversation Breakdowns

Awaiting Agent
Response

191

Awaiting Customer
Response

130

Have No Replies

119

Closed

29

Average Reply Times - Taking Account of Business Hours

First Reply Time

02h:36m:36s

Overall Reply Time

02h:18m:57s

Overall Forward Time

01h:54m:03s

% OF FIRST REPLIES UNDER 01H:00M

79.09%

% OF MESSAGES REPLIED TO IN UNDER 01H:00M

80.92%

% OF MESSAGES FORWARDED IN UNDER
01H:00M

82.31%

% OF FIRST REPLIES UNDER 02H:00M

84.95%

% OF MESSAGES REPLIED TO IN UNDER 02H:00M

85.56%

% OF MESSAGES FORWARDED IN UNDER
02H:00M

86.90%

% OF FIRST REPLIES UNDER 04H:00M

87.46%

% OF MESSAGES REPLIED TO IN UNDER 04H:00M

88.88%

% OF MESSAGES FORWARDED IN UNDER
04H:00M

88.71%

% OF FIRST REPLIES UNDER 08H:00M

90.23%

% OF MESSAGES REPLIED TO IN UNDER 08H:00M

91.64%

% OF MESSAGES FORWARDED IN UNDER
08H:00M

91.34%

% OF FIRST REPLIES UNDER 24H:00M

97.08%

% OF MESSAGES REPLIED TO IN UNDER 24H:00M

97.24%

% OF MESSAGES FORWARDED IN UNDER
24H:00M

100.00%

Average Reply Times - Ignoring Business Hours

First Reply Time
09h:27m:30s

Overall Reply Time
08h:27m:38s

Overall Forward Time
07h:14m:17s

% OF FIRST REPLIES UNDER 01H:00M

77.78%

% OF MESSAGES REPLIED TO IN UNDER 01H:00M

79.76%

% OF MESSAGES FORWARDED IN UNDER 01H:00M

82.31%

% OF FIRST REPLIES UNDER 02H:00M

84.50%

% OF MESSAGES REPLIED TO IN UNDER 02H:00M

85.02%

% OF MESSAGES FORWARDED IN UNDER 02H:00M

86.90%

% OF FIRST REPLIES UNDER 04H:00M

87.06%

% OF MESSAGES REPLIED TO IN UNDER 04H:00M

87.80%

% OF MESSAGES FORWARDED IN UNDER 04H:00M

87.84%

% OF FIRST REPLIES UNDER 08H:00M

87.71%

% OF MESSAGES REPLIED TO IN UNDER 08H:00M

88.55%

% OF MESSAGES FORWARDED IN UNDER 08H:00M

88.59%

% OF FIRST REPLIES UNDER 24H:00M

90.02%

% OF MESSAGES REPLIED TO IN UNDER 24H:00M

91.17%

% OF MESSAGES FORWARDED IN UNDER 24H:00M

91.57%

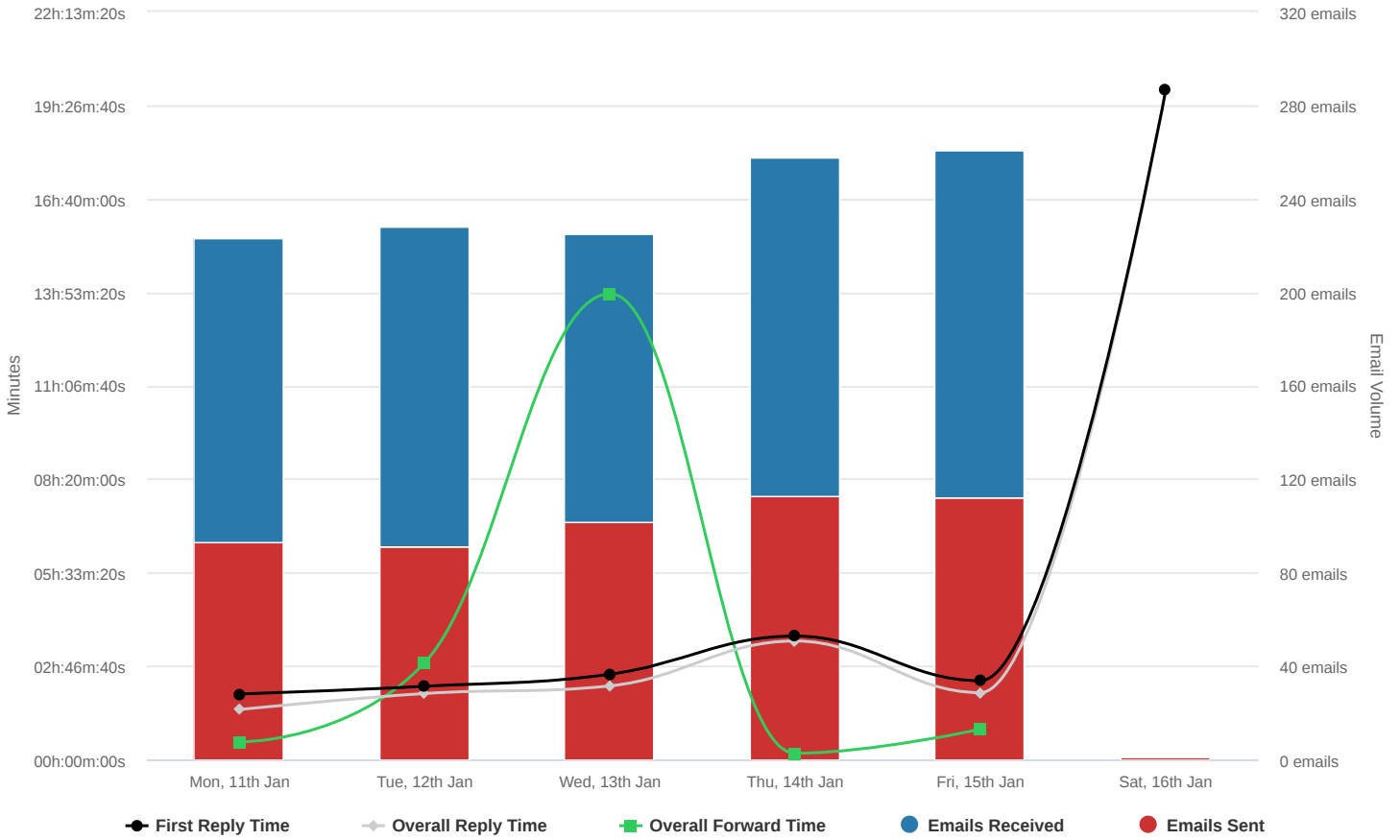
Agent Email Totals Breakdown

Email	Conversations	↓ Awaiting Agent Response	Closed	Emails (R)	Emails (S)	First TTR	Overall TTR	On
l.dubuque@timetoreply.com	153	56	12	182	142	02h:31m:16s	02h:02m:07s	01
a.feest@timetoreply.com	126	39	11	155	124	01h:36m:08s	02h:12m:25s	:
m.leffler@timetoreply.com	101	38	7	137	96	03h:20m:16s	02h:19m:56s	:
f.ritchie@timetoreply.com	64	19	5	87	55	02h:53m:31s	02h:43m:04s	:
j.greenfelder@timetoreply.com	59	18	6	78	51	02h:12m:56s	01h:37m:09s	07
v.fritsch@timetoreply.com	56	14	4	72	44	03h:51m:12s	03h:31m:27s	01
support@timetoreply.com	46	20	0	58	0	N/A	N/A	

Domain Email Totals Breakdown

No data to show. This table only shows data when reporting on domains.

Statistics By Day: January 11th 2021 - January 18th 2021



Average Emails Per Time Interval

Conversations Per Day

53.13

Emails Received Per Day

85.63

Emails Sent Per Day

64

Conversations Per Hour

60.71

Emails Received Per Hour

97.86

Emails Sent Per Hour

73.14

Conversations Per Week

30.36

Emails Received Per Week

48.93

Emails Sent Per Week

36.57

Conversations Per Month

11.18

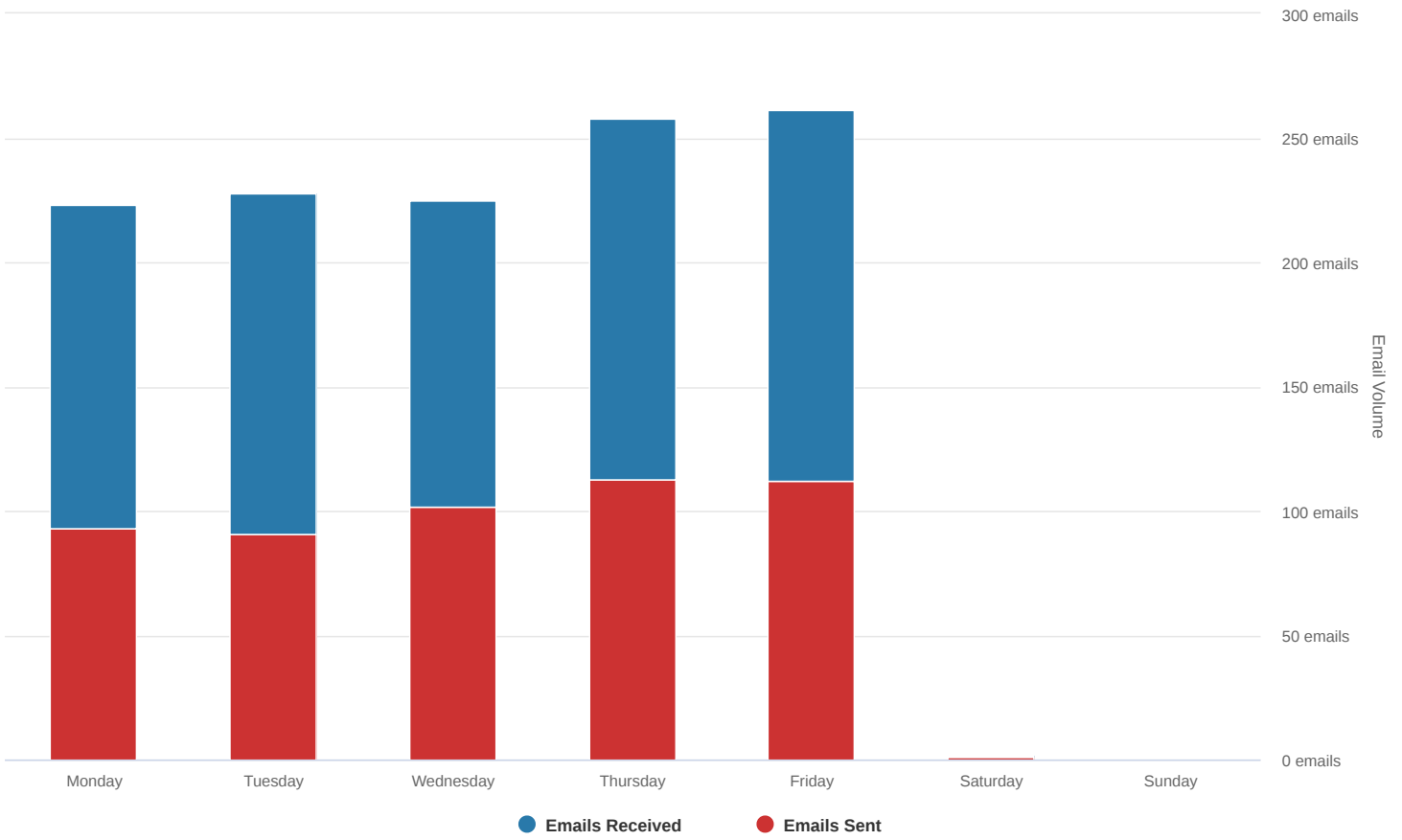
Emails Received Per Month

18.03

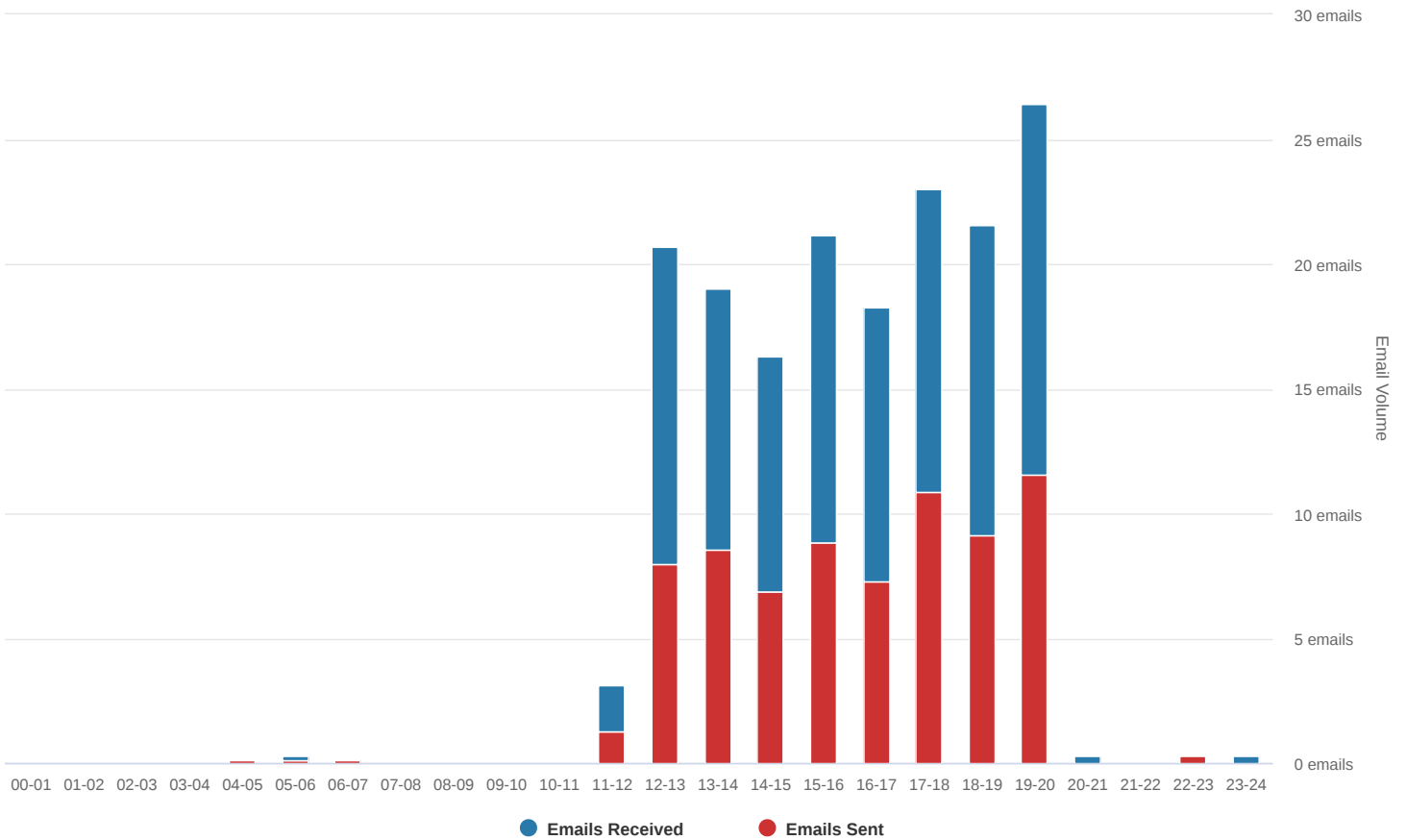
Emails Sent Per Month

13.47

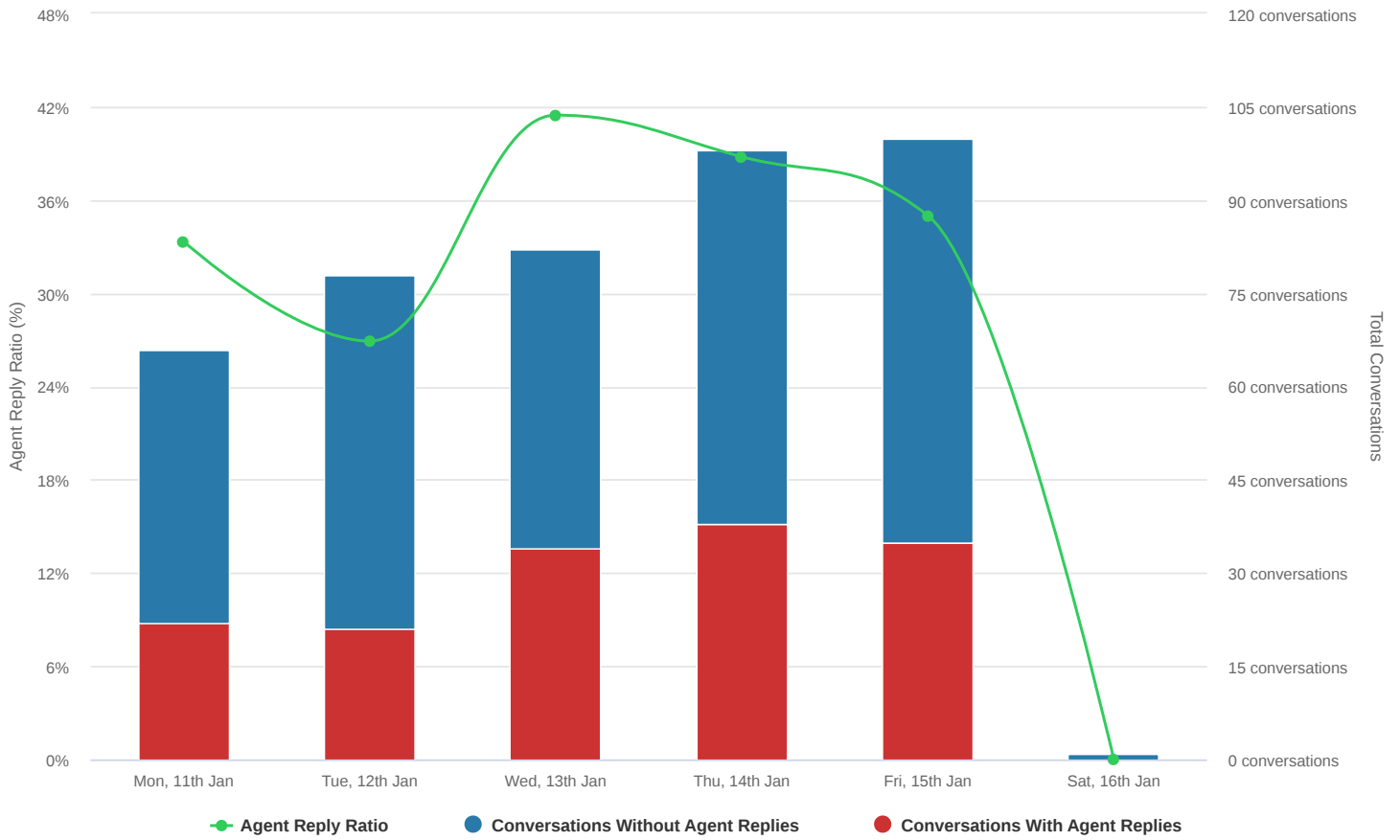
Average Traffic By Weekday: January 11th 2021 - January 18th 2021



Average Traffic By Hour: Jan 11th 2021 - Jan 18th 2021



Agent Reply Ratio: January 11th 2021 - January 18th 2021



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