

timetoreply

Measure and improve one of the most vital channels for any business; your team's email.



Daily Email Productivity Report

A daily view of your team's email productivity

January 7th 2021

REPORTING FOR

Showing stats for: My Company When communicating with: Anybody

FILTERS

OUTLIERS

0 advanced filters applied 0 domain filters applied 0 email filters applied

Outliers Over: 40h

Email Volumes - Thu Jan 7th 2021

This table shows you how many emails each mailbox account has received and sent for the day that you have selected above. The volumes include emails within and outside of business hours. You can view an overall total for all of the mailboxes at the top of the table.

Mailbox 	Emails Received 	Emails Sent 	% Replies Sent 	% New Emails Sent 	% Forwards Sent 
Overall:	151	111	80 (72.07%)	29 (26.13%)	2 (1.80%)
a.feest@timetoreply.com	 49	 39	28 (71.79%)	11 (28.21%)	0 (0.00%)
m.leffler@timetoreply.com	 26	 20	16 (80.00%)	3 (15.00%)	1 (5.00%)
l.dubuque@timetoreply.com	 23	 20	14 (70.00%)	6 (30.00%)	0 (0.00%)
j.greenfelder@timetoreply.com	 23	 13	10 (76.92%)	3 (23.08%)	0 (0.00%)
f.ritchie@timetoreply.com	 18	 10	7 (70.00%)	2 (20.00%)	1 (10.00%)
v.fritsch@timetoreply.com	 11	 9	5 (55.56%)	4 (44.44%)	0 (0.00%)
support@timetoreply.com	 16	 0	0 (0.00%)	0 (0.00%)	0 (0.00%)

The sparkline graphs in this report show a trend for the 7 days prior to the day that you run the report for. The final point in the sparkline graph is the day that you are currently view data for.

What do these columns mean?

- **Mailbox** - These are the email accounts you're currently tracking.
- **Emails Received** - The total number of emails received for this period, regardless of business hours.
- **Emails Sent** - The total number of emails sent for the period regardless of business hours.
- **% Replies Sent** - The percentage of sent emails that were replies, regardless of business hours.
- **% New Emails Sent** - The percentage of sent emails that were new emails (i.e. not a reply or a forward) regardless of business hours.
- **% Forwards Sent** - The percentage of sent emails that were emails that were forwards regardless of business hours.

Activity - Thu Jan 7th 2021

This report shows you metrics around your mailbox activity for the dates you are viewing. See the time when the first and last emails were sent, see the breakdown of emails sent inside and outside business hours, and what the average number of emails received and sent per hour is for each mailbox.

Mailbox ?	Time of First Activity ?	Time of Last Activity ?	Sent Within Business Hours ?	Sent Outside Business Hours ?	Average Emails Received Per Hour ?	Average Emails Sent Per Hour ?
Overall:	01:18:24	19:56:33	0 (0.00%)	111 (100.00%)	6.29	4.63
l.dubuque@timetoreply.com	23:18:24	16:53:28	0 (0.00%)	20 (100.00%)	0.96	0.83
f.ritchie@timetoreply.com	09:54:13	17:17:28	0 (0.00%)	10 (100.00%)	0.75	0.42
a.feest@timetoreply.com	09:57:25	17:55:04	0 (0.00%)	39 (100.00%)	2.04	1.63
v.fritsch@timetoreply.com	10:01:59	15:27:09	0 (0.00%)	9 (100.00%)	0.46	0.38
j.greenfelder@timetoreply.com	10:13:10	17:05:26	0 (0.00%)	13 (100.00%)	0.96	0.54
m.leffler@timetoreply.com	11:15:49	17:56:33	0 (0.00%)	20 (100.00%)	1.08	0.83

What do these columns mean?

- **Mailbox** - These are the email accounts you're currently tracking.
- **Time of First Activity** - The time that the first email was sent by the mailbox on the date you are viewing for the report. (uses the mailbox's own timezone if available)
- **Time of Last Activity** - The time that the last email was sent by the mailbox on the date you are viewing for the report. (uses the mailbox's own timezone if available)
- **Sent Within Business Hours** - The total number of emails that were sent during business hours for the date you are viewing the report. (uses the mailbox's own timezone if available)
- **Sent Outside Business Hours** - The total number of emails that were sent outside business hours for the date you are viewing the report. (uses the mailbox's own timezone if available)
- **Average Emails Received Per Hour** - The average number of emails that were received by the mailbox per hour (ignoring business hours) for the date you are viewing the report.
- **Average Emails Sent Per Hour** - The average number of emails that were sent by the mailbox per hour (ignoring business hours) for the date you are viewing the report.

Conversations - Thu Jan 7th 2021

This table shows you how many email conversations each mailbox has been a part of for the day that you have chosen to run the report for. Two or more mailboxes can be part of the same conversation, so the overall count will not necessarily equal the sum of each mailbox conversation count. The conversations could have started before the day you are viewing data for, but will appear in this table if there is at least one message that is part of the conversation thread that has the same date as the day you are viewing.

Mailbox 	Conversations 	Inbound Conversations 	Outbound Conversations 	Internal Conversations 	Conversations waiting for a reply 	Conv close
Overall:	107	75 (70.09%)	19 (17.76%)	13 (12.15%)	49 (45.79%)	3 (2.8)
a.feest@timetoreply.com	37	23 (62.16%)	9 (24.32%)	5 (13.51%)	20 (54.05%)	0 (0.0)
m.leffler@timetoreply.com	28	20 (71.43%)	2 (7.14%)	6 (21.43%)	9 (32.14%)	1 (3.5)
l.dubuque@timetoreply.com	21	12 (57.14%)	4 (19.05%)	5 (23.81%)	5 (23.81%)	2 (9.5)
j.greenfelder@timetoreply.com	19	10 (52.63%)	1 (5.26%)	8 (42.11%)	7 (36.84%)	0 (0.0)
f.ritchie@timetoreply.com	17	8 (47.06%)	1 (5.88%)	8 (47.06%)	4 (23.53%)	0 (0.0)
support@timetoreply.com	10	10 (100.00%)	0 (0.00%)	0 (0.00%)	4 (40.00%)	0 (0.0)
v.fritsch@timetoreply.com	10	3 (30.00%)	2 (20.00%)	5 (50.00%)	3 (30.00%)	0 (0.0)

The columns highlighted in light grey are an extra conversation classification and do not form part of the breakdown of the total conversations. Inbound + Outbound + Internal will equal the Conversations total.

What do these columns mean?

- **Mailbox** - These are the email accounts you're currently tracking.
- **Conversations** - The total number of conversations (or email threads) that each mailbox was part of for the date range you are viewing. A conversation is a group of emails received and sent that all form part of the same thread.
- **Inbound Conversations** - The number of conversations that were started by someone outside of your company, i.e. the first email in the conversation was from someone outside of your company.
- **Outbound Conversations** - The number of conversations that were started by someone in your company, i.e. the first email in the conversation was from someone inside of your company to someone external to your company.
- **Internal Conversations** - The number of conversations where all participants have been in your company.
- **Conversations waiting for a reply** - The last email was from someone external, so the ball's in your court to reply. For better accuracy, this should be used in conjunction with our "close conversations" function that allows you to mark conversations that have been completed or no longer require a reply as "closed".
- **Conversations closed** - The number of conversations that the mailbox that you are viewing has been part of that have been marked as "closed" using our "close conversations" functionality. You can find this under TOOLS > SETTINGS > COMPANY > CLOSE CONVERSATION SETTINGS

Average Reply Times - Thu Jan 7th 2021

This table shows you the average time it took your mailboxes to reply to emails. There are two different average reply times we report on: The avg. First Reply Time is the average time it takes to reply to the first email in a new email conversation. The avg. Overall Reply Time is the average time it takes you to reply any email (first and all subsequent replies and forwards back to external parties are included in the average. Overall Reply Time. If you have set business hours, this table will take business hours into account.

Mailbox ?	7 day avg. First Reply Time ?	Current avg. First Reply Time ?	7 days avg. Overall Reply Time ?	Current avg. Overall Reply Time ?
Overall:	02h:03m:21s	01h:46m:40s	02h:05m:01s	01h:43m:53s
j.greenfelder@timetoreply.com	02h:48m:46s	10m:32s	02h:45m:28s	13m:10s
f.ritchie@timetoreply.com	01h:07m:43s	12m:42s	01h:16m:57s	02h:17m:49s
v.fritsch@timetoreply.com	01h:39m:50s	27m:07s	02h:16m:14s	49m:26s
m.leffler@timetoreply.com	01h:08m:59s	01h:14m:54s	01h:25m:23s	01h:19m:42s
a.feest@timetoreply.com	02h:35m:40s	01h:52m:08s	02h:16m:41s	01h:38m:42s
l.dubuque@timetoreply.com	02h:03m:26s	04h:54m:23s	02h:07m:48s	03h:29m:12s
support@timetoreply.com	N/A	N/A	N/A	N/A

The 7 day avg. is the average for the past 7 days. The numbers in green and red are the averages for the day you have selected. The numbers will be green if they are better than the 7 day average and red if they are worse than the 7 day average.

What do these columns mean?

- **Mailbox** - These are the email accounts you're currently tracking.
- **7 day avg. First Reply Time** - This is your average First Reply time for the last 7 days prior to the date you have selected for the report.
- **Current avg. First Reply Time** - The average First Reply Time is the average time it takes to reply to the first email in a new email conversation. It only looks at the first reply that goes back to the conversation starter, the first "from". This average takes business hours into account and only calculates the time that has elapsed during business hours when calculating the average.
- **7 days avg. Overall Reply Time** - This is your average overall reply time for the last 7 days prior to the date you have selected for this report.
- **Current avg. Overall Reply Time** - The average Overall Reply Time is the average time it takes to reply to any email. First and all subsequent replies are included in the avg. Overall Reply Time. This average takes business hours into account, and only calculates the time that has elapsed during business hours when calculating the average.

Responsiveness - Thu Jan 7th 2021

This table shows how responsive each mailbox (usually a team member) is by showing of the emails that got a response, what percentage of emails were responded to within different reply time bands. You can add up to 10 reply time bands to this table by clicking on 'Reply Time Goals' at the top of this report in the filters section. Note that this table takes business hours into account, so if your business hours are 9am to 5pm, then 8 hours would be one business day.

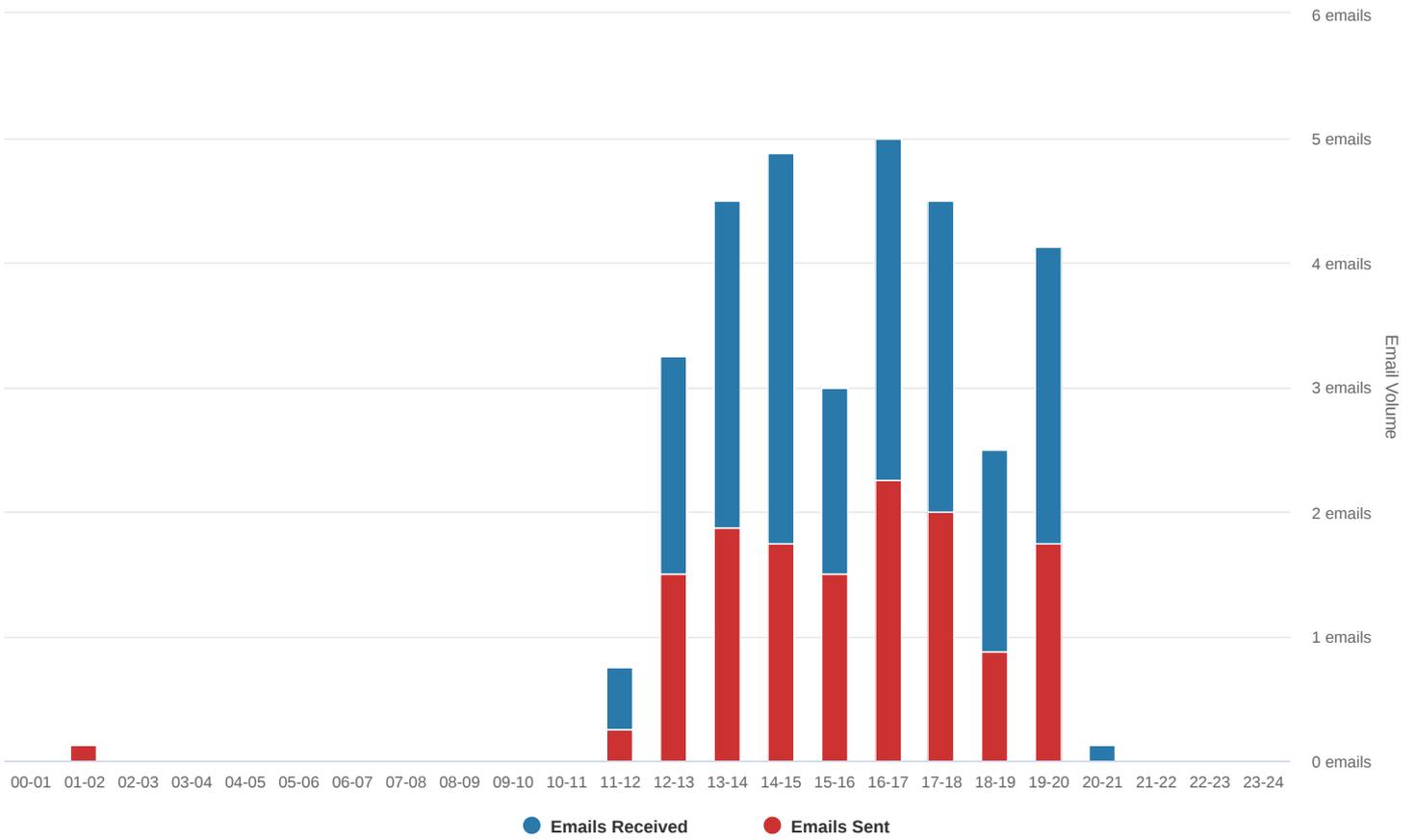
Mailbox 	Replies Sent 	Replies under 01h:00m 	Replies under 02h:00m 	Replies under 04h:00m 	Replies under 08h:00m 	Replies under 24h:00m 
Overall:	80	78.51%	80.80%	86.25%	94.52%	100.00%
j.greenfelder@timetoreply.com	10	100.00%	100.00%	100.00%	100.00%	100.00%
m.leffler@timetoreply.com	16	74.46%	81.41%	88.52%	100.00%	100.00%
a.feest@timetoreply.com	28	72.75%	75.65%	82.13%	94.77%	100.00%
f.ritchie@timetoreply.com	7	72.61%	74.56%	78.45%	100.00%	100.00%
v.fritsch@timetoreply.com	5	70.03%	100.00%	100.00%	100.00%	100.00%
l.dubuque@timetoreply.com	14	68.54%	73.21%	78.33%	86.30%	100.00%
support@timetoreply.com	0	0.00%	0.00%	0.00%	0.00%	0.00%

What do these columns mean?

- **Mailbox** - These are the email accounts you're currently tracking.
- **Replies Sent** - The total replies that were sent (used to calculate reply times), regardless of business hours.
- **Replies under 01h:00m** - Percentage of replies that happened in under 01h:00m (takes business hours into account)
- **Replies under 02h:00m** - Percentage of replies that happened in under 02h:00m (takes business hours into account)
- **Replies under 04h:00m** - Percentage of replies that happened in under 04h:00m (takes business hours into account)
- **Replies under 08h:00m** - Percentage of replies that happened in under 08h:00m (takes business hours into account)
- **Replies under 24h:00m** - Percentage of replies that happened in under 24h:00m (takes business hours into account)

Email Volumes per Hour - Thu Jan 7th 2021

The graph below shows the email volumes per hour for both sent and received emails.



You can choose a specific mailbox using the filter near the top that says 'Show stats for' to see the daily work patterns of specific staff.