



timetoreply Ratio Report

Monitor and improve your timetoreply Ratio and improve your sales

January 1st 2021 to January 7th 2021

REPORTING FOR

Showing stats for: US Sales Team

When communicating with: Everybody Else

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

TIMETOREPLY RATIO

0.52

AGENT FIRST REPLY PERCENTAGE

73%

CONTACT SUCCESS RATE

56%

AVERAGE FIRST REPLY TIME

01h:47m:14s

AVERAGE CUSTOMER FIRST REPLY TIME

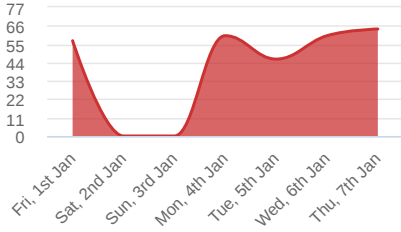
03h:25m:30s

AVERAGE TIME TO CONTACT SUCCESS

05h:18m:29s

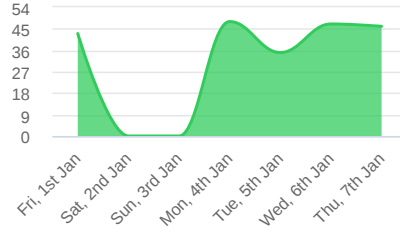
Inbound Conversations Received

300



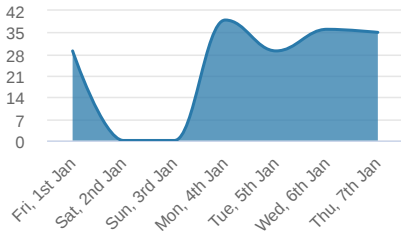
Conversations With Initial Agent Reply

219



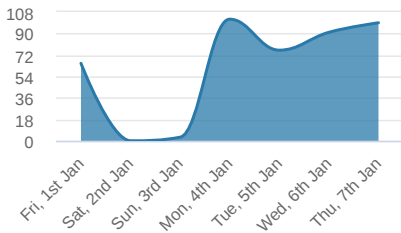
Conversations With Customer Reply

168



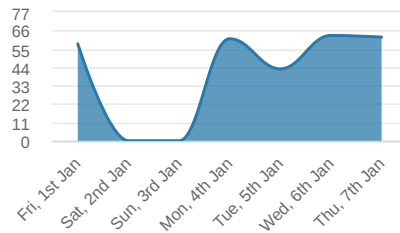
Emails Received

436



Emails Sent

287



Replies Sent

287



Forwards Sent

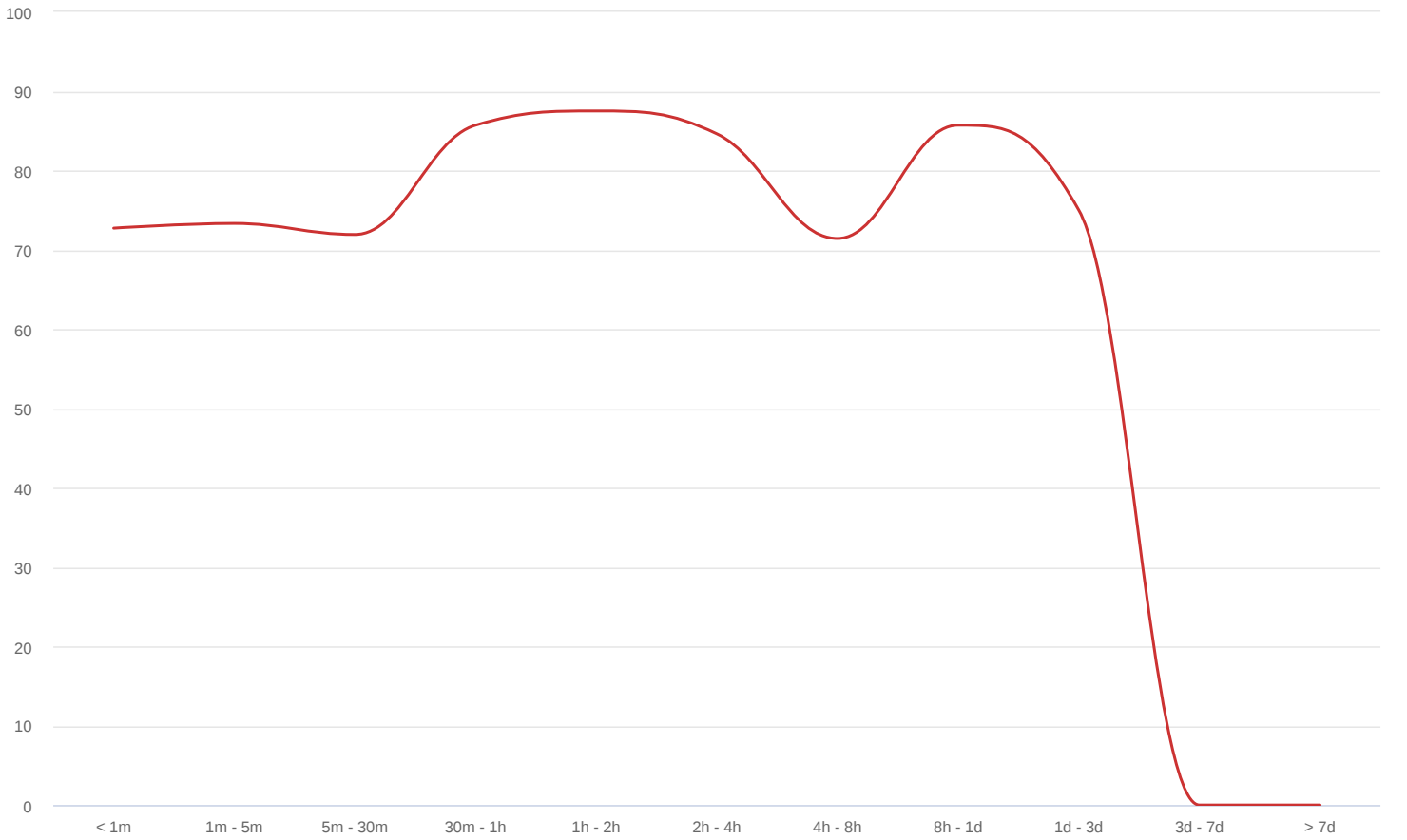
0



Email	Inbound Conversations	timetoreply ratio	Have First Reply	First Reply Rate	Avg. First Reply Time	Have Contact Success	Avg. Time To Contact Success
a.feest@timetoreply.com	87	0.42	70	80.46%	02h:33m:36s	56	05h:46m:29s
l.dubuque@timetoreply.com	79	0.52	54	68.35%	01h:40m:15s	41	05h:18m:49s

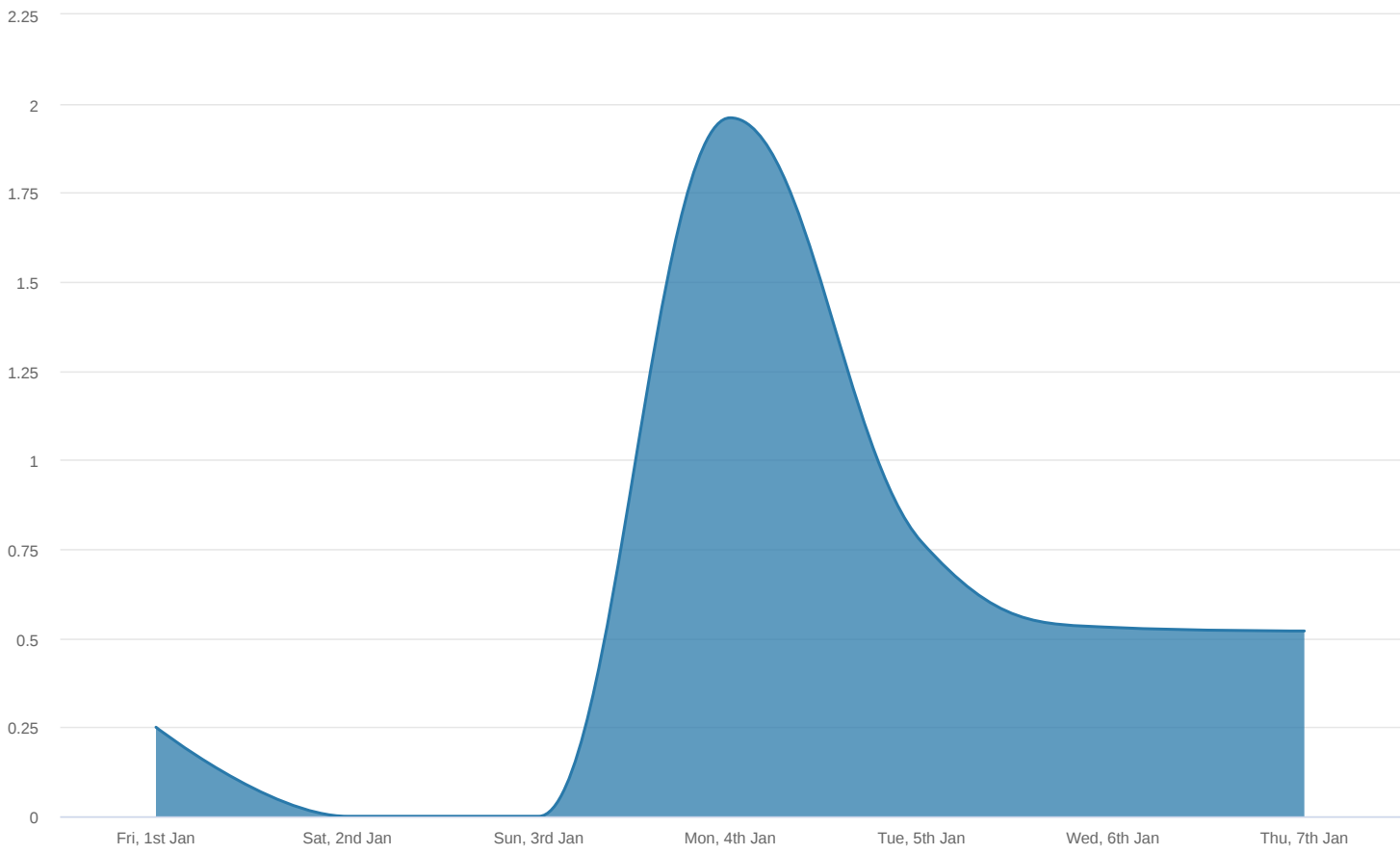
Email	Inbound Conversations	timetoreply ratio	Have First Reply	First Reply Rate	Avg. First Reply Time	Have Contact Success	Avg. Time To Contact Success	Count
m.leffler@timetoreply.com	50	0.91	34	68%	48m:37s	22	08h:17m:46s	4
j.greenfelder@timetoreply.com	45	0.33	29	64.44%	02h:45m:58s	25	04h:22m:21s	5
f.ritchie@timetoreply.com	26	1.21	15	57.69%	34m:59s	11	04h:21m:52s	4
v.fritsch@timetoreply.com	22	2.09	17	77.27%	28m:16s	13	49m:07s	5

Contact Success vs First Reply Time



timetoreply ratio over time

0.52



Customer Reply Time vs First Reply Time

