



SLA Report

Show your SLA achievements

December 1st 2020 to December 30th 2020

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

SLA Report for US Sales Team when communicating with Everybody Else

Email and Conversation Totals

Conversations

1619

Decreased compared to previous period
(1661)

Emails Received

2201

Decreased compared to previous period
(2236)

Emails Sent

1602

Decreased compared to previous period
(1673)

INBOUND

1291

Increased compared to previous period
(1273)

INITIAL EMAILS RECEIVED

1131

Decreased compared to previous period
(1139)

INITIAL EMAILS SENT

323

Decreased compared to previous period
(385)

OUTBOUND

328

Decreased compared to previous period
(388)

TOTAL REPLY EMAILS RECEIVED

1068

Decreased compared to previous period
(1095)

TOTAL REPLY EMAILS SENT

1279

Decreased compared to previous period
(1288)

INTERNAL

0

Increased compared to previous period (0)

TOTAL FORWARD EMAILS RECEIVED

2

Increased compared to previous period (2)

TOTAL FORWARD EMAILS SENT

0

Increased compared to previous period (0)

SENT INTERNALLY

59

Decreased compared to previous period
(70)

CLOSED

97

Increased compared to previous period
(88)

CONVERSATIONS WITH ANY REPLIES WITHIN THE DATE RANGE

1223

Decreased compared to previous period
(1267)

CONVERSATIONS WHERE US SALES TEAM HAS REPLIED TO EVERYBODY ELSE WITHIN THE DATE RANGE

1093

Decreased compared to previous period
(1109)

CONVERSATIONS WHERE US SALES TEAM
HAS NOT REPLIED TO EVERYBODY ELSE
WITHIN THE DATE RANGE

526

Decreased compared to previous period
(552)

Conversation Breakdowns

Awaiting Agent
Response

836

Decreased compared to
previous period (857)

Awaiting Customer
Response

627

Decreased compared to
previous period (646)

Have No Replies

396

Increased compared to
previous period (394)

Closed

97

Increased compared to
previous period (88)

Average Reply Times - Taking Account of Business Hours

First Reply Time

01h:51m:59s

Overall Reply Time

01h:57m:10s

% OF FIRST REPLIES UNDER 01H:00M

81.68%

Improved compared to previous period (02h:17m:33s)

Goal: 01:00

Fail

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

80.48%

Improved compared to previous period (02h:11m:52s)

Goal: 01:00

Fail

Average Reply Times - Ignoring Business Hours

First Reply Time

06h:19m:50s

Overall Reply Time

06h:41m:49s

% OF FIRST REPLIES UNDER 01H:00M

80.89%

Improved compared to previous period (08h:49m:11s)

Goal: 01:00

Fail

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

79.74%

Improved compared to previous period (08h:24m:08s)

Goal: 01:00

Fail

Agent Email Totals Breakdown

Email	Conversations ↓	Emails (R)	Emails (S)	First TTR	Overall TTR	Overall TTF
a.feest@timetoreply.com	476	628	448	02h:10m:46s	02h:16m:35s	N/A
l.dubuque@timetoreply.com	459	629	464	01h:52m:31s	01h:53m:04s	N/A
m.leffler@timetoreply.com	314	411	291	01h:33m:40s	01h:42m:55s	N/A
j.greenfelder@timetoreply.com	168	220	156	01h:31m:52s	01h:29m:13s	N/A
f.ritchie@timetoreply.com	137	165	133	02h:02m:59s	02h:20m:00s	N/A
v.fritsch@timetoreply.com	126	148	110	01h:47m:41s	01h:51m:04s	N/A

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