



## Trend

Get trends for the past year

For 12 Months up to January 11th 2021

REPORTING FOR

Showing stats for: My Company

When communicating with: top

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

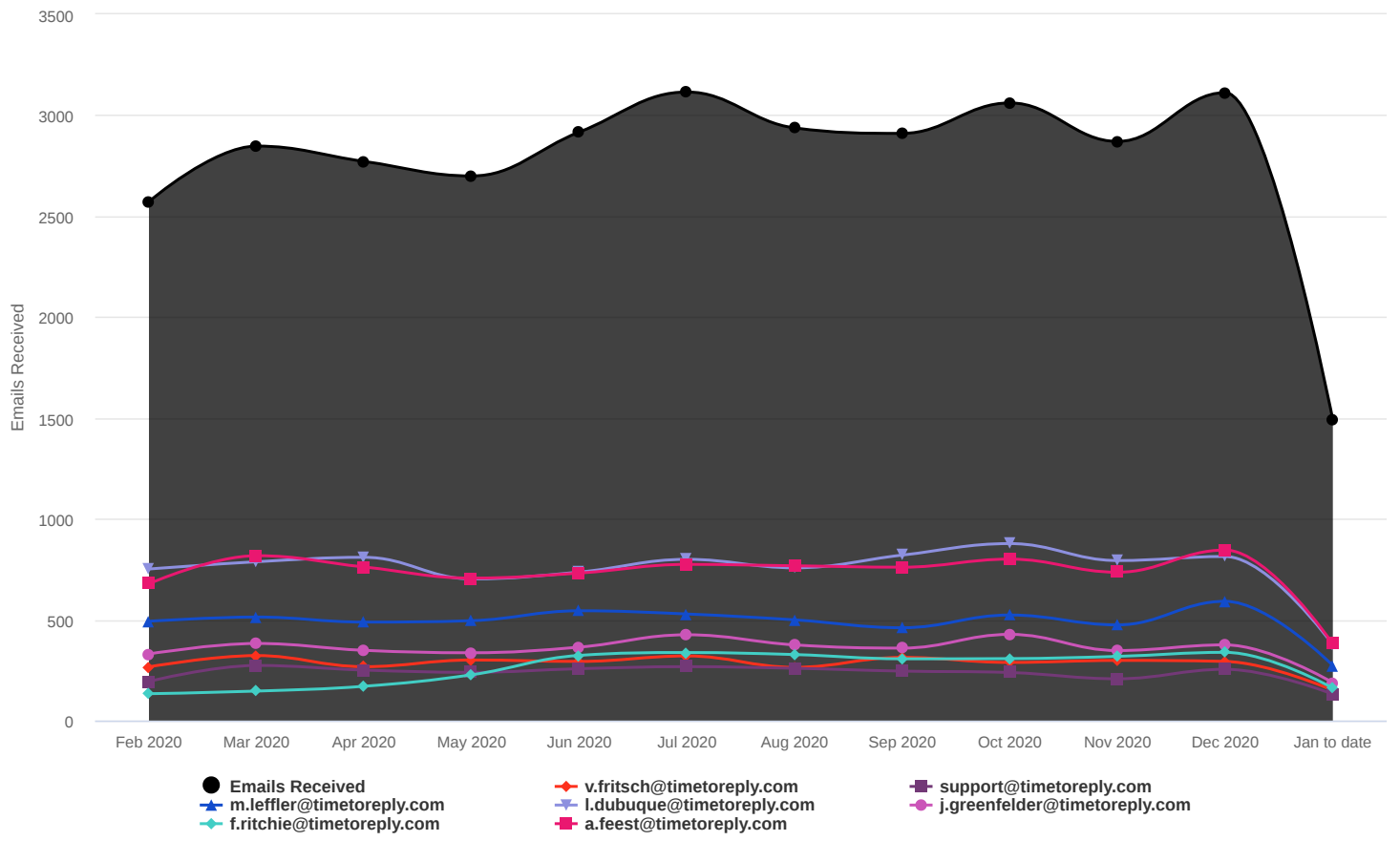
NO REPLY FILTER

No Replies For: 00h:00m

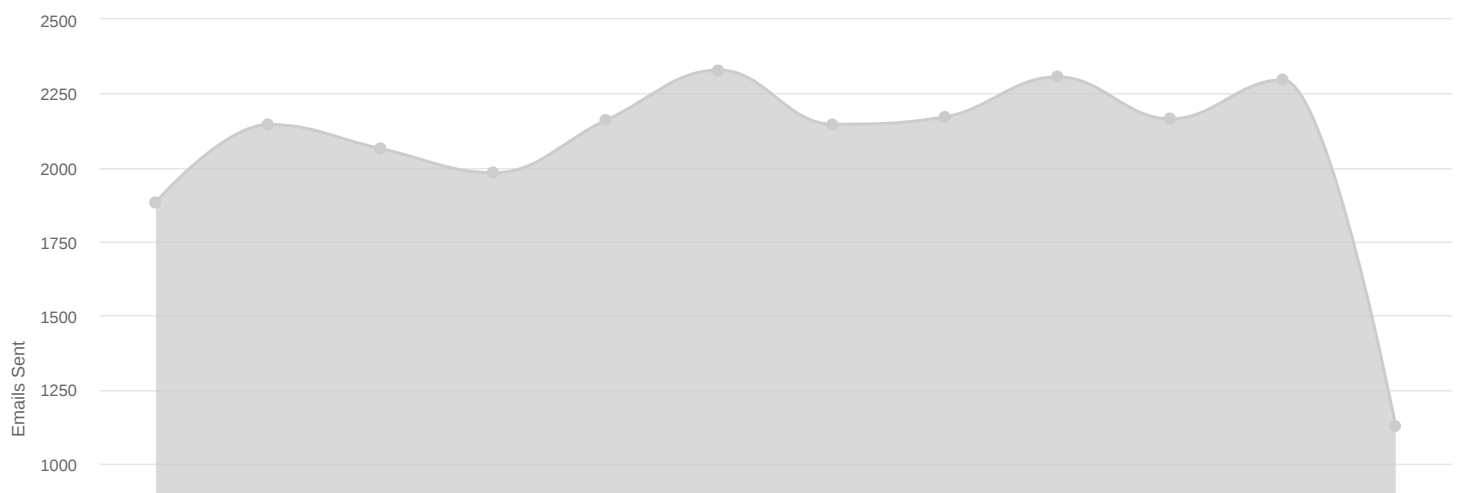
OUTLIERS

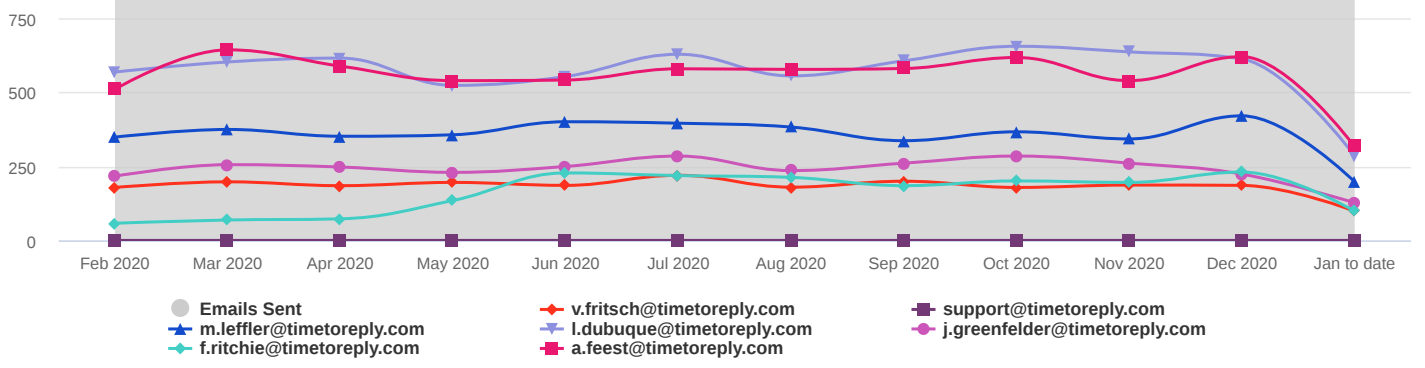
Outliers Over: 40h

Emails Received

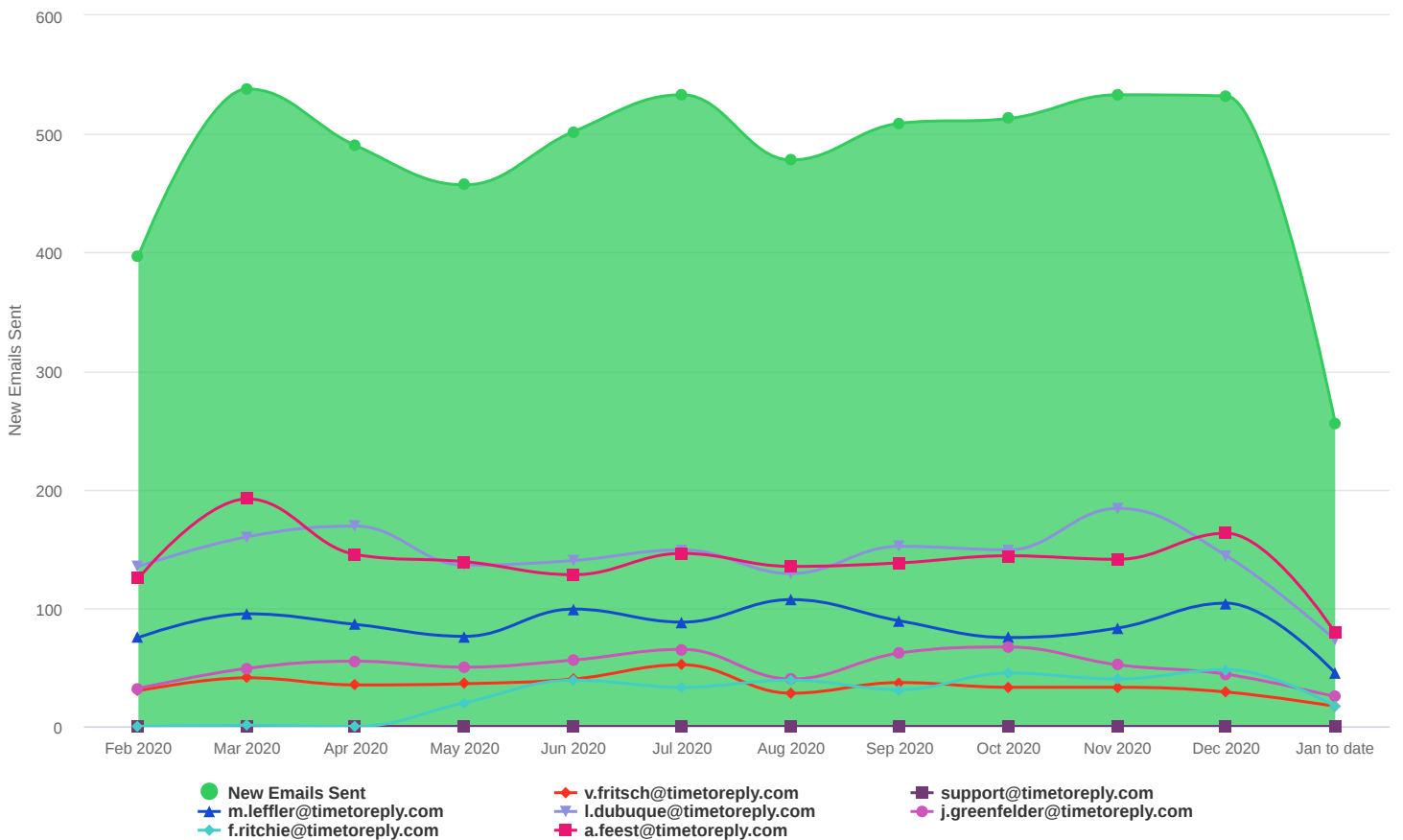


### Emails Sent

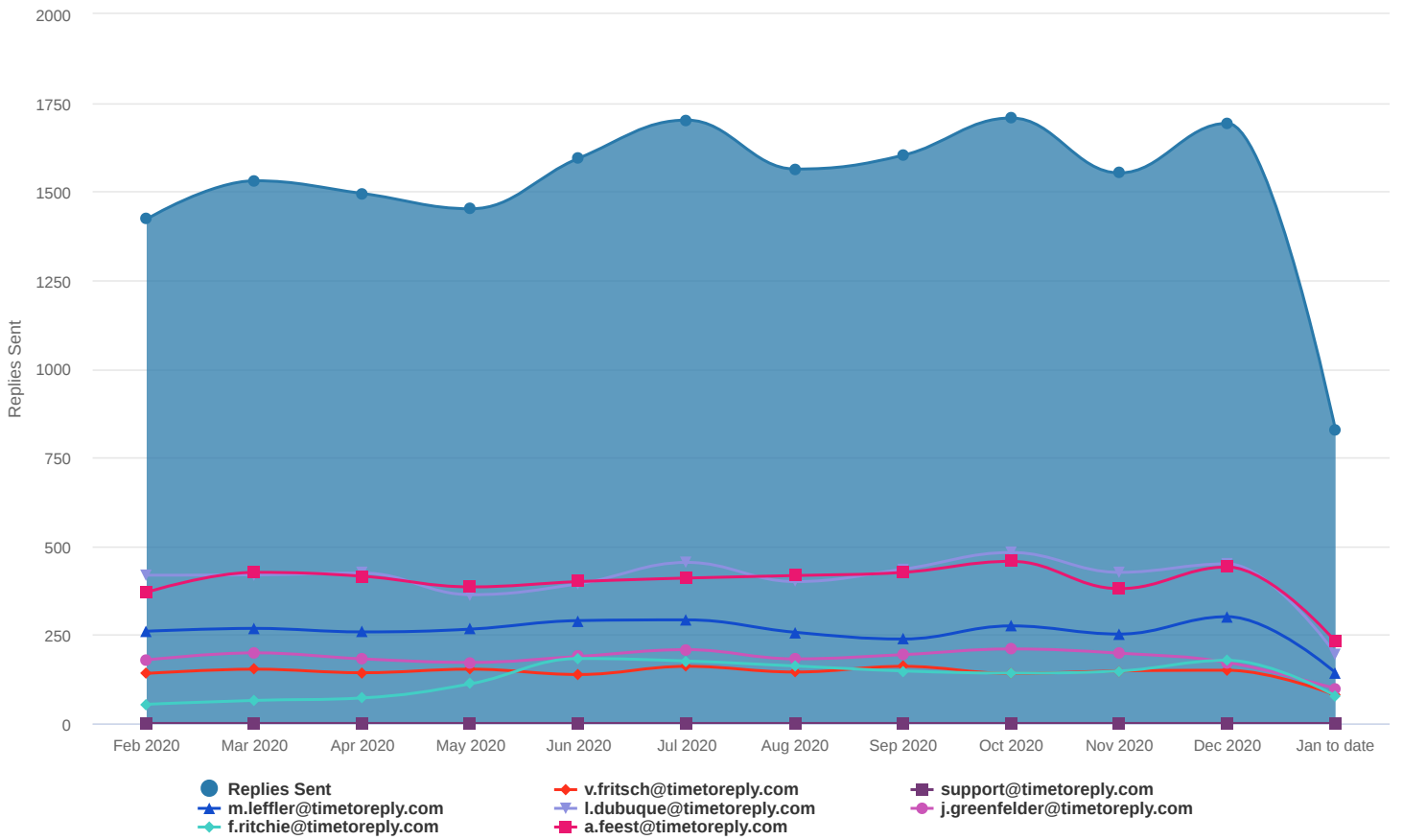




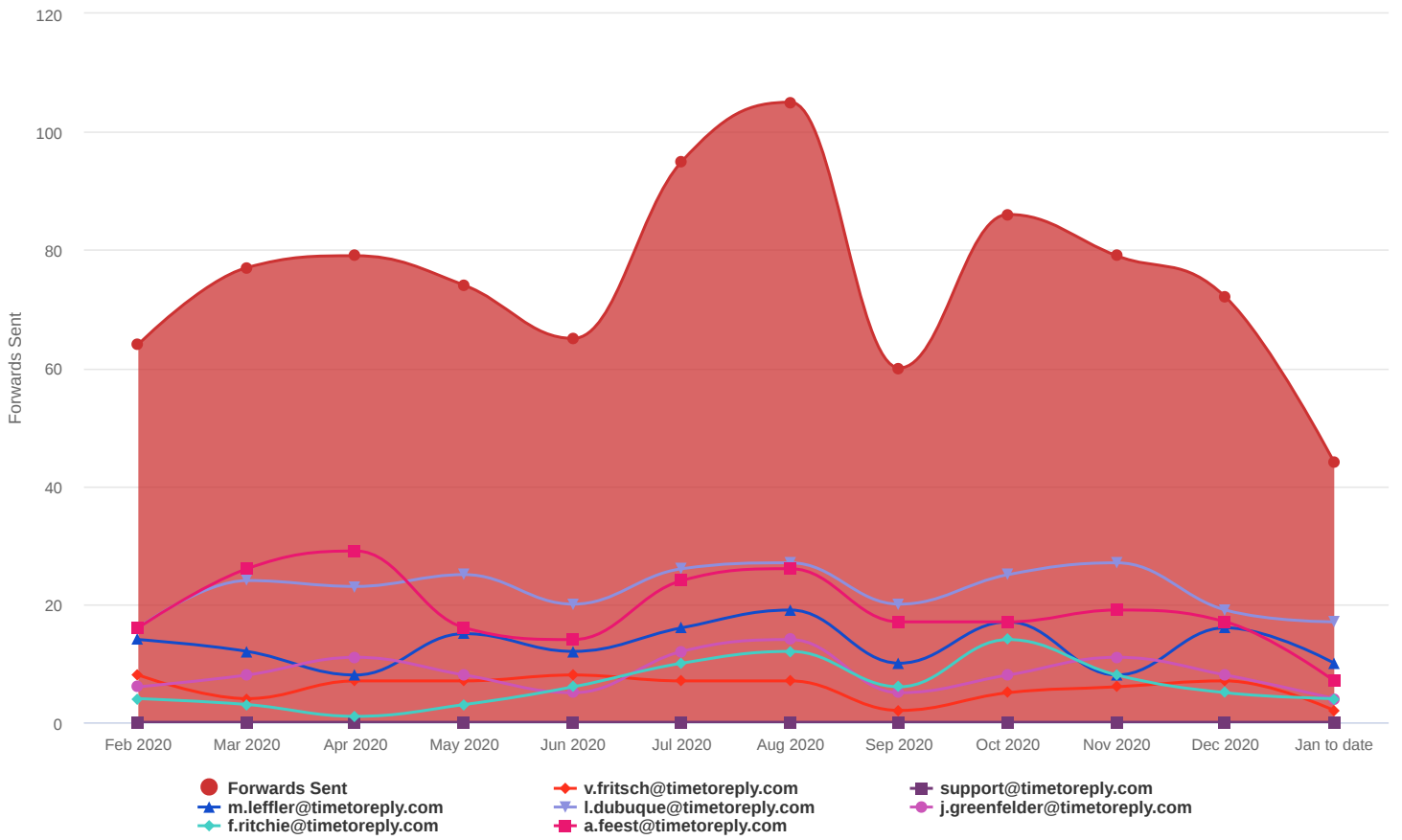
### New Emails Sent



## Replies Sent



## Forwards Sent



Avg. First Reply Time

05h:33m:20s

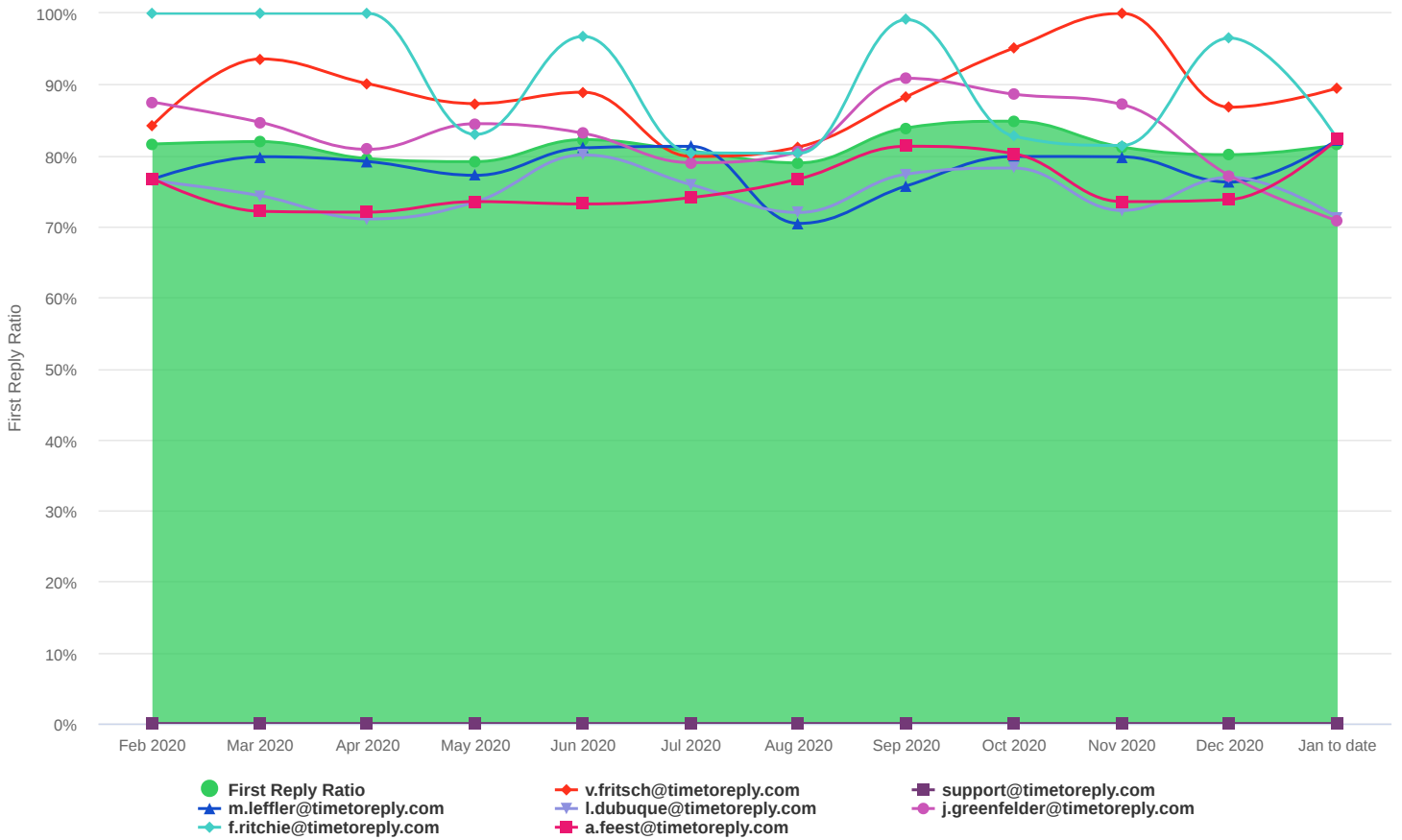
04h:51m:40s

04h:10m:00s

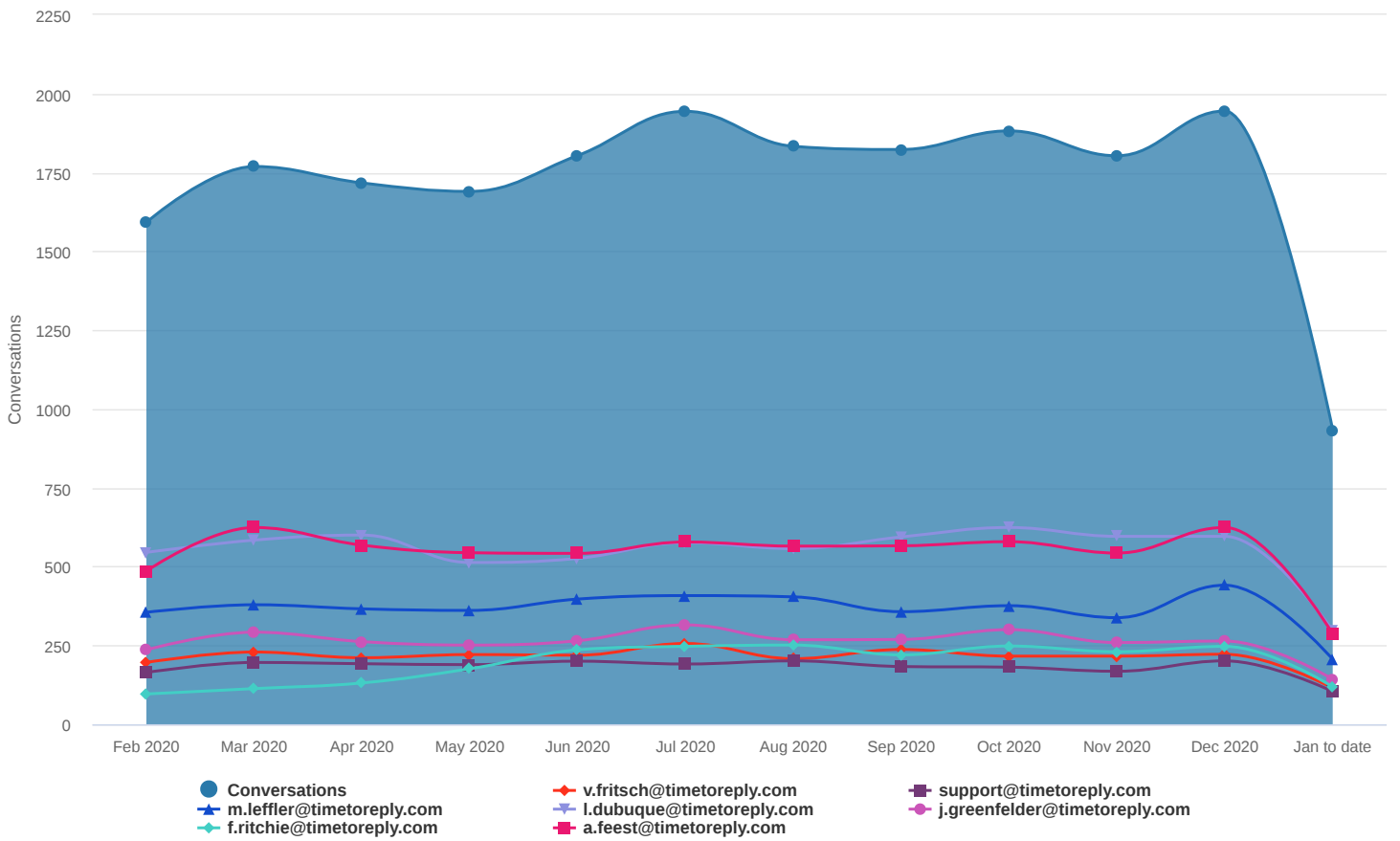


- Avg. Overall Reply Time
- ▲ m.levffler@timetoreply.com
- ◆ f.ritchie@timetoreply.com
- ◆ v.fritsch@timetoreply.com
- ▲ l.dubuque@timetoreply.com
- a.feest@timetoreply.com
- support@timetoreply.com
- ◆ j.greenfelder@timetoreply.com

### First Reply Ratio

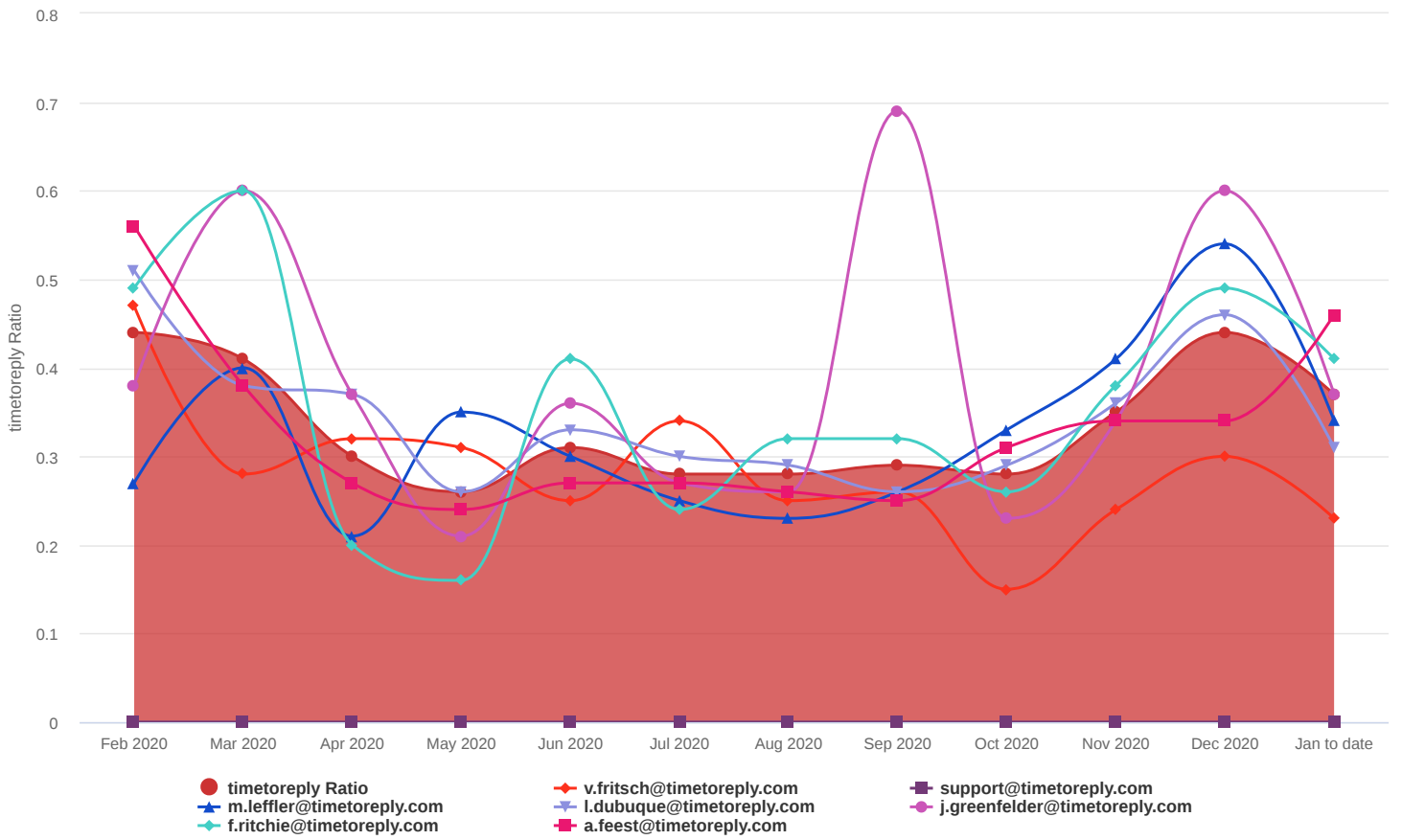


### Conversations

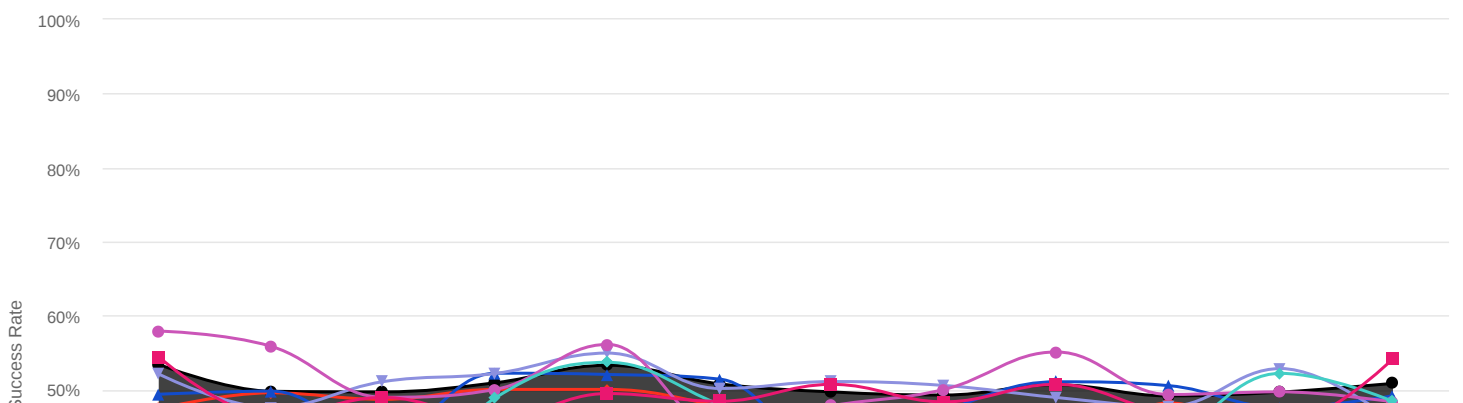


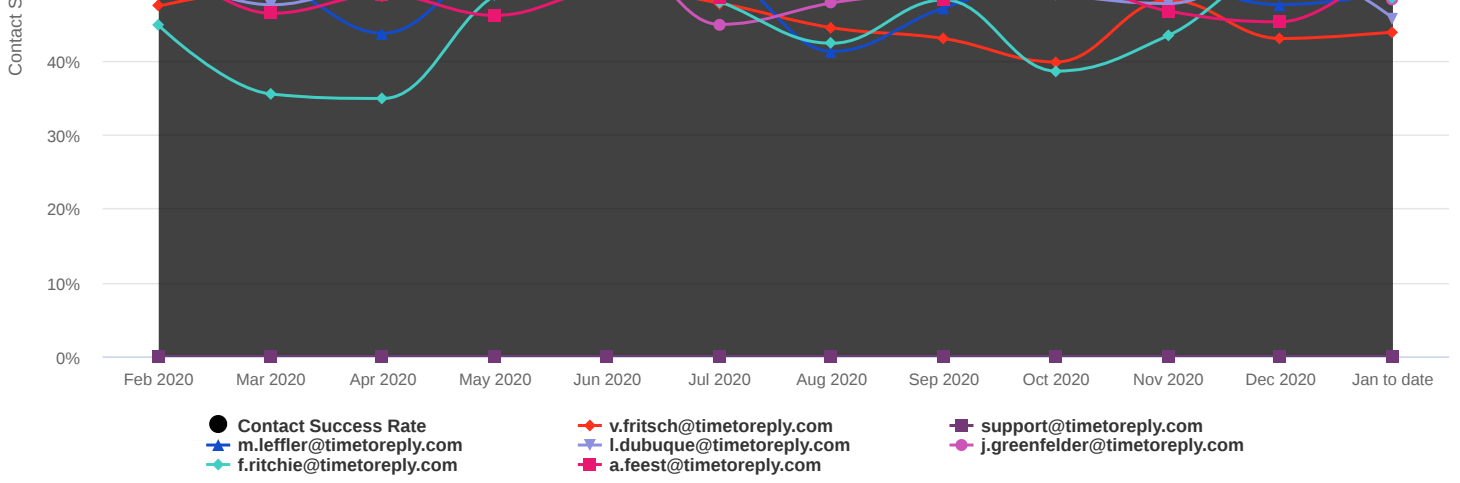
timetoreply Ratio





### Contact Success Rate





### Avg Time to Contact Success

