



Enable your team members to **'self-Optimise'** their performance
in **real-time** and become **email superstars**



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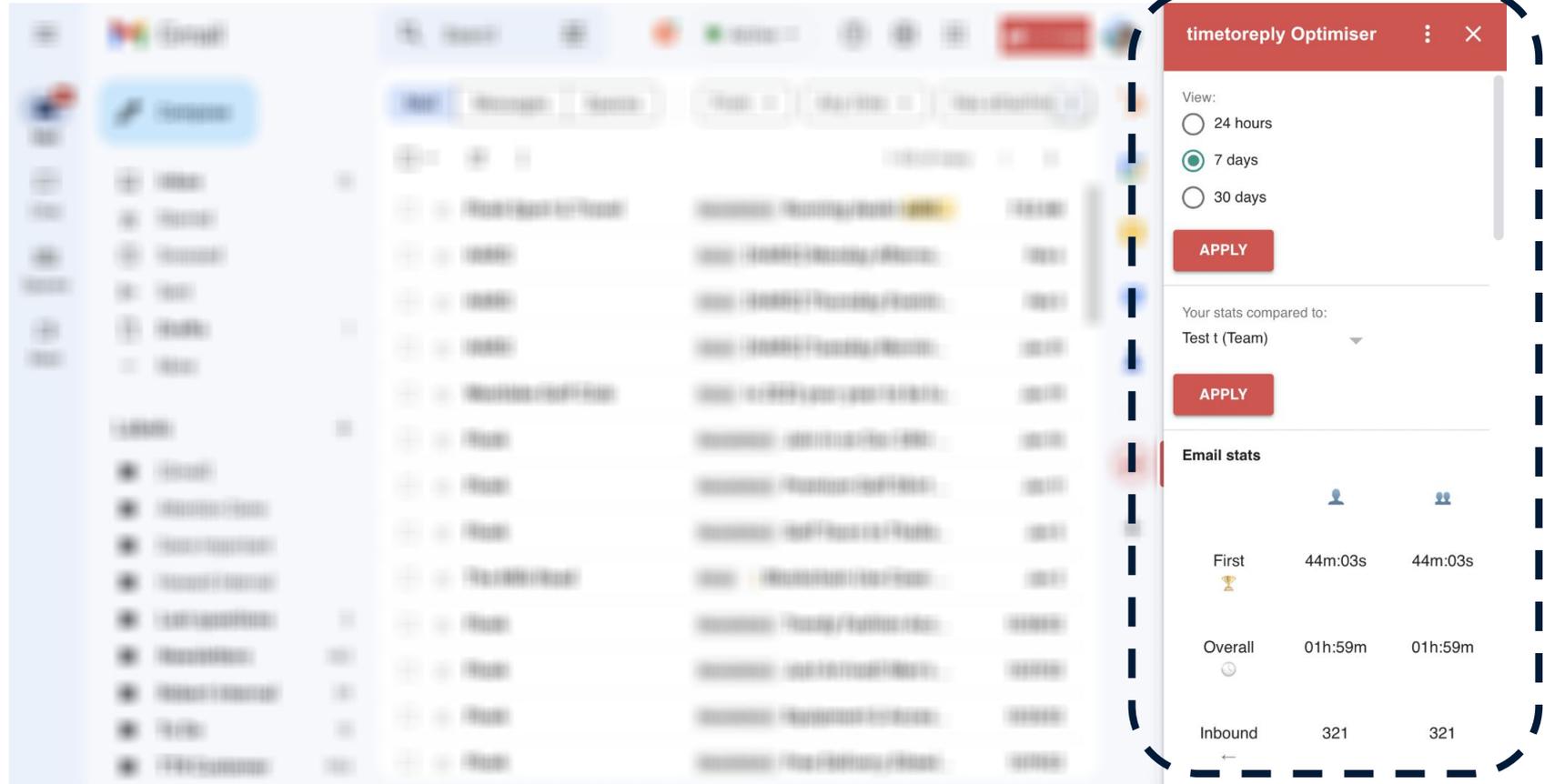
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The timetoreply *Optimiser* is...

...an add-on designed to help **individuals optimise** their email **performance** in **real time** by providing a subset of their **key email metrics**, and how they're performing against their team(s) on the same metrics, directly into a 'window' within their Gmail mail client.

...**prioritizes emails** in their inbox which are **approaching** any custom **SLA thresholds** which have been set up, so that no SLAs are breached.

The timetoreply *Optimiser* looks like this...



The image shows a screenshot of an email inbox interface with a 'timetoreply Optimiser' overlay on the right side. The overlay is a red panel with a title bar containing the text 'timetoreply Optimiser' and a close button (X). Below the title bar, there are three radio button options for 'View': '24 hours', '7 days' (which is selected), and '30 days'. An 'APPLY' button is located below these options. Underneath, there is a section titled 'Your stats compared to:' with a dropdown menu currently showing 'Test t (Team)'. Another 'APPLY' button is positioned below this dropdown. The bottom section of the overlay is titled 'Email stats' and contains a table comparing performance metrics between two entities, represented by a single person icon and a two-person icon. The table has three columns: the metric name, the value for the first entity, and the value for the second entity. The metrics shown are 'First' (44m:03s vs 44m:03s), 'Overall' (01h:59m vs 01h:59m), and 'Inbound' (321 vs 321). The background of the image is a blurred screenshot of an email inbox with various email entries and a sidebar on the left.

		
First	44m:03s	44m:03s
Overall	01h:59m	01h:59m
Inbound	321	321

The timetoreply *Optimiser* (SLA frame)...

Emails approaching SLA

Business hours left: **01h:30m**

Reply by: Friday at 17:00

Received: 06:45 Feb 8th

From: [REDACTED]

Subject: Annual contract renewal form

 Tier 1 SLA

[VIEW](#) [MARK AS CLOSED](#)

Business hours left: **02h:32m**

Reply by: Friday at 17:00

Received: 08:30 Feb 8th

From: [REDACTED]

The “**Emails approaching SLA**” section populates with emails that are approaching an SLA threshold (Goal). The emails that qualify to appear in this section would meet an SLA report that has been saved or scheduled AND/OR an alert that has been created. They are ordered chronologically, with the top one being the one that is closest to reaching its specific SLA threshold.

A maximum of 5 will appear in the window. As one email is dealt with the next one will load (if there is one to respond to). The email will disappear once responded to or marked as closed.

If an email goes past the response time goal, the time will turn negative and be in red for 30 minutes before disappearing from the window.

The timetoreply *Optimiser* (Email Stats frame)

Your stats compared to:
Support (GroupMailbox) ▾

Your Email Stats

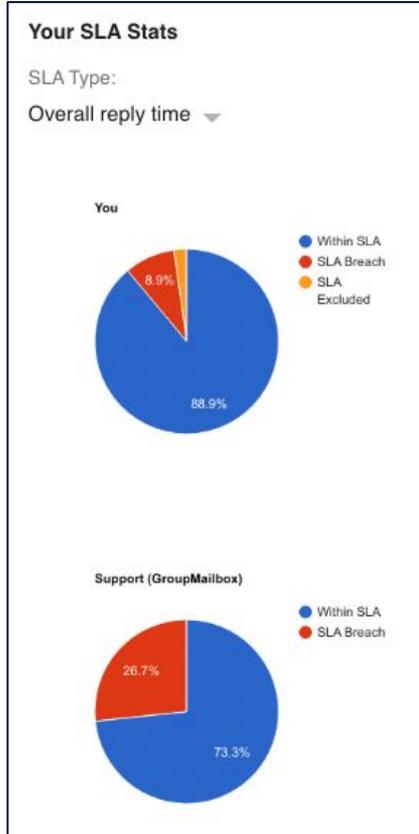
		
First 	01h:48m	01h:03m
Overall 	02h:15m	03h:07m
Inbound 	253	45
Outbound 	57	4
Closed 	0	0
Awaiting 	247	35

The “Your email stats” section shows the agents key email performance metrics such as average first reply time, average overall reply time, inbound messages, outbound messages, email threads marked as closed and those awaiting a response.

This section also allow the agent to compare their stats with any team(s) and/or shared mailboxes they are a part of.

They can toggle between teams/shared mailboxes by using the dropdown directly above the “Your Email Stats” heading.

The timetoreply *Optimiser* (SLA charts)...



The “Your SLA stats” section displays a break down of how many emails the agent has responded to within SLA and what percentage have breached their SLA response time. Again, the agent can compare their own performance to the team(s) and/or shared mailbox(es) they are part of.

You can toggle between Overall Reply Time and First Reply using the drop down below the “SLA Type” heading.

The timetoreply *Optimiser* (Mark Closed frame)...

Conversation status
Open: Awaiting Agent Response

Notify people in thread

MARK AS CLOSED

Finally the “Current Conversation” section allows the agent to mark the email conversation that they are currently viewing as “closed” and there is the option of notifying the recipient that the conversation has been marked as closed.

Installing the timetoreply *Optimiser* via
your Gmail/Google Workspace

Customising the timetoreply *Optimiser*

Customising the timetoreply *Optimiser*

You have full control over what sections / frames, and information is displayed in the *Optimiser*.

As a timetoreply Admin, you will see “Optimiser settings” in the Tools drop down menu. Click on Optimiser settings and switch off/on the settings you want to be visible.

Optimiser settings

OPTIMISER SETTINGS

Set which sections of the Optimiser your team members can see

Our Outlook and Gmail Optimisers give your team members powerful productivity tools to help them improve their reply times and hit SLA reply time goals.

To customize the Optimiser layout for each team member mailbox, click [here](#), find the team member mailbox you'd like to update, click the Actions button and select 'Optimiser'.

Click the Microsoft or Google Workspace icon below to install the Optimiser for your team:



EMAIL STATS

Shows a comparison table between the team member's high level stats for the past week, compared to any teams or group mailboxes they're a part of.

Enabled

Show Comparisons

Enabled

Show First Reply Time

Enabled

Show Overall Reply Time

Enabled

Show Total Inbound Conversations

Enabled

Show Total Outbound Conversations

Enabled

Show Total Closed Conversations

Enabled

Contact dane@timetoreply.com, or scott@timetoreply.com if you have any questions or require assistance, alternatively contact support@timetoreply.com.