timetoreply

Optimiser

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

March 2023

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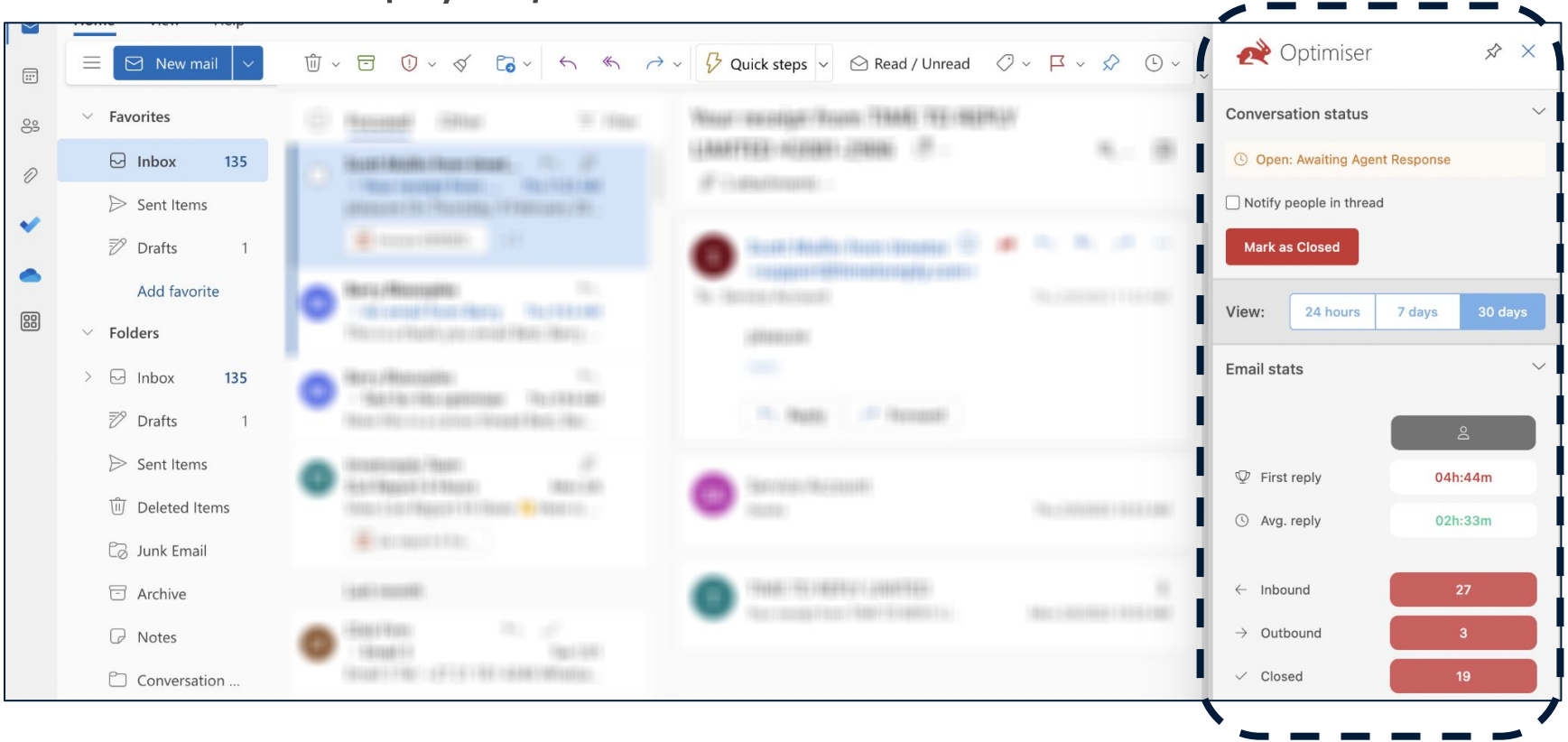
The timetoreply *Optimiser* is...

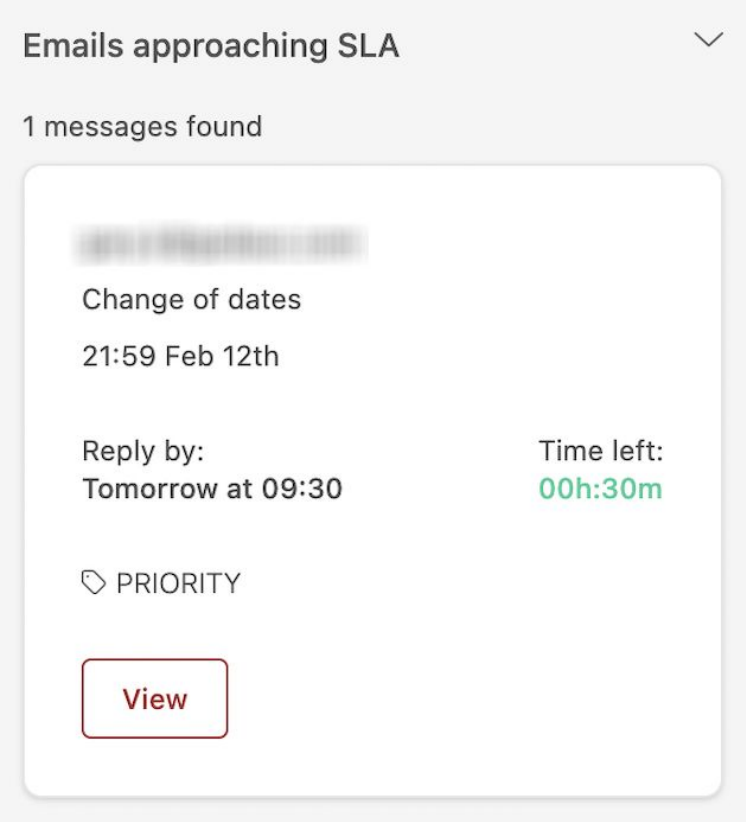
...an add-on designed to help **individuals optimise** their email **performance** in **real time** by providing a subset of their **key email metrics**, and how they're performing against their team(s) on the same metrics, directly into a 'window' within their Outlook mail client (Outlook Desktop or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

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

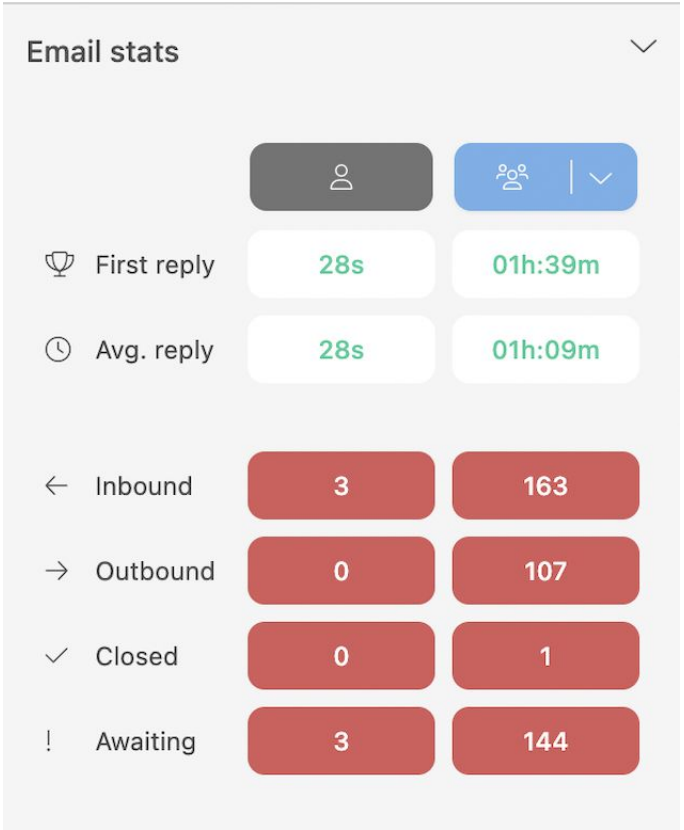


The “**Emails approaching SLA**” section populates with emails that are approaching an SLA threshold (Goal). The emails that qualify to appear in this section would meet an SLA report that has been saved or scheduled AND/OR an alert that has been created. They are ordered chronologically, with the top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

A maximum or 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)

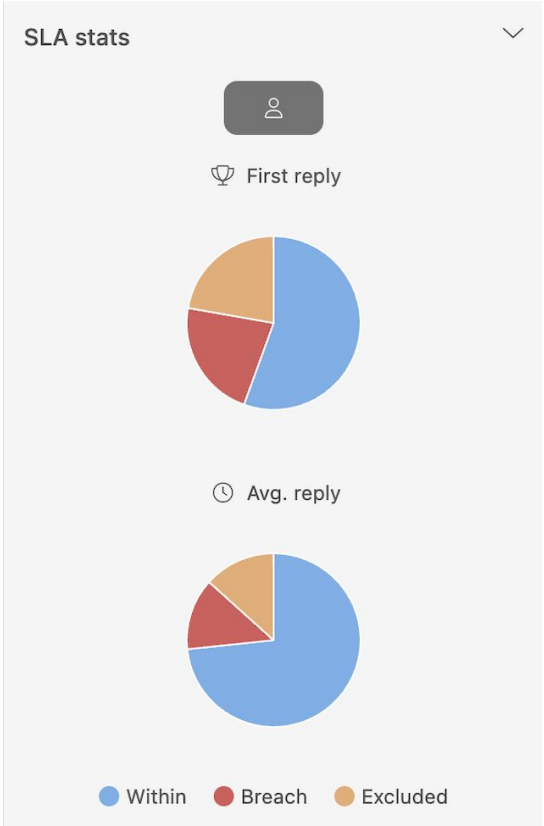


The “Your email stats” section shows the agents key email performance metrics such as average first reply time, average overall reply time, inbound messages, outbound messages, email threads marked as closed and those awaiting a response.

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 hovering over the blue team icon and choose a different team/shared mailbox from the list.

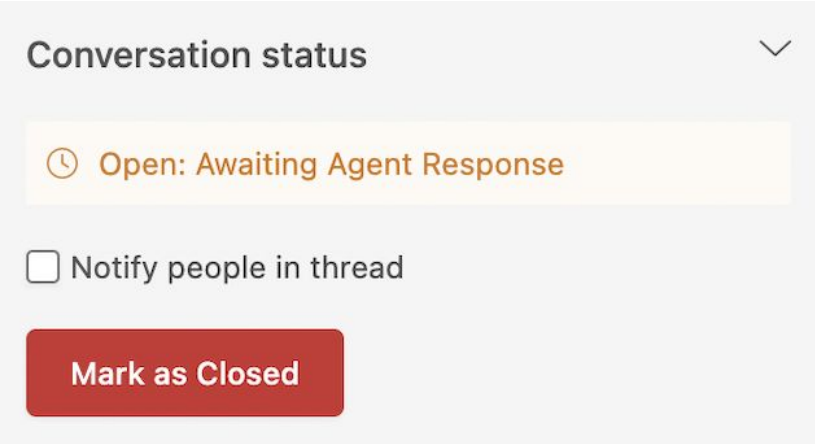
The timetoreply *Optimiser* (SLA charts)…



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 Time by hovering over the blue button.

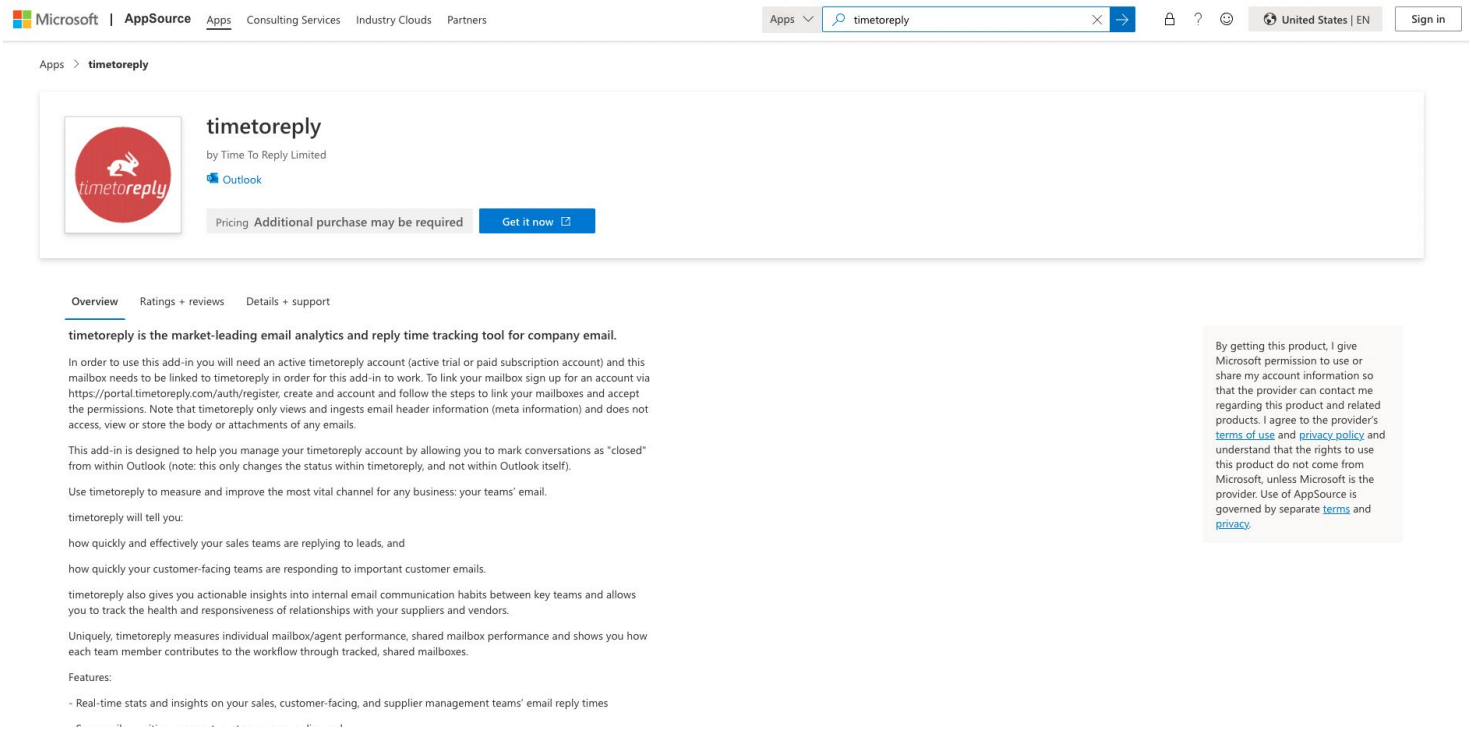
The timetoreply *Optimiser* (Mark Closed frame)…



Finally the “Conversation status” 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 Outlook

Visit https://appsource.microsoft.com/en-us/product/office/WA200002425 and click “Get it now”.
Note: If you’re a super admin you’ll be able to install it across multiple mailboxes or company wide.

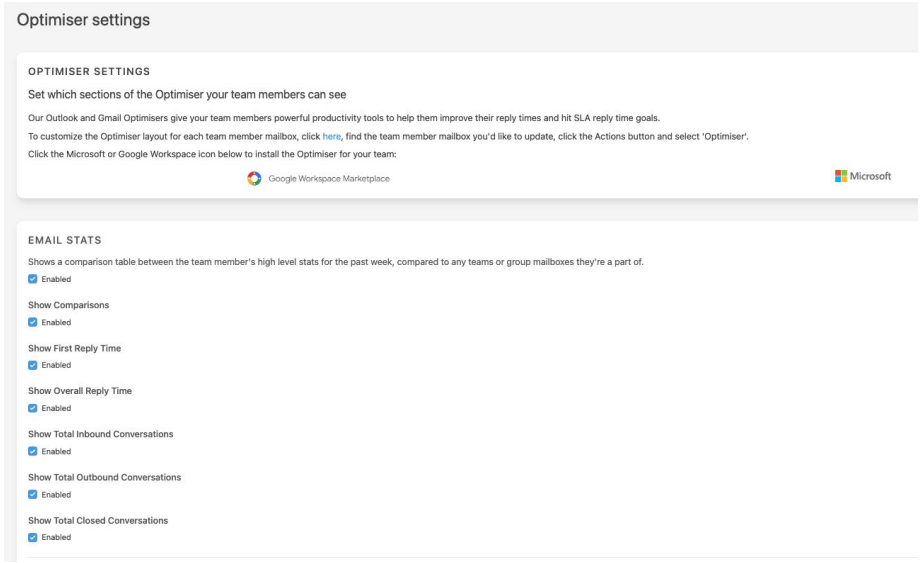


Customising the timetoreply *Optimiser*

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.



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