



Optimiser

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



Contents

1. [The timetoreply Optimiser is...](#)
2. [The timetoreply *Optimiser* looks like this...](#)
3. [The SLA frame](#)
4. [Email Stats frame](#)
5. [SLA charts frame](#)
6. [Mark Closed frame](#)
7. [Installing the timetoreply *Optimiser* via your Outlook](#)
8. [Installing the timetoreply *Optimiser* as an o365 Global Admin](#)
9. [Customising the timetoreply *Optimiser*](#)

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 image shows a screenshot of an email client interface with the 'Optimiser' sidebar open. The sidebar is highlighted with a dashed blue border. The main interface shows a list of emails in the inbox and a detailed view of a selected email.

Optimiser Sidebar:

- Conversation status:** Open: Awaiting Agent Response
- Notify people in thread
- Mark as Closed** (button)
- View:** 24 hours | 7 days | 30 days
- Email stats:**
 - First reply: 04h:44m
 - Avg. reply: 02h:33m
 - Inbound: 27
 - Outbound: 3
 - Closed: 19

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

Emails approaching SLA ▼

1 messages found

Change of dates

21:59 Feb 12th

Reply by: **Tomorrow at 09:30** Time left: **00h:30m**

📌 PRIORITY

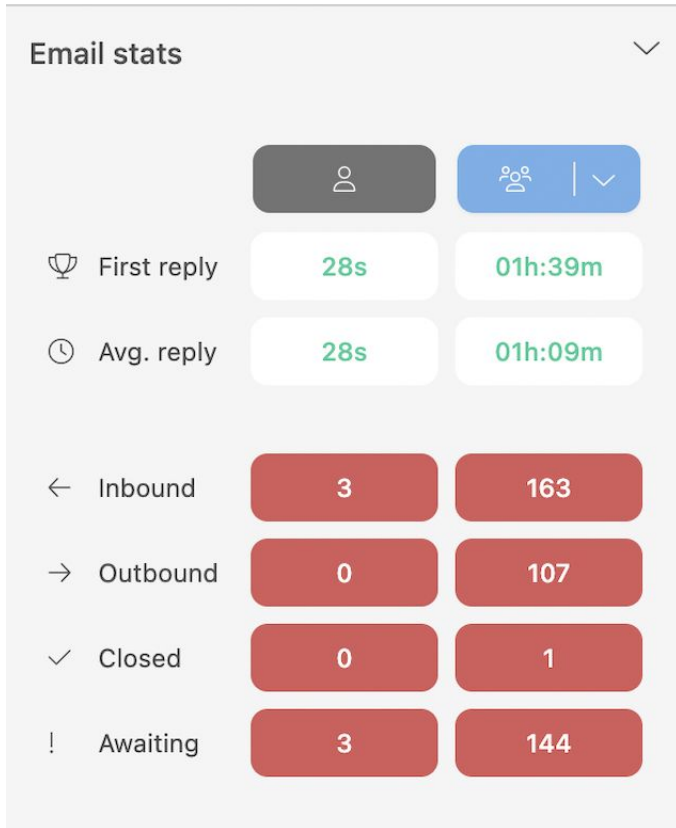
[View](#)

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)

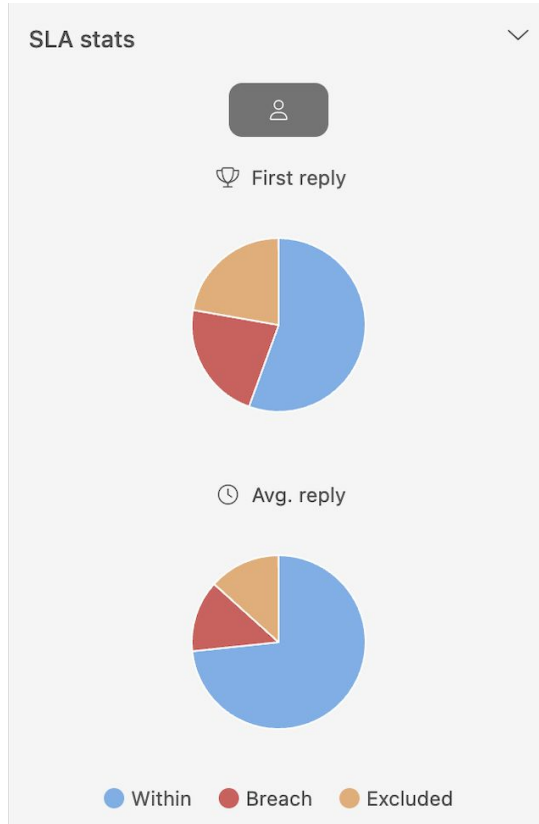


The “Your email stats” section shows the agents key email performance metrics such as average first reply time, average overall reply time, inbound messages, outbound messages, email threads marked as closed and those awaiting a response.

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)...

Conversation status ∨

 Open: Awaiting Agent Response

Notify people in thread

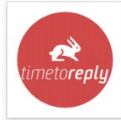
Mark as Closed

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.

Apps > timetoreply



timetoreply

by Time To Reply Limited

Outlook

Pricing Additional purchase may be required

Get it now

Overview Ratings + reviews Details + support

timetoreply is the market-leading email analytics and reply time tracking tool for company email.

In order to use this add-in you will need an active timetoreply account (active trial or paid subscription account) and this mailbox needs to be linked to timetoreply in order for this add-in to work. To link your mailbox sign up for an account via <https://portal.timetoreply.com/auth/register>, create and account and follow the steps to link your mailboxes and accept the permissions. Note that timetoreply only views and ingests email header information (meta information) and does not access, view or store the body or attachments of any emails.

This add-in is designed to help you manage your timetoreply account by allowing you to mark conversations as “closed” from within Outlook (note: this only changes the status within timetoreply, and not within Outlook itself).

Use timetoreply to measure and improve the most vital channel for any business: your teams’ email.

timetoreply will tell you:

how quickly and effectively your sales teams are replying to leads, and

how quickly your customer-facing teams are responding to important customer emails.

timetoreply also gives you actionable insights into internal email communication habits between key teams and allows you to track the health and responsiveness of relationships with your suppliers and vendors.

Uniquely, timetoreply measures individual mailbox/agent performance, shared mailbox performance and shows you how each team member contributes to the workflow through tracked, shared mailboxes.

Features:

- Real-time stats and insights on your sales, customer-facing, and supplier management teams’ email reply times

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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.