timetoreply™ v2.0

User Manual

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Creating an Account

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In order to create an account on timetoreply™ (TTR) follow these steps:

1. Visit https://portal.timetoreply.com/register and register for an account.
2. Follow the signup wizard that will take you through the following steps:
    a. verify your email,
    b. create or join a company,
    c. setup your business hours,
    d. add agents (mailboxes),
    e. setup complete.
3. To verify your email you will receive an email. Find the email in your inbox or junk folder and click on the button that says *Verify now*. If you do not receive the email please contact **support@timetoreply.com**
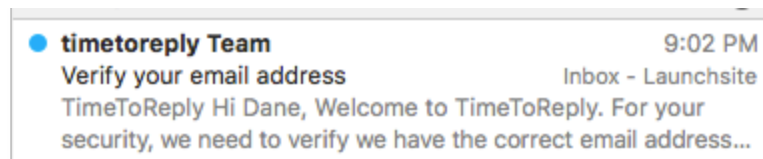
4. Either create a new company or join an existing company if someone in your company has already set up a TTR account and you want access to the data in the account.
5. Setup your business hours if you want the response time calculations to only include the time that has elapsed during business hours. Otherwise set up the business hours to 00:00 and 24:00 to exclude business hours and track around the clock. **How it works:** If you set your business hours to 09:00 to 17:00 and an email comes in at 08:55 and your agent responds at 09:10, the response time will be 10 minutes as only 10 minutes of business time has elapsed. The first 5 minutes of the 15 minutes were out of business hours and therefore not included.

6. The next step is to add your agents. Click on *Add Agent Now*. If you are using Gsuite, IMAP, MS Exchange or o365 you can select the appropriate option and complete the fields to add your agent. The standard option is to add each mailbox one-by-one and each mailbox owner will receive an authentication email which includes a link they need to click to give TTR permission to track their email performance.

   If you are using o365, you can choose to bulk add agents by selecting the *Bulk Add* option and then choosing the o365 option on the next page. When using the *Bulk Add* option, you need to authenticate with an o365 admin user's credentials once and then you will be redirected back to TTR where you will see a list of all the mailboxes on your o365 account. Simply *tick* the mailboxes you want to track and click *Add* and the mailboxes will be tracked by TTR.

7. Once you have added your agents, your setup is complete and you can navigate away from the wizard.

Agents/Mailboxes (a.k.a mailboxes)

Gsuite

1. When in the dashboard, click on *Add/Remove Agents* on the left menu.
2. On the next page click on *Bulk Add.*
3. Choose the Gsuite option.
4. Follow the instructions on the next page:

Before you get started with G Suite Bulk add functionality, you need to complete a few steps in your G Suite account in order to allow TimeToReply to connect with your account. Following the steps below, you will be granting TimeToReply permission to read Gmail Metadata, and read a list of all the users on your G Suite Account

1. Visit https://admin.google.com to log in to your G Suite Admin Panel
2. Click "Security"
3. Click "Advanced settings"
4. Click "Manage API client access"
5. You should be presented with a screen that allows you to add a new API client, and shows your existing API Clients. Should you ever wish to revoke access to your G Suite Account, you can simply remove our Client ID from this screen.
6. For Client Name, enter TimeToReply app Client ID: **106363700407289388807**
7. For "One or More API Scopes", enter the following: **https://www.googleapis.com/auth/gmail.metadata,** **https://www.googleapis.com/auth/admin.directory.user.readonly**

Once you have completed the steps above, we also need to know which G Suite Administator email address we should use. Timetoreply will impersonate this Admin account (with read-only permissions) to list all users within your G Suite account. This will allow you to tick each one you want to add as an agent in TimeToReply.

5. Once you have completed these steps, enter your GSuite admin email address at the bottom of the page and click "Continue to agent selection".
6. You will be directed to a page that will list all of the mailboxes on your Gsuite environment. Simply "tick" the ones you want to add to timetoreply™ to be tracked and click "Save Agents".
7. Your mailboxes will be connected to timetoreply and the system will start analyzing your email header information to produce email reply time metrics and advanced email analytics.

O365 / Office 365

1. When in the dashboard, click on Agents/Mailboxes on the left menu.
2. On the next page click on *Add Now* button
3. Enter the agent's / mailbox name, enter the email address and select the Microsoft / o365 option from the dropdown and click *Send Invite*.
4. An invite email will be sent to the mailbox you have entered and it will include an authorization link/button.
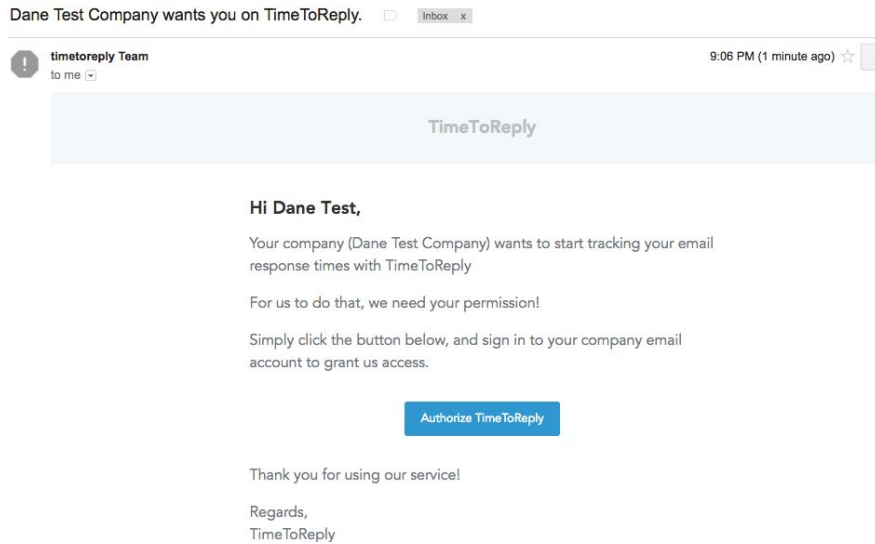
The mailbox owner needs to click on *Authorize TTR*.

5. The link will redirect them to a Microsoft login page. The user will need to log into the Microsoft o365 account that is being added to TTR and click on the button to Grant TTR access.
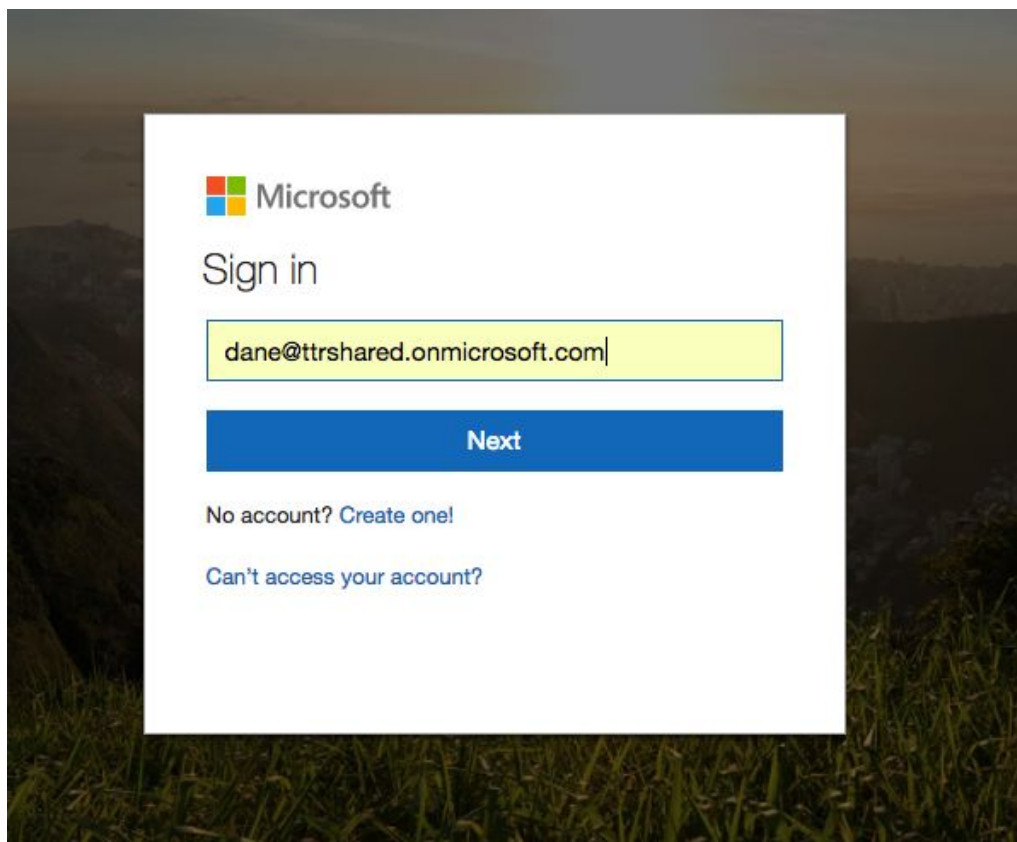
6.

7. Once permission has been granted, you can refresh the Add/Remove agents page in the dashboard and you should see a 'tick' next to the mailbox that has just been added. Approximately 10 minutes later there should be data in the dashboard for that mailbox. You can see if there is data by going to the *Overview Report* or the *Message Logs* in the dashboard.

O365 Bulk Add Agents / Office 365 Bulk Add Agents

1. Go to Agents/Mailboxes and click on the *bulk add* button.
2. On the next page, click on the *bulk add agents* button under the Microsoft Office 365 option.
3. You will be redirected to an o365 login page. Sign in using a super admin account and accept the permissions.
4. You will be redirected back to TTR where you will see a list of all of your mailboxes. Tick the mailboxes you want to add to TTR and click *save agents*.

IMAP

1. Go to Agents/Mailboxes and click on *add agent* or *add another*.
2. On the next page enter the agent or mailbox name, email address and choose *IMAP* under the type dropdown and click *send invite*.
3. A box will appear labeled *IMAP details*. Enter your hostname, port number, encryption type, mailbox username, and password, and click *save credentials* to add your mailbox to TTR.

timeto**reply**

MS Exchange

1. Go to Agents/Mailboxes and click on *add agent* or *add another*.
2. On the next page, enter the agent or mailbox name, email address and under type, add MS Exchange and click *send invite.*
3. An email will be sent to the mailbox you are trying to add. The email will include an authentication link.
4. Click on the authentication link and you will be directed to a page where you will need to click on the MS Exchange option. Enter your email address and password and click *sign in*.
5. You should automatically be redirected back to TTR. However, if we were not able to connect to your mailbox, you may be required to enter some advanced settings. If so, enter your Exchange username and Exchange server address.
6. Once successful, you will be redirected back to TTR and you should see a tick next to your mailbox, indicating it has been successfully added.

Reports

Overview Report

The report overview page allows you to view data for your entire account or you can filter to a specific mailbox, team, individuals, group/shared mailboxes, customers and suppliers.

The first section of the Overview Report contains your date range selection boxes, search by email subject and most importantly two boxes that allow you to query your data. The way that one would query data is always "Show stats for x" when communicating with "when communicating with y".

For example:

Show stats for **My Company** _when communicating with_ **Everyone Else** would show you your stats for how your company is responding to everyone external to your company (i.e. ignoring all internal email communication).

Show stats for **John Smith** _when communicating with_ **@cocacola.com** would show you how your agent John Smith is communicating with anyone at your customer Coca Cola.

Show stats for **John Smith** _when communicating with_ **sarah@cocacola.com** would show you how your agent John Smith is communicating with your customer Sarah from Coca Cola.

If you click on "More Settings" a panel will appear that has numerous additional settings. You can use these additional settings to filter your data by toggling the switches on/off. If you want to see all inbound email conversations that have not received a reply from your company you can toggle "Outbound" and "Internal" off under Conversation Types and toggle "Have Replies" and "Have Forwards" off under Should The Conversation Have Replies. That will mean that only Inbound and Have

No Replies will be toggled on and you will see stats for inbound conversations that have not received a reply.

The next section displays your volumes of conversations, no. of emails received and no. of emails sent. If you click the +More button you will see more information about each of those volumes.

If you click on +MORE below the Conversation, Emails received or Emails Sent stats, you will get a detailed breakdown of the metrics. The definitions are explained below:

TOTAL CONVERSATIONS 397	**Total Conversations** The total number of email conversations or threads. Note, that the total number of email conversations could be 10, but the total number of emails could be 100 if there were 10 emails back and forth per conversation. So the Total Conversation is the total number of conversations and not the total number of emails/messages.

INTERNAL CONVERSATIONS **2**	**Internal Conversations** The total number of conversations that occur between two agents on timetoreply™.
INBOUND CONVERSATIONS **379**	**Inbound Conversations** The total number of conversations that have been started as a result of an inbound email being the initial email (first email) to the conversation. If a customer emails in and starts a new email conversation thread that is seen as an inbound conversation.
OUTBOUND CONVERSATIONS **949**	**Outbound Conversations** The total number of conversations that have been started as a result of an outbound email being the initial email (first email) to the conversation. If one of your agents sends an email to a customer and starts a new email conversation thread that is seen as an outbound conversation.
CONVERSATIONS WITH REPLIES Total: **33** Agent: **28**	**Conversations With Replies** The total number of conversations that have received a reply. The total includes agent replies and external replies. The agent total is the number of conversations the agent has responded to.
COMPLETION RATIO **7.05%**	**Completion Ratio** The number of inbound conversations divided by the number of agent conversation replies gives you the completion ratio. This is the percentage of new inbound emails that are responded to by your agent(s).
TOTAL MESSAGES Total: **611** Agent: **79**	**Total Messages** The total number of messages (sent and received) in the system.

FIRST MESSAGES Total: **400** Agent: **14**	**First Messages** The total number of emails that start a new conversation. I.e. the total number of initial emails (sent or received that start a new conversation).
REPLY MESSAGES Total: **76** Agent: **26**	**Reply Messages** The total number of messages that were replies, whereby the respondent clicked 'reply' to respond to the email. This does not include 'reply all' or 'forward'.
REPLY ALL MESSAGES Total: **48** Agent: **25**	**Reply All Messages** The total number of messages that were replies whereby the respondent clicked 'reply all' in response. This does not include 'reply all' or 'forward'.
FORWARD MESSAGES Total: **87** Agent: **14**	**Forward Messages** The total number of messages that were forwarded.

AVG. INITIAL TTR **01h:04m:59s**	**Average Initial Reply Time** The average response time of your company, team, shared mailbox or agent (depending on what filter you have applied), to first emails. I.e. new emails that start a conversation. Also known as 'average first response time'.
AVG. OVERALL TTR **01h:39m:28s**	**Average Overall Reply Time** The average response time of your company, team, shared mailbox or agent (depending on what filter you have applied), to all emails (first emails and all other conversational emails).

timeto**reply**

There are two "Average Reply Time" blocks. One with green numbers and one with blue numbers. The green numbers take business hours into account, while the blue numbers ignore business hours and take all the time that has elapsed between receiving an email and replying to an email when calculating the email response times.

The numbers are all averages. There are three stats, namely; (Average) Initial Reply Time, (Average) Overall Reply Time, and (Average) Forward Time.

The Initial Reply Time looks at how long your company has taken to respond to the **first email** in every conversation and averages the reply time.

The Overall Reply Time looks at how long you take to respond to every email received (first email and subsequent email replies) and works out the average time taken to reply.
The Overall Forward Time looks at how long you take to forward any email received and works out the average time it takes your company to forward emails.

If you click on +More, you will see a percentile breakdown of how many emails you respond to within the different time bands. For example, even if your average initial response time is 19m:08s, your business might be responding to 80% of emails in under 10 minutes. You can set your own Reply Time Goals (bands) by clicking on "Reply Time Goals" in the top section below More Settings.

Average Reply Times - Taking Account of Business Hours		
Initial Reply Time	Overall Reply Time	Overall Forward Time
01h:27m:59s	02h:48m:12s	18h:57m:42s
⊕ More	⊕ More	⊕ More

Average Reply Times - Ignoring Business Hours		
Initial Reply Time	Overall Reply Time	Overall Forward Time
06h:26m:37s	11h:29m:25s	75h:38m:41s
⊕ More	⊕ More	⊕ More
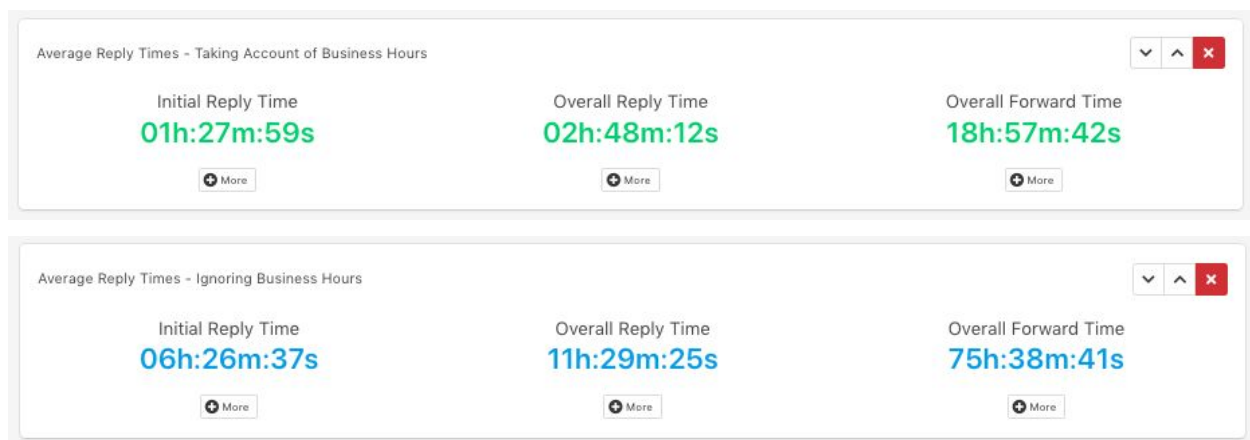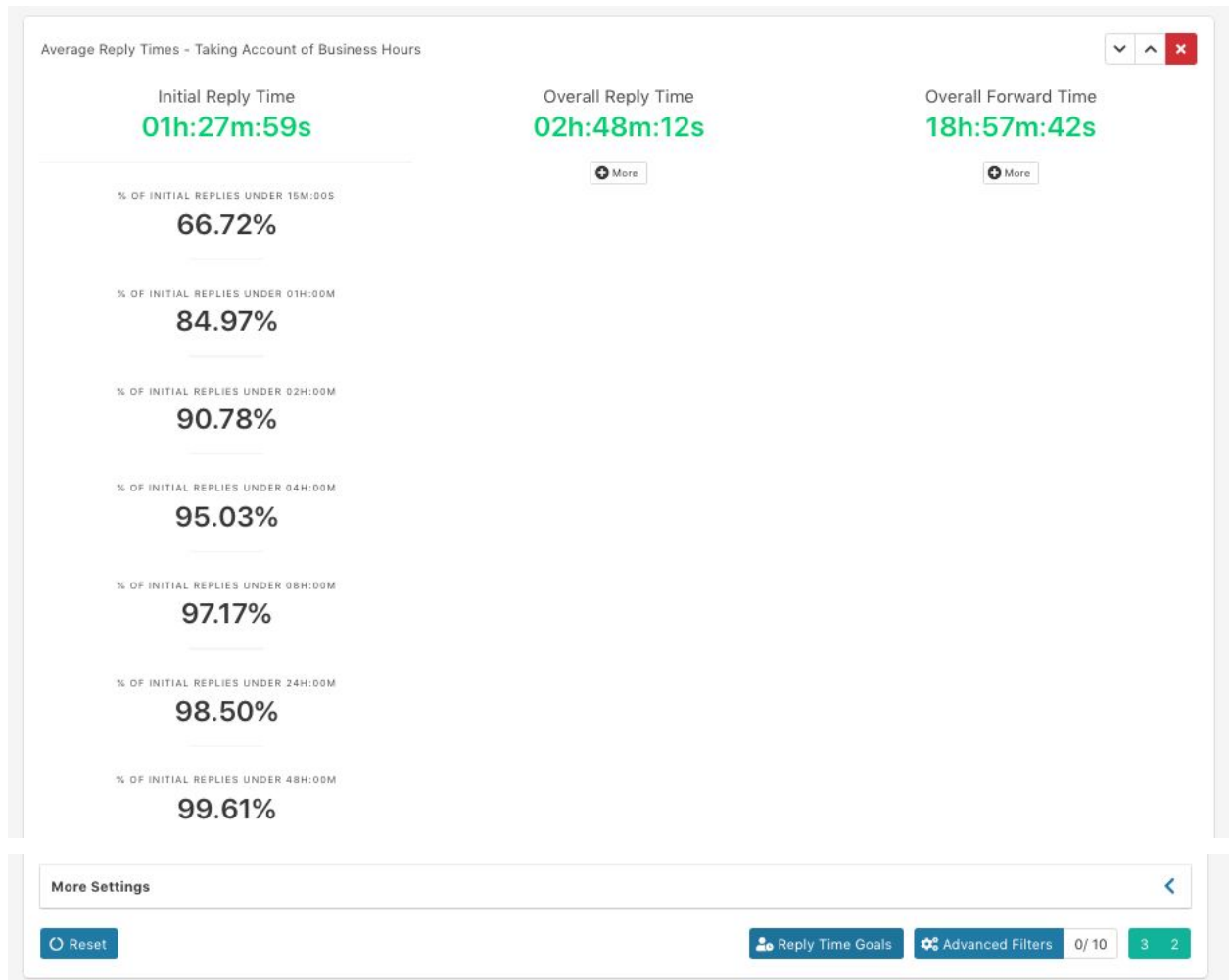
The following section is a table that breaks down the overall performance by agent/mailbox. Using the *Display Options* tick boxes you can choose which columns you want to hide/display. You can rank by any column by clicking on the header of that column. The column names are explained below:

Email	Mailbox or alias that the statistics are linked to.
Conversation	The number of conversations/threads.
Internal	The number of emails between two or more of the agents/mailboxes that have been added to TTR.
Inbound	The number of conversations that started with an email from an external source. I.e. not started by one of your agents that are on TTR.

Outbound	The number of conversations started by one of your agents that have been added to TTR.
Have Replies	The number of conversations that have received a reply.
Messages (R)	The total number of messages received by your agents/mailboxes.
Messages (S)	The total number of messages sent by your agents/mailboxes.
First (R)	The total number of first messages received by your agents/mailboxes.
First (S)	The total number of first messages sent by your agents/mailboxes.
Replies (R)	The total number of replies received by your agents/mailboxes.
Replies (S)	The total number of replies sent by your agents/mailboxes.
Reply-alls (R)	The total number of reply-alls received by your agents/mailboxes.
Reply-alls (S)	The total number of reply-alls sent by your agents/mailboxes.
Forwards (R)	The total number of forwards received by your agents/mailboxes.
Forwards (S)	The total number of forwards by your agents/mailboxes.
Initial TTR	The average response time of your company, team, shared mailbox or agent (depending on what filter you have applied), to first emails. I.e. new emails that start a conversation. Also known as 'average first response time'.
Overall TTR	The average response time of your company, team, shared mailbox or agent (depending on what filter you have applied), to all emails (first emails and all other conversational emails).

Agent Email Totals Breakdown

Table Options ⊕

Email	Conversations ↓	Emails (R)	Emails (S)	Initial TTR	Overall TTR	Overall TTF
dane@timetoreply.com	471	554	126	19m:53s	17h:20m:12s	234h:40m:15s
devon@timetoreply.com	83	96	9	07m:35s	10h:53m:28s	06h:01m:43s
robert@timetoreply.com	51	51	8	20m:18s	22m:01s	06h:00m:00s
matt@timetoreply.com	40	48	2	17m:35s	17m:35s	N/A

Statistics by day: The graph includes emails sent, emails received, the average initial email reply time, average overall reply time and the average time to forward.
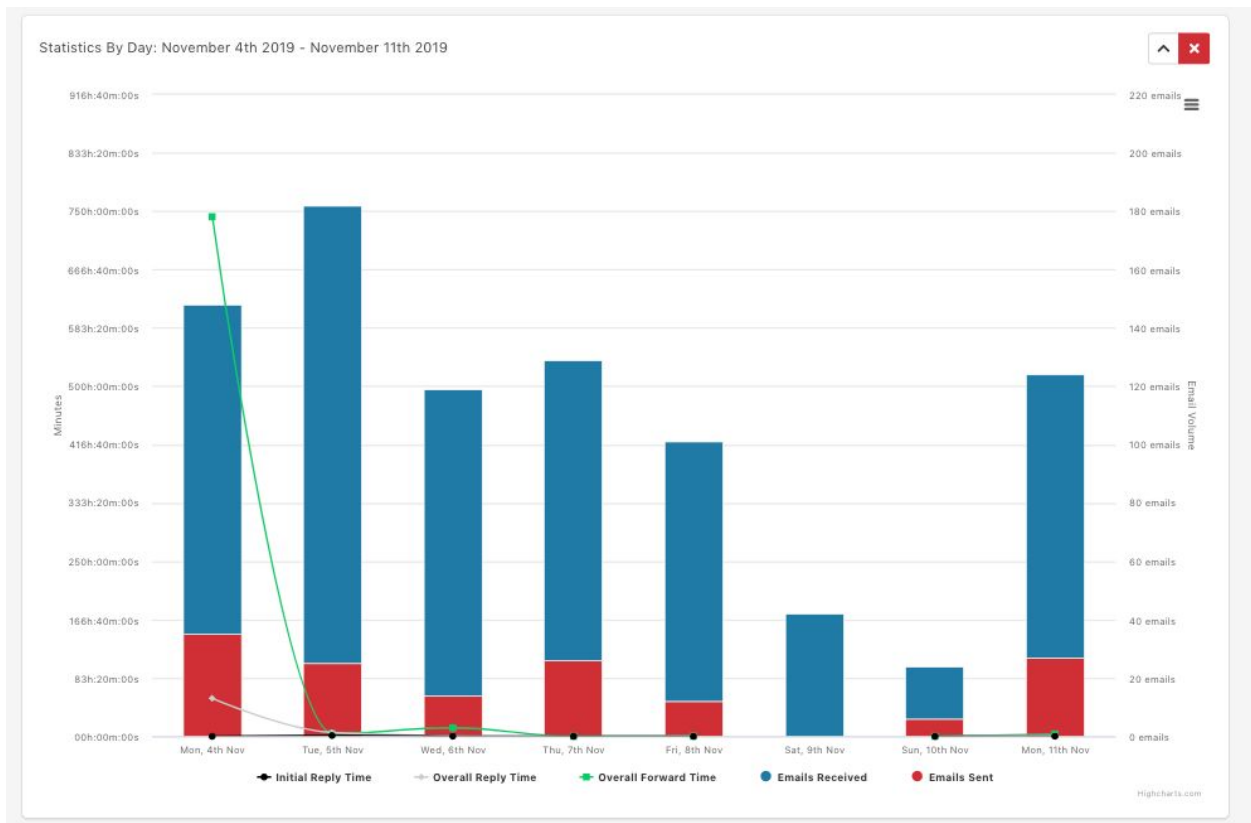
Average emails for the time interval (the date ranges selected for the report):
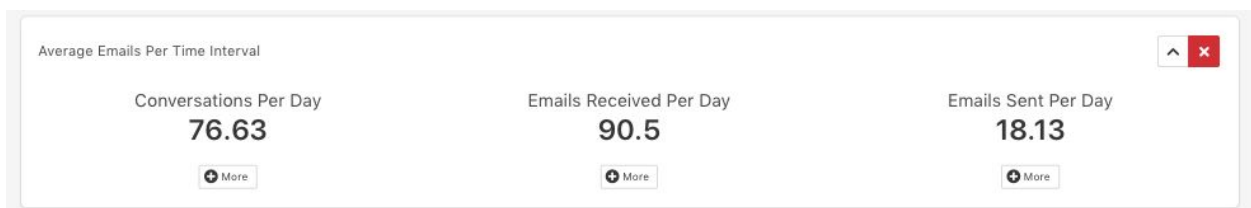
Average traffic by weekday:

Average Traffic By Weekday: November 4th 2019 - November 11th 2019
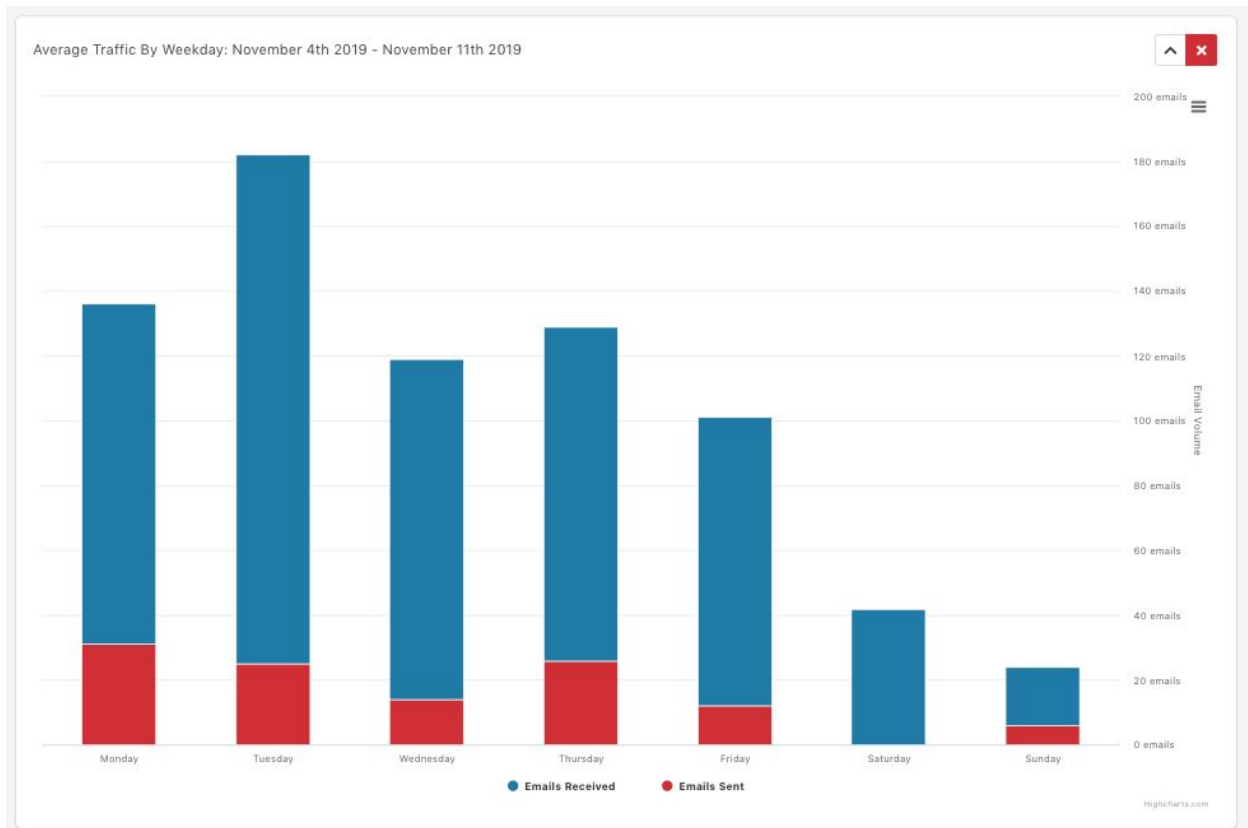
Average traffic by hour of the day:

Average Traffic By Hour: November 4th 2019 - November 11th 2019
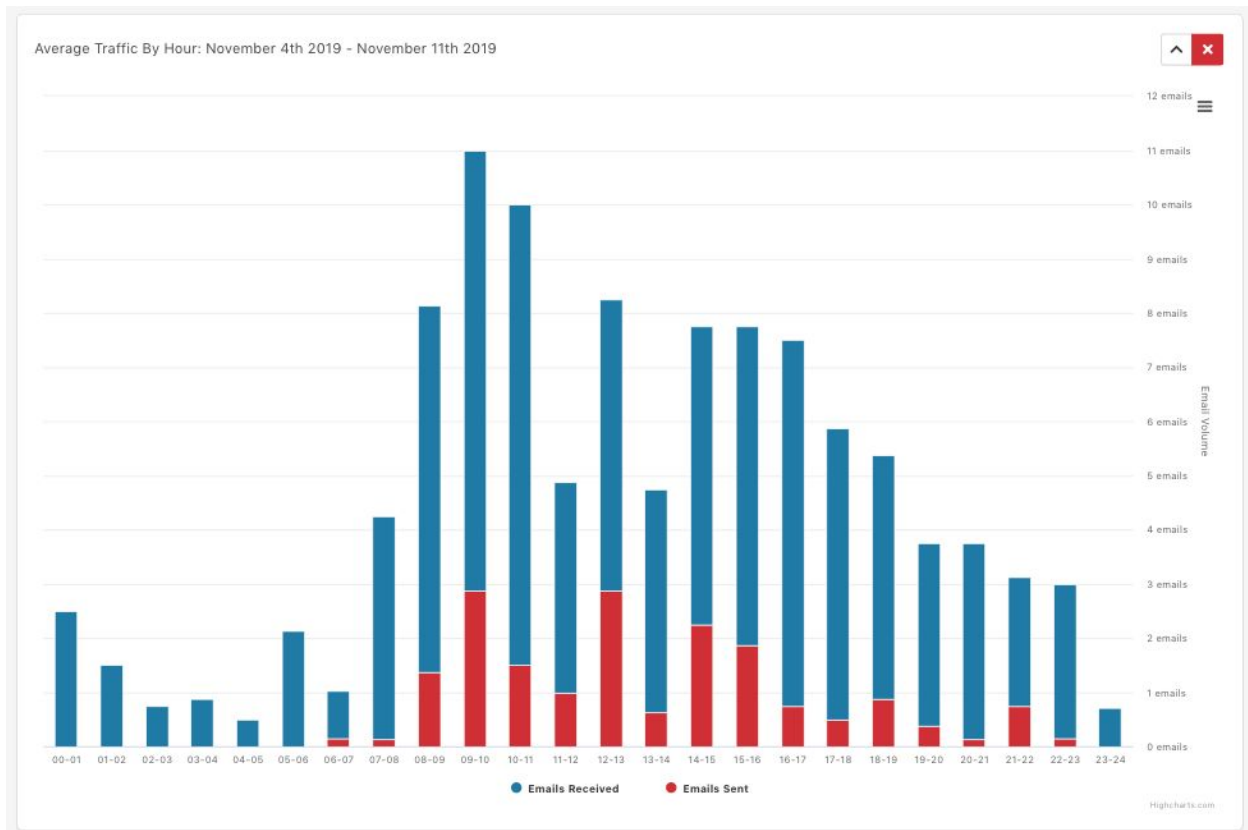
Agent reply ratio (i.e. the percentage of emails that are being responded to per day):

Agent Reply Ratio: November 4th 2019 - November 11th 2019
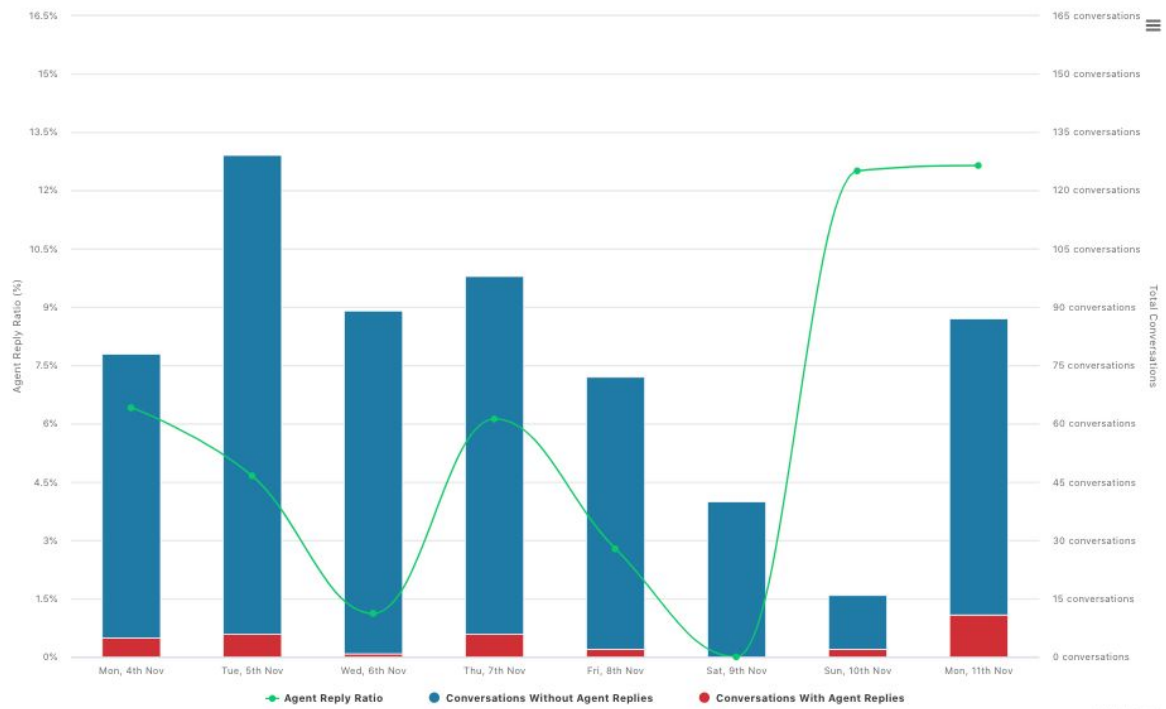
Comparative Report

The comparative report section allows you to see how your agents are performing compared to one another. Each graph is explained below.

All of the graphs can be downloaded at once by clicking on *Download Report As PDF*

You can download a specific graph by clicking on the ☰ icon next to the graph.
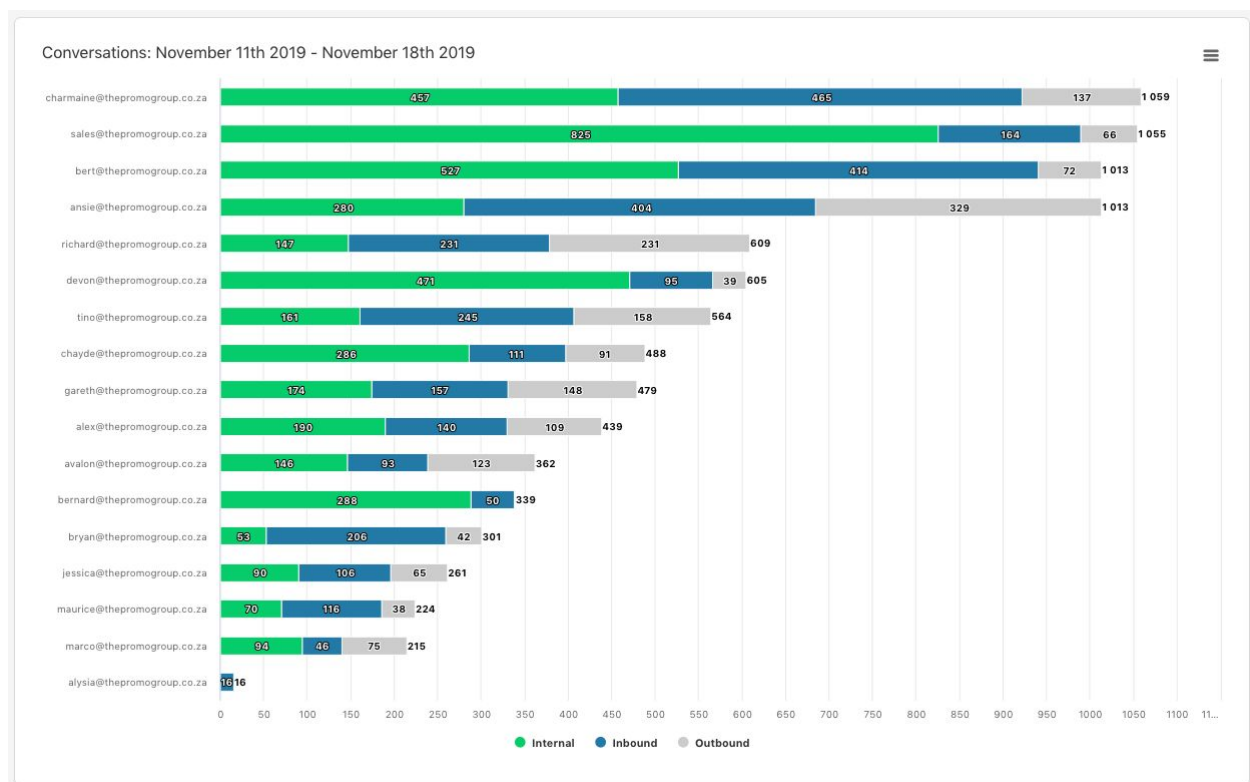
The Conversation Graph shows the total number of **internal**, **inbound** and **outbound** conversations during the selected date range. **Internal conversations** are conversations between two or more agents who have been added to your TTR account. **Inbound conversations** are conversations that have started as a result of an external person (customer, supplier, agent not on TTR) sending a new email to your company. **Outbound conversation** is a conversation that has started as a result of one of your TTR agents sending a new email to an external person (customer, supplier, agent not on TTR).

Avg Initial Time To Reply: November 11th 2019 – November 18th 2019

Agent	Avg Initial Time To Reply
bernard@thepromogroup.co.za	00h:08m:04s
marco@thepromogroup.co.za	00h:14m:04s
maurice@thepromogroup.co.za	00h:17m:20s
gareth@thepromogroup.co.za	00h:17m:27s
sales@thepromogroup.co.za	00h:23m:51s
avalon@thepromogroup.co.za	00h:25m:10s
devon@thepromogroup.co.za	00h:26m:55s
alex@thepromogroup.co.za	00h:50m:19s
chayde@thepromogroup.co.za	01h:01m:43s
bert@thepromogroup.co.za	01h:06m:27s
jessica@thepromogroup.co.za	01h:30m:19s
tino@thepromogroup.co.za	01h:31m:19s
ansie@thepromogroup.co.za	03h:21m:57s
charmaine@thepromogroup.co.za	03h:47m:07s
bryan@thepromogroup.co.za	04h:03m:39s
richard@thepromogroup.co.za	06h:45m:32s

The Avg Initial timetoreply™ graph shows each agent's average initial response time in hours: minutes: seconds format.

Emails Received: November 11th 2019 – November 18th 2019

Agent	First	Reply	Reply-All	Forward	Total
ansie@thepromogroup.co.za	541	316	295	63	1 215
charmaine@thepromogroup.co.za	660	217	221	71	1 169
bert@thepromogroup.co.za	617	50	72	118	857
tino@thepromogroup.co.za	252	279	112	46	689
chayde@thepromogroup.co.za	182	228	162	75	647
richard@thepromogroup.co.za	186	298	94	57	635
gareth@thepromogroup.co.za	181	259	83	51	574
alex@thepromogroup.co.za	188	213	49	35	485
devon@thepromogroup.co.za	317	30	77	38	462
bernard@thepromogroup.co.za	281	122		20	433
avalon@thepromogroup.co.za	116	197	62	32	407
jessica@thepromogroup.co.za	98	154	102	38	392
sales@thepromogroup.co.za	301	48			353
maurice@thepromogroup.co.za	118	94	35	32	279
bryan@thepromogroup.co.za	216	9	26		266
marco@thepromogroup.co.za	58	96	54	16	224
alysia@thepromogroup.co.za	9				9

● First ● Reply ● Reply-All ● Forward

The **Emails Received** graph show the number of emails each agent/mailbox has **received**. It is broken up into "first", "reply", "reply-all" and "forward". "First" is how many new inbound conversations the agent has received, "reply" is the number of replies the agent has received, "reply-all" is the number of reply-all replies the agent has received and "forwards" is the number of forwards the agent has received.

Emails Sent: November 11th 2019 – November 18th 2019

Agent	First	Reply	Reply-All	Forward	Total
sales@thepromogroup.co.za	539	71	1	162	773
ansie@thepromogroup.co.za	287	149	21	211	668
gareth@thepromogroup.co.za	182	275	85	100	642
richard@thepromogroup.co.za	245	244	54	82	625
tino@thepromogroup.co.za	151	248	58	132	589
avalon@thepromogroup.co.za	146	187	61	151	545
chayde@thepromogroup.co.za	93	237	111	74	515
charmaine@thepromogroup.co.za	110	118	7	209	444
alex@thepromogroup.co.za	87	229	47	78	441
jessica@thepromogroup.co.za	78	139	59	98	374
bernard@thepromogroup.co.za	3	354		49	370
marco@thepromogroup.co.za	85	92	41	104	322
maurice@thepromogroup.co.za	45	90	14	29	178
bert@thepromogroup.co.za	27	74	20	32	153
devon@thepromogroup.co.za	56	34	14	38	142
bryan@thepromogroup.co.za	25	10	9	17	61
alysia@thepromogroup.co.za					0

First ● Reply ● Reply-All ● Forward

The **Emails Sent** graph shows the number of emails each agent/mailbox has **sent**. It is broken up into "first", "reply", "reply-all" and "forward". "First" is how many new outbound conversations the agent has started, "reply" is the number of replies the agent has sent, "reply-all" is the number of reply-all replies the agent has sent and "forwards" is the number of forwards the agent has sent.

Total Replies Sent: November 11th 2019 - November 18th 2019

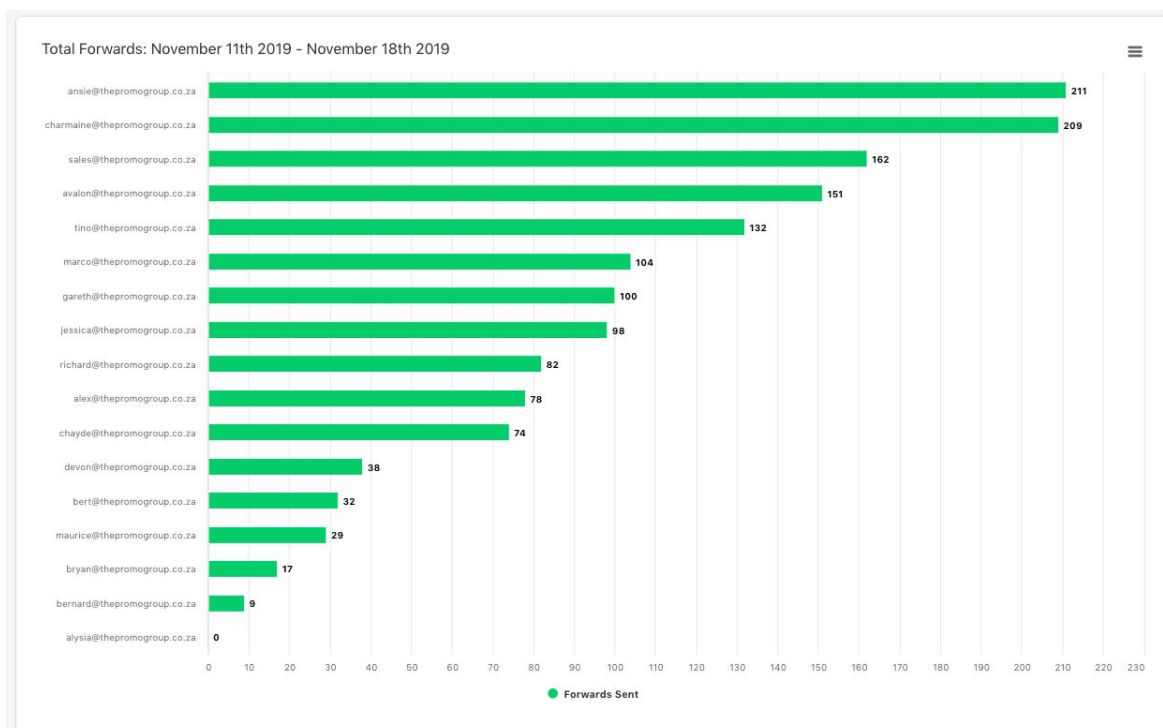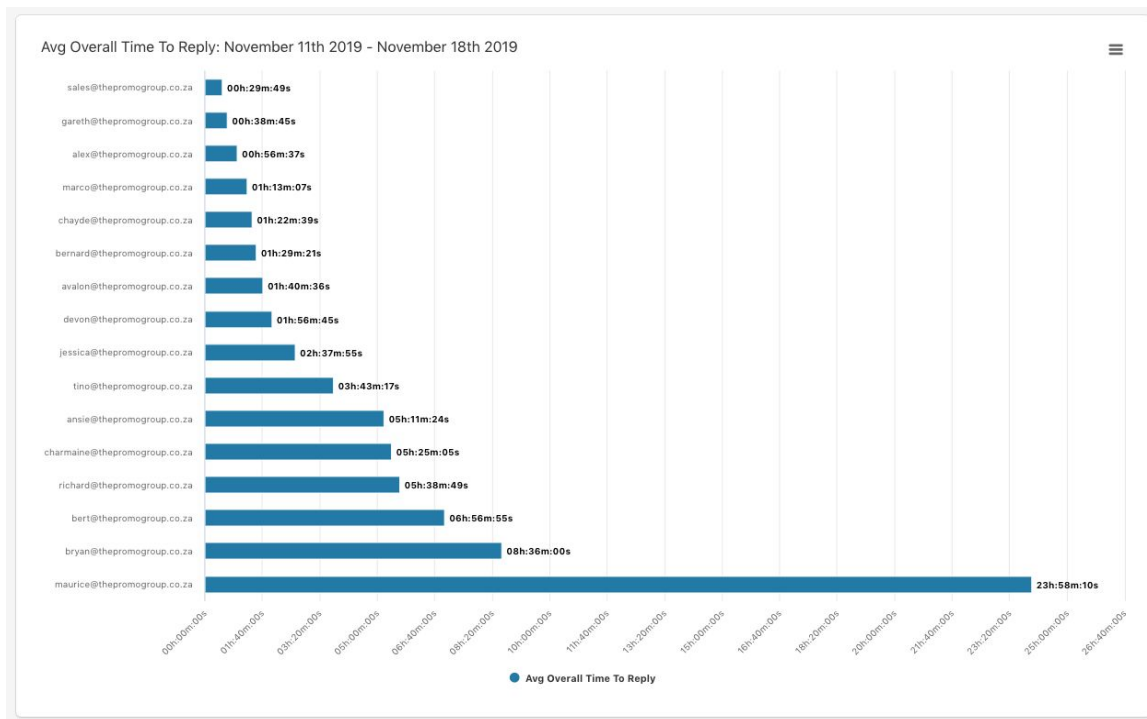| Agent	Total Replies Sent
gareth@thepromogroup.co.za	360
bernard@thepromogroup.co.za	358
chayde@thepromogroup.co.za	348
tino@thepromogroup.co.za	306
richard@thepromogroup.co.za	298
alex@thepromogroup.co.za	276
avalon@thepromogroup.co.za	248
jessica@thepromogroup.co.za	198
ansie@thepromogroup.co.za	170
marco@thepromogroup.co.za	133
charmaine@thepromogroup.co.za	125
maurice@thepromogroup.co.za	104
bert@thepromogroup.co.za	94
sales@thepromogroup.co.za	72
devon@thepromogroup.co.za	48
bryan@thepromogroup.co.za	19
alysia@thepromogroup.co.za	0

● Total Replies Sent

The **Replies Sent** graph shows the total number of emails replies the agent sent (reply + reply-all, excluding forwards).

Total Forwards: November 11th 2019 - November 18th 2019

Agent	Forwards Sent
ansie@thepromogroup.co.za	211
charmaine@thepromogroup.co.za	209
sales@thepromogroup.co.za	162
avalon@thepromogroup.co.za	151
tino@thepromogroup.co.za	132
marco@thepromogroup.co.za	104
gareth@thepromogroup.co.za	100
jessica@thepromogroup.co.za	98
richard@thepromogroup.co.za	82
alex@thepromogroup.co.za	78
chayde@thepromogroup.co.za	74
devon@thepromogroup.co.za	38
bert@thepromogroup.co.za	32
maurice@thepromogroup.co.za	29
bryan@thepromogroup.co.za	17
bernard@thepromogroup.co.za	9
alysia@thepromogroup.co.za	0

● Forwards Sent

The **Total Forwards** graph shows the total number of emails that the agent forwarded.

Avg Overall Time To Reply: November 11th 2019 - November 18th 2019

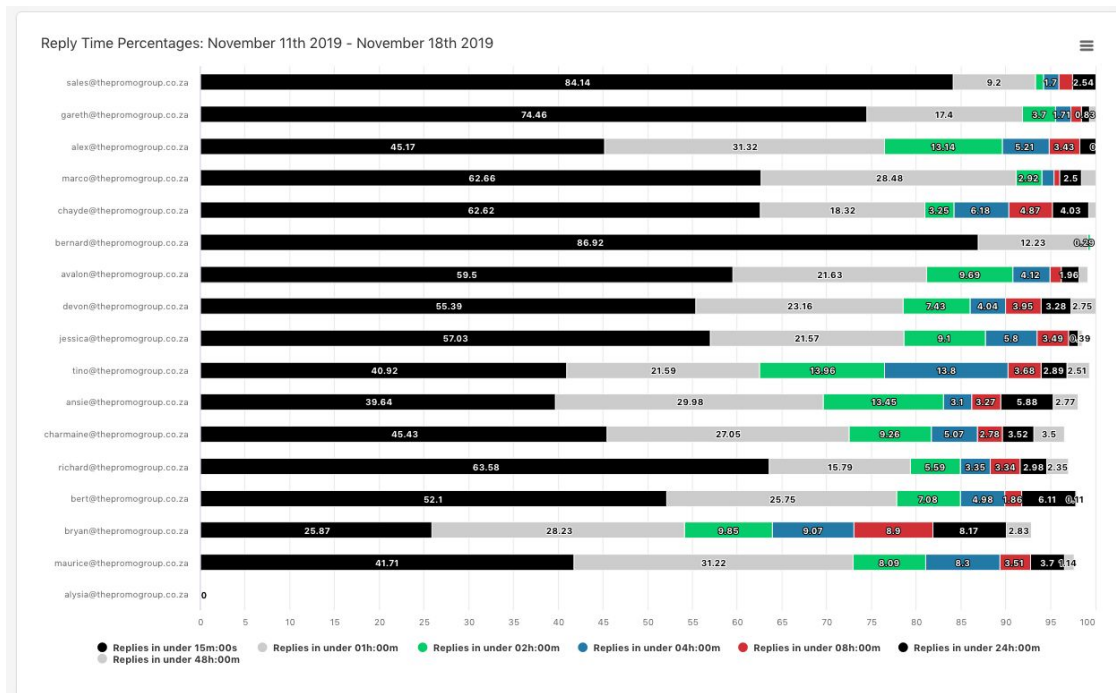| Agent	Avg Overall Time To Reply
sales@thepromogroup.co.za	00h:29m:49s
gareth@thepromogroup.co.za	00h:38m:45s
alex@thepromogroup.co.za	00h:56m:37s
marco@thepromogroup.co.za	01h:13m:07s
chayde@thepromogroup.co.za	01h:22m:39s
bernard@thepromogroup.co.za	01h:29m:21s
avalon@thepromogroup.co.za	01h:40m:36s
devon@thepromogroup.co.za	01h:56m:45s
jessica@thepromogroup.co.za	02h:37m:55s
tino@thepromogroup.co.za	03h:43m:17s
ansie@thepromogroup.co.za	05h:11m:24s
charmaine@thepromogroup.co.za	05h:25m:05s
richard@thepromogroup.co.za	05h:38m:49s
bert@thepromogroup.co.za	06h:56m:55s
bryan@thepromogroup.co.za	08h:36m:00s
maurice@thepromogroup.co.za	23h:58m:10s

● Avg Overall Time To Reply

The **Avg Overall timetoreply™** graph shows the agent's / mailbox's average overall response time.

Avg Overall Time To Forward: November 11th 2019 – November 18th 2019

Agent	Time
bernard@thepromogroup.co.za	00h:03m:49s
devon@thepromogroup.co.za	04h:09m:33s
maurice@thepromogroup.co.za	04h:40m:01s
ansie@thepromogroup.co.za	06h:24m:15s
gareth@thepromogroup.co.za	06h:59m:53s
sales@thepromogroup.co.za	07h:18m:43s
tino@thepromogroup.co.za	11h:28m:37s
richard@thepromogroup.co.za	12h:11m:42s
jessica@thepromogroup.co.za	12h:42m:32s
marco@thepromogroup.co.za	14h:47m:11s
bert@thepromogroup.co.za	19h:03m:05s
alex@thepromogroup.co.za	20h:03m:01s
charmaine@thepromogroup.co.za	22h:17m:19s
chayde@thepromogroup.co.za	30h:16m:16s
avalon@thepromogroup.co.za	39h:41m:14s
bryan@thepromogroup.co.za	129h:30m:37s

● Avg Overall Time To Forward

The **Avg Overall Time To Forward** graph shows the average time it takes an agent/mailbox to forward an email. Note, if the time says 00:00:00 the agent has forwarded emails outside of business hours where no business hour time has passed.

Reply Time Percentages: November 11th 2019 – November 18th 2019

● Replies in under 15m:00s ● Replies in under 01h:00m ● Replies in under 02h:00m ● Replies in under 04h:00m ● Replies in under 08h:00m ● Replies in under 24h:00m
● Replies in under 48h:00m

The **Reply Time Percentage** graph shows the percentage of replies that happen in under 2 hours, in under 8 hours, in under 24 hours and over 24 hours.

Forward Time Percentages: November 11th 2019 – November 18th 2019
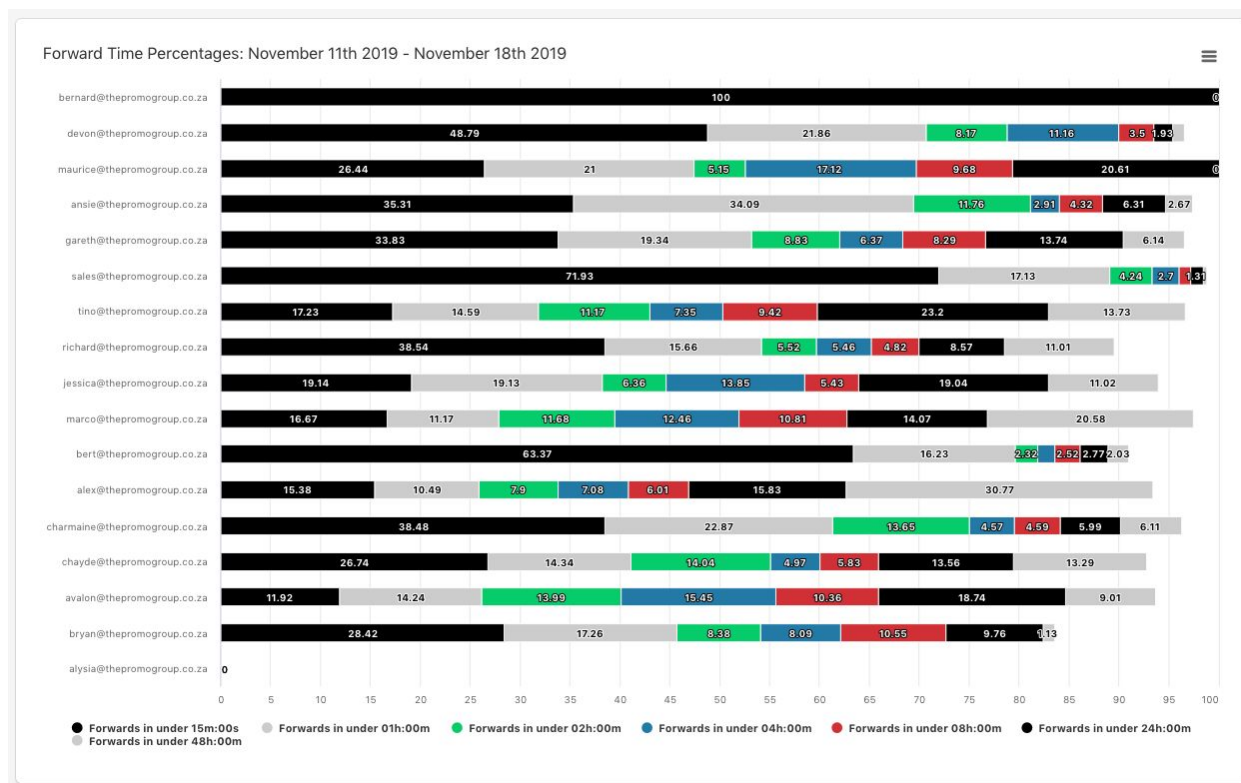
The **Forward Time Percentage** graph shows the percentage of forwards that happen in under 2 hours, in under 8 hours, in under 24 hours and over 24 hours.
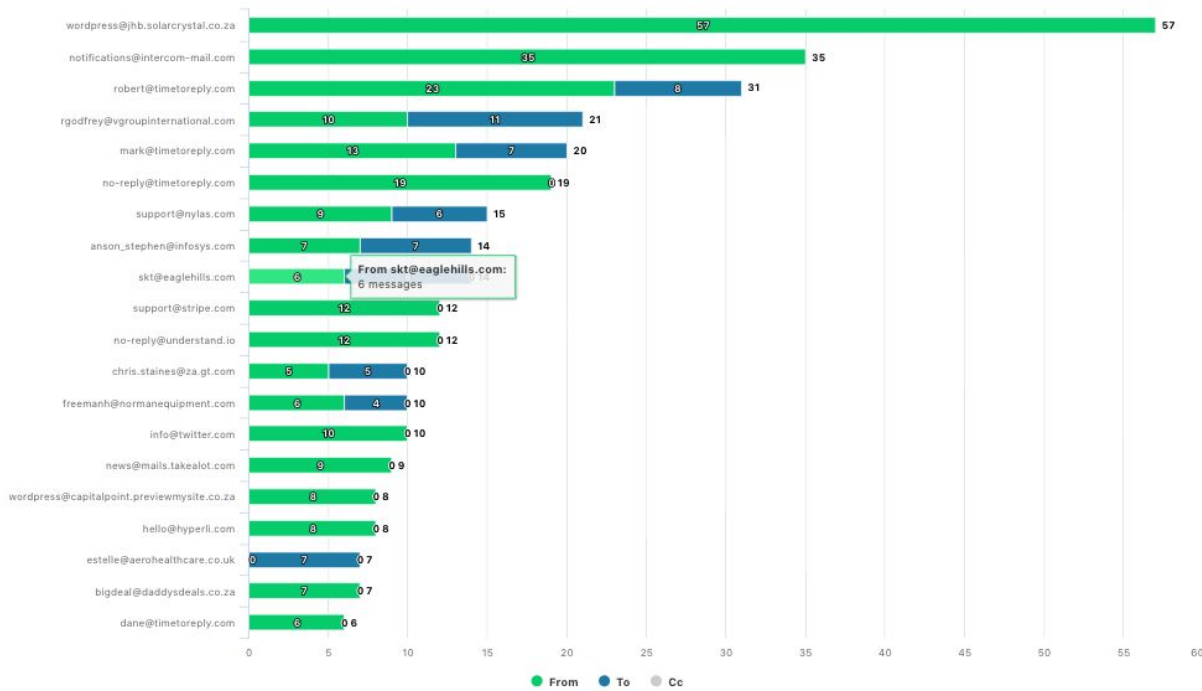
Interactions Report

The Interaction Report shows an agent's / mailbox's top interactions. I.e who that person is interacting with. To generate an interaction report, start typing the name of one of your agents into one of the 3 boxes provided:

Choose up to three agents to compare. The top 20 interactions are shown for each agent.

The report will appear below. You will be able to see how many emails were exchanged between the agent and the mailbox on the left-hand side of the graph.

Dane's top interactions

Contact	From	To	Cc	Total
wordpress@jhb.solarcrystal.co.za	57			57
notifications@intercom-mail.com	35			35
robert@timetoreply.com	23	8		31
rgodfrey@vgroupinternational.com	10	11		21
mark@timetoreply.com	13	7		20
no-reply@timetoreply.com	19	0		19
support@nylas.com	9	6		15
anson_stephen@infosys.com	7	7		14
skt@eaglehills.com	6			
support@stripe.com	12	0		12
no-reply@understand.io	12	0		12
chris.staines@za.gt.com	5	5	0	10
freemanh@normanequipment.com	6	4	0	10
info@twitter.com	10	0		10
news@mails.takealot.com	9	0		9
wordpress@capitalpoint.previewmysite.co.za	8	0		8
hello@hyperli.com	8	0		8
estelle@aerohealthcare.co.uk	0	7	0	7
bigdeal@daddysdeals.co.za	7	0		7
dane@timetoreply.com	6	0		6

From skt@eaglehills.com:
6 messages

● From ● To ● Cc

Filters (Controlling your data)

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TTR allows you to create filters on top of the data that is ingested so that you can exclude emails that you do not wish to be included when looking at your data and reports. For example, if you receive emails from LinkedIn that never require a response you may want to exclude LinkedIn emails from the data and reports.

Alternatively, you may want to filter down to a specific domain name or email address and only view the data for that particular domain or email address.

The Filters section allows you to achieve this.

We have 3 different levels of filters available:
- Domain level filters
- Email level filters
- Advanced filters.

The Domain and Email level filters can be found under the *Filters* link on the dashboard menu.

The Advanced Filters section can be found under the *Filters* link on the menu and in the top right corner of all of the report pages and log pages.

Domain-Level Filters

Domain filters (fastest)
Blocked domains give you the ability to prevent any threads containing these domains from affecting your reports. If, for example, you get a daily newsletter, you can block the sending domain here. We have also just launched Whitelisting mode. In whitelisting mode, only the domains below (and your own domains) will be considered in reports. This is useful if you have specific customers you would like to keep track of.

Enable whitelisting mode

Add domains to block

@ Eg. example.com

Block these 0 domains

To block particular certain domains (i.e. all email addresses that use that domain) from being included in the statistics you can enter the domains you want to block one-by-one in the field provided and then click "Block these X domains".

To unblock a domain *tick* the blocked domain and click *Unblock selected domain*.

timetoreply

If you unblock a blocked domain all of your historical data will now include the unblocked domain data.

The system by default ingests all data and then you can use these filters to filter our certain data you don't want, however, you can elect to use "Whitelisting mode" instead. With "whitelisting mode" enabled, the system will only ingest data from the domains that you add to the whitelist and ignore everything else.

Email Address Level Filters

Email filters (fast)

Email filters allow you to be a little more specific than domain filters. You can block any threads containing specific email addresses from showing up in reports. You can also use email filters to narrow down your whitelisted domains if you have enabled whitelisting mode. For example you could block a specific email address such as "notifications@example.com" even if you have whitelisted the "example.com" domain.

Add email addresses to block

Eg. example@example.com

Block these 0 email addresses

⬆ Alternatively, upload a CSV of email addresses to block

Block Email Addresses From CSV

To block particular email addresses from being included in the statistics you can either enter the email addresses you want to block one-by-one in the field provided or alternatively you can upload a .csv file.

To unblock an email address *tick* the blocked email addresses and click *Unblock selected email address*.

If you unblock a blocked email address all of your historical data will now include the unblocked email address data.

Advanced Filters

Advanced Filters allow you to "filter in" or "filter out" emails based on conditions you create when creating an advanced filter.

For example:
If you want to only view data where john@companyA.com emailed into your company you would create a filter that says:

Filter when FROM -> EQUALS -> john@companyA.com

If you want to exclude all emails where john@companyA.com was in the FROM address you would create:

Filter when FROM -> DOES NOT EQUAL -> john@companyA.com

If you wanted to exclude all emails that were between people who work at your company you could create:

Sheduled Reports

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If you would like to receive any of the reports via email, you have the ability to set up scheduled reports. You can choose the type of report, set your filters and choose between PDF or Excel format. Scheduled reports can be set to be received daily, weekly on a specific day or monthly on a specific day and time.

Create A Scheduled Report
Set up a scheduled report to show the information you need

Set up the type of report you want, and how often you want to get it.

Name	
Type	Overview PDF (An overview of your company's performance) ⌄
Description	Snap shot of your overall performance. Includes email volumes, response times and agent break down table.
Frequency	Weekly (the report will contain data about the past week, and be sent every week) ⌄
Time of day	**Hours** **Minutes**
	━ 9 ＋ ━ 0 ＋
Custom Email Addresses	Eg. example@example.com ❓
Days of the week (you can choose multiple days)	☑ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Saturday ☐ Sunday

Set up any filters you would like to be applied to your report.

Show stats for:
🔍 My Company
Choose from your company or type a customer domain or email address

⇄

When communicating with:
🔍 Anybody
Choose from your company or type a customer domain or email address

More Settings ‹

💾 Save Report Schedule

Downloading Reports

If you want to download any of the reports you can do so by clicking the *Download* button and choose PDF, Excel (xlsx), Excel (xls), or CSV.
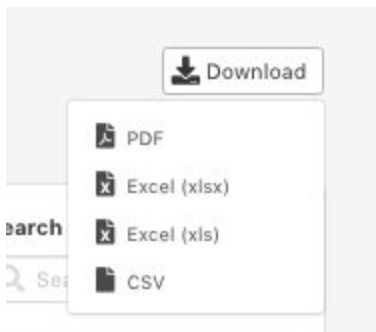
The report download will be based on the date range and filters you have selected prior to clicking the button. If you would like to download specific graphs you can click on the burger icon (three lines) and choose a download option.

Exporting Data To Excel or CSV

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You can export your data to excel or CSV by going to either the message logs or conversation logs pages and clicking on *Export to Excel* button in the top right-hand corner.

NOTE: Exporting from the conversation log will only provide the first emails for each conversation. If you export from the messages log you will receive ALL email data.

Email Logs

TTR's Email Log section displays all of the email data TTR has ingested. TTR displays the data in two views, the **Conversation Log** and the **Messages Log**.

Conversation Logs

The Conversation Log displays all of your email data grouped by conversation or thread. Instead of seeing a flat view of all of your emails in chronological order, the Conversation Log displays the emails in conversations that can be expanded by clicking on the arrow icon next to the initial email.

When filtering by different date ranges, TTR will first look for all conversations that started within the specified date range and then find all of the emails that belong to those conversations that fall between the date range. If a conversation started outside of the date range it will appear in the Conversation Log, but it will be blacked out showing that it falls outside of the date range or filters that have been set.

Please note that you can scroll left and right in the table on the conversation logs screen

If you click on the blue arrow, you can expand the conversation and view messages that form part of the conversation.

Table Options ⊕

	Subject	From	To	CC	Type	Initial TTR	Messages	Date ↓
›	RE: TD quote	carla@monsterpe.co.za	gareth@thepromogroup.co.za		←	01m:58s	11	Nov 19t 2019 11:04:2
›	RE: Order confirmation 4626	elize@entrypro.co.za	gareth@thepromogroup.co.za		←	09m:45s	13	Nov 19t 2019 11:04:2
›	RE: The pages and the code	gareth@thepromogroup.co.za	ec.enterprises@outlook.com		→	09m:40s	6	Nov 19t 2019 10:59:0
›	RE: Mug Enquiry	nicole@thumbzup.com	avalon@thepromogroup.co.za		→	05m:03s	19	Nov 19t 2019 10:43:5
›	RE: Quote 7977	yvette@konesolutions.co.za	richard@thepromogroup.co.za		←	05m:15s	6	Nov 19t 2019 10:43:1
›	RE: SAIIA-USBs	gareth@thepromogroup.co.za	hanneke.vanderwesthuizen@wits.ac.za	cyril.prinsloo@wits.ac.za	←	141h:53m:33s	26	Nov 19t 2019 10:42:0
›	Re: Rooted Kids Order	7netanja@gmail.com	marco@thepromogroup.co.za		→	39m:34s	10	Nov 19t 2019 10:35:4

*timeto**reply***

Subject	From	To	CC	Type	TTR	TTR (No business hours)	Date ↓
Re: Screen Cleaner Artwork Attached for order DE191 (Excluded from statistics due to applied filters)	kim@mamelamedia.co.za	demi@thepromogroup.co.za	kristy@mamelamedia.co.za ansie@thepromogroup.co.za yvette@mamelamedia.co.za	↩	15m:15s	15m:15s	Nov 19th 2019 10:10:16
RE: Screen Cleaner Artwork Attached for order DE191 (Excluded from statistics due to applied filters)	demi@thepromogroup.co.za	kristy@mamelamedia.co.za	ansie@thepromogroup.co.za kim@mamelamedia.co.za	↩	117h:56m:11s	117h:56m:11s	Nov 19th 2019 09:55:01
Re: Artwork Attached for order DE191	kim@mamelamedia.co.za	ansie@thepromogroup.co.za		↩	10m:06s	10m:06s	Nov 14th 2019 12:02:06
RE: Artwork Attached for order DE191	ansie@thepromogroup.co.za	kim@mamelamedia.co.za		→	10s	10s	Nov 14th 2019 11:59:00
Re: Screen Cleaner Artwork Attached for order DE191	kristy@mamelamedia.co.za	demi@thepromogroup.co.za	ansie@thepromogroup.co.za kim@mamelamedia.co.za	↩	02m:43s	02m:43s	Nov 14th 2019 11:58:50
Screen Cleaner Artwork Attached for order DE191	kim@mamelamedia.co.za	kristy@mamelamedia.co.za	demi@thepromogroup.co.za ansie@thepromogroup.co.za	↩	13m:07s	13m:07s	Nov 14th 2019 11:56:07
RE: Artwork Attached for order DE191	demi@thepromogroup.co.za	ansie@thepromogroup.co.za		↩	12m:29s	12m:29s	Nov 14th 2019 11:55:29
Re: Artwork Attached for order DE191	kim@mamelamedia.co.za	ansie@thepromogroup.co.za	demi@thepromogroup.co.za	↩	11m:52s 🏆	11m:52s	Nov 14th 2019 11:54:52

Reply All
n ↩
m

inbound
n ←

Initial
☆

Reply
n ↩

Forward
→

Message Logs

The Messages Log does not group the email data into conversations/threads and instead shows each email individually in chronological order.

When filtering by a date range, TTR will look for all emails that fall within the date range.

	TOTAL MESSAGES	FIRST MESSAGES	REPLY MESSAGES	REPLY ALL MESSAGES	FORWARD MESSAGES	AVERAGE OVERALL TTR
Received	8165	3796	2594	1137	631	03h:18m:05s
Sent	6848	2159	2551	607	1526	

Table Options

Subject	From	To	CC	Class	TTR	Date ↓
TRAVEL WALLETS	mervin@jade-elephant.co.za	avalon@thepromogroup.co.za	nikita@jade-elephant.co.za jade-elephant@outlook.com	★	N/A	Nov 18th 2019 23:28:14
Re: TPG - 210D black drawstring bag	celeste.govender3@gmail.com	chayde@thepromogroup.co.za		↩	09h:43m:47s	Nov 18th 2019 23:18:47
We miss you! Make sure you're logged in.	info@send.grammarly.com	bert@thepromogroup.co.za		★	N/A	Nov 18th 2019 23:08:33
Quote	ec.enterprises@outlook.com	gareth@thepromogroup.co.za		★	N/A	Nov 18th 2019 22:36:02
RE: TPG - Workwear	desirerprinsloo0@gmail.com	tino@thepromogroup.co.za		↩	06h:04m:58s	Nov 18th 2019 22:16:58
Pre-Black Friday Deals at Esquire- Part9	sales@esquire.co.za	sales@thepromogroup.co.za		★	N/A	Nov 18th 2019 21:38:39
[Request a quote]	sales@thepromogroup.co.za	sales@thepromogroup.co.za systemfba4d22a19bea@inbound.trustedcompany.com		★	N/A	Nov 18th 2019 21:23:06
[Request a quote]	sales@thepromogroup.co.za	sales@thepromogroup.co.za		★	N/A	Nov 18th 2019 21:07:32

Teams

The Teams section allows you to add various agents/mailboxes to a team so that you can view their data collectively. For example, if you create Team 1 and you assign Agent 1, Agent 10 and Agent 20 to Team 1, when you filter by Teams > Team 1 in your reports you will see data pertaining only to Agent 1, Agent 10 and Agent 20 both collectively and individually depending on what report you are viewing.

Teams are not linked to a specific group mailbox and include all email performance of the agents that have been assigned to the team.

A Team does not have an associated email address. Reporting will show any emails for any of the Team members.

You have successfully added the following Teams:

[Add another!]

Name	Members	Actions
Legal Team	5	Edit Delete

Customer Groups

Create "Customer Groups" either by domain or by loading a group of email addresses. Once you have created a Customer Group it will become available as a filter option in your reports. For example, if you create a customer group called "Top 20 customers" you can use this as a filter in your reports to see how you are performing to your "Top 20 customers".

Customer Groups
Customer Groups allow you to easily select groups of email addresses and domains for reporting purposes.

Allows you to narrow down reporting
Saves you time when running common reports

Customer Group Name

Customer Group Type

Emails

Email Addresses

✉ Add email addresses

📄 Alternatively, upload a CSV of email addresses to add

[Create]

timetoreply

Customer Groups

Customer Groups allow you to easily select groups of email addresses and domains for reporting purposes.

Allows you to narrow down reporting
Saves you time when running common reports

Customer Group Name

Customer Group Type

Domain

Email Domain

@ Type a single customer domain, e.g. timetoreply.com

Create

Group Mailboxes / Shared Mailboxes

A Group is similar to a Team except that it is linked to a specific group / shared mailboxes. For example, if you create Group 1 and assign Agent 1, Agent 10 and Agent 20 to Group 1 and you assign support@yourcompany.com as the group mailboxes linked to Group 1, when you filter by Groups > Group 1 you will see data pertaining to Agent 1, Agent 10 and Agent 20's performance to the group mailbox support@yourcompany.com and none of their other email performance that is not related to the group mailbox.

When adding a group or shared mailbox to timetoreply™, the setup varies based on how your group mailbox / shared mailbox is configured and how you respond from it.

Shared mailbox where you respond directly from the shared mailbox itself.

If you have a shared / group mailbox where you respond back to customer enquiries directly from the shared / group mailbox itself, then you would add the shared / group mailbox as if you were adding an agent / individual mailbox to timetoreply™ via the Add/Remove Agents page. TTR would be able to track the shared / group mailbox as a whole and provide statistics for the shared / group mailbox, but with this setup, we won't be able to provide statistics of who is responding to the shared / group mailbox emails.

This option requires you to have login details for the shared / group mailbox itself and this often isn't the case. If you don't have user credentials to log into your shared / group mailbox and you are using o365, you can use the "bulk add" option in the Add/Remove Agents page to add the shared / group mailbox by authenticating with an o365 super-user account and then selecting the shared / group mailbox from the list of mailboxes on your o365 environment.

Shared mailbox where your agents respond to emails that enter your shared mailbox where you have "send on behalf of" enabled on your mail server.

If you want to see the individual performance statistics of who of your agents are responding to your shared / group mailbox, you need to have "send on behalf of" enabled on your mail server so that when one of your agents are responding to a mail that has come into the shared / group mailbox, when they respond, your mail server picks up who the agent was that responded. With "send on behalf of" enabled, instead of adding your shared / group mailbox as an agent, you would add each of the individual agents who respond to the shared / group mailbox and not the shared / group mailbox itself. Once you have added all of your individual agents that reply to the shared / group mailbox, you would need to create a Group under "Group Mailboxes" on the left-hand menu. Give your Group a name and enter your shared / group mailbox email address in the field provided, click "Save" and on the next page you will be given the ability to assign your agents to the Group Mailbox so that we can track their individual performance to emails that they deal with for shared / group mailbox.

![timetoreply logo]

Account Settings

Profile

Go to Account Settings > Profile
Under this section, you can edit your basic profile information and change your account timezone.

Business Hours

To edit your account business hours go to Account Settings > Company and click on "edit business hours". Update your business hours and click Save.

Note: changing your business hours will only affect new data and have no effect on historical data.

Adding Additional Admin Users

In order to add an additional admin user, the new user would be required to register for a TTR account by visiting https://portal.timetoreply.com/register.

During the registration process, they will be asked to either create a new company or join an existing company. They would choose to join an existing company and find the company you have already created.

They will request to join your existing company and you will receive a Join Request via email. Accept the Join Request to allow the new user to have access to your account as an admin.

Join Requests

If you would like to have multiple admins log into your account, they can register for a TTR account by visiting https://portal.timetoreply.com/register. During the registration process, they will be asked to either create a new company or join an existing company. They would choose to join an existing company and find the company you have already created.

They will request to join your existing company and you will receive a Join Request via email. Accept the Join Request to allow the new user to have access to your account as an admin.

You can also view Join Requests from your dashboard by going to Account Settings > Company > Click on "Join Requests".

Users

Users are able to log into the system to view the data. Their mailbox does not have to be tracked to be a User. There are 3 levels of Users: Administrators, Managers, and Agents. Administrators have full access to the system, the billing information, the ability to Agents/Mailboxes and control the rights given to other Users. A manager can view specific mailboxes/teams or groups and doesn't have access to account settings or the ability to add or remove agents. An agent you invite to also be a user can log in and view their own data only. They also do not have access to account settings and cannot add or remove mailboxes.

Glossary / Terminology

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Agent

An agent is a staff member who you add to timetoreply™ (TTR) by adding their mailbox to be monitored. When we refer to adding an agent, this is the same as adding a mailbox.

Advanced Filters

Advanced filters are filters that you can use to be very specific about which emails to either "filter out" or "filter in" to your reports and email logs. You can create a filter that looks at the FROM, TO, SUBJECT or CC fields and you can choose between the following operators: "contains", "equals", "ends with", "begins with", "does not contain", "does not equal", "does not end with", "does not begin with". Finally, you can specify a value to the system to look for. For example, a filter that is set up as follows: FROM "contains" value="@timetoreply.com" will only display emails where the FROM contains @timetoreply.com. If we use "does not contain" instead of "contains" in this example, then you will filter out all emails that do not contain @timetoreply.com and you will only be left with emails that include @timetoreply.com.

Field

We use the word "field" in our advanced filters section to describe the TO, FROM, CC and SUBJECT fields.

Operator

We use the word "operator" in our advanced filters section to describe the choices you have to filter by. The choices are: "contains", "equals", "ends with", "begins with", "does not contain", "does not equal", "does not end with", "does not begin with".

Value

The "value" in our advanced filters section is what the system must look for in the field that you have chosen. So if you have chosen to filter by the FROM field and you want to look for FROM addresses that contain @timetoreply.com for example, the "value" would be @timetoreply.com

From

The field in an email header that explains who sent the email / which mailbox the email came from.

To

The field in an email header that explains who the email was sent to / which mailbox the email was sent to.

CC

The field in an email header that explains who the email was copied to / which mailbox the email was copied to.

Inbound

If the original direction of an email conversation was an incoming email to the company, we call that an inbound email. E.g. a potential customer emails your company and asks a question. That would be deemed an Inbound email.

Outbound

If the original direction of an email conversation was an outbound email from one of your agents on timetoreply™ to an external company/mailbox, we call that an outbound email. E.g. a new email that one of your sales reps sends to a potential customer prospecting for new business would be deemed an Outbound email.

Internal

An Internal email is an email where the TO and FROM both contain an agent on TTR that has been added to your account. So if you have Agent A and Agent B on your TTR account and Agent A sends an email to Agent B, this will be deemed an Internal email.

Note: If you have staff who are not added to your TTR account who receive an email from an agent who is on your TTR account, this will not be deemed as an Internal email. We only mark internal emails between agents who are on your TTR account.

Reply / Replies
A reply is when a person responds to an email by responding or replying back to the FROM address (i.e. the person who sent them the email.)

Replies in our dashboard are the number of emails that have received a reply from your agents. If you are looking at company-wide data, Replies will include all of your agents' replies in the count. If you are looking at a specific Agent, Team or Group Mailbox, the Replies will be the total number of replies during the selected date range for that Agent, Team or Group Mailbox.

No Replies
No Replies in our dashboard are the number of emails that have NOT received a reply from your agents. If you are looking at company-wide data, the No Replies number will include all of the emails that your agents have NOT replied to. If you are looking at a specific Agent, Team or Group Mailbox, the No Replies will be the total number of No Replies during the selected date range for that Agent, Team or Group Mailbox.

Forwards
Forwards in our dashboard is the number of times we have picked up that an email has been "Forwarded" by one of your agents.

Conversation
A conversation is a string of emails that all belong to the same thread. For example, if a customer emails one of your agents and they email back and forth by replying to the same email they receive each time, all of those emails from a single conversation. A conversation could also be referred to as a thread.

Note, for a conversation or thread to exist, each party needs to be replying to the original email instead of creating a completely new email to respond. If either party creates a new email to respond, that will be seen as the start of a new conversation/thread.

Initial Email
An initial email is the first email in a conversation. So if a customer emails in and the email is the start of a new conversation/email thread, that is called an initial email or first email.

Total Conversations
The total number of email conversations or threads. Note, that the total number of email conversations could be 10, but the total number of emails could be 100 if there were 10 emails back and forth per conversation. So the Total Conversations is the total number of conversations and not the total number of emails.

Internal Conversations
The total number of conversations that occur between two agents on timetoreply™.

Inbound Conversations
The total number of conversations that have been started as a result of an inbound email being the initial email (first email) to the conversation. If a customer emails in and starts a new email conversation thread that is seen as an inbound conversation.

Outbound Conversations
The total number of conversations that have been started as a result of an outbound email being the initial email (first email) to the conversation. If one of your agents sends an email to a customer and starts a new email conversation thread that is seen as an outbound conversation.

Conversations With Replies
The total number of conversations/threads that have received at least one reply.

Completion Ratio
A ratio between conversations and conversations that have been replied to by your agents.

Total Messages
The total number of messages (sent and received) in the system.

First Messages
The total number of emails that start a new conversation. I.e. the total number of initial emails (sent or received that start a new conversation).

Reply Messages
The total number of messages that were replies, whereby the user clicked 'reply' to respond to the email. This does not include 'reply all' or 'forward'.

Reply All Messages
The total number of messages that were replies whereby the user clicked 'reply all' in response. This does not include 'reply' or 'forward'.

Forward Messages
The total number of messages that were forwarded.

Avg. Initial Reply Time
The average response time of your company, team, shared mailbox or agent (depending on what filter you have applied), to first emails. I.e. new emails that start a conversation. Also known as 'average first response time'.

Avg. Overall Reply Time
The average response time of your company, team, shared mailbox or agent (depending on what filter you have applied), to all emails (first emails and all other conversational emails).

Conversation Logs
A log of all of the emails TTR has tracked, displayed in a conversation view whereby messages that belong to the same conversation thread are grouped together. When viewing data in the conversation log, the system first looks for all conversations that have occurred during the specified time period and then assigns all of the emails that belong to those conversations.
This is important to understand as you may receive an email that belongs to a conversation that started outside of the specified date range. This email will not appear in the conversation log but will appear in the message log.

Message Logs
A log of every message TTR has tracked. With the message log, emails are not grouped into conversations. The system looks for all messages that fall between the selected time period and displays them in a flat view.

Teams

Teams allow you to group certain users together so that one can view their aggregated statistics in the report sections. Unlike shared mailboxes/group mailboxes, a team is not assigned to a shared or group email address.

Shared Mailboxes / Group Mailboxes

Shared or group mailboxes work in a similar way to Teams. However, unlike Teams, the group is linked to a shared or group mailbox and the statistics that we display when filtered by Team, **only include** email performance data pertaining to how the agents have performed to email related to the shared or group mailbox.

Ingestion

The term used to get your data into the TTR system. Ingestion is the process of pulling your email header information into the TTR system. The TTR ingests data automatically by default every 15 minutes to 120 minutes. This is dependent on the volume of email traffic.

Authentication Link

TTR uses different APIs to connect to mailboxes. In order for TTR to connect securely to these APIs, the mailbox owner needs to grant TTR permission to do so. This is done via an authentication link that is sent to the mailbox owner when adding a mailbox to TTR. Once permission has been granted, TTR receives an access token from the API provider (Microsoft, Google, Nylas, Mimecast). This access token is used to connect the mailbox so that TTR does not require a mailbox password. You are able to revoke access at any time via your o365, Gmail, Mimecast admin dashboard.

General queries / FAQs

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How to compare specific agents in the Comparative Reports section?

If you want to compare specific agents on the same graph in the comparative reports section we recommend first creating a team and adding those agents that you want to compare to the team. Once the team has been created you can filter by that team and you will see each agent's performance that was added to the team in the comparative reports.

How to add additional admin users to timetoreply™.

Additional admin users are required to sign up for their own account on TTR. During the signup process, they will be asked whether they want to create their own company or join an existing company. The admin user to be would select "join an existing company" and search for the company they want to join as an admin. The primary admin user of the company will receive a "join request" via email that they will need to approve before the new admin user will have access to the account.

How to troubleshoot if you think you are missing data in TTR.

1. Ensure your mailbox is correctly linked to TTR and that is has a "tick" next to the mailbox on the Add/Remove Agents page in the dashboard.
2. If you have recently added the mailboxes please wait 30 minutes. If you have recently added an MS Exchange mailbox, the initial sync can take 4 to 24 hours depending on email volume.
3. Check the Conversation Log and the Email Log as you maybe be looking for an email that belongs to an old conversation and if you only look on the conversation log, the date range window might not include the start of the conversation and hence will not include any subsequent emails in that conversation, including the most recent replies which could fall within your set date range. The Messages Log would show the most recent emails.
4. Check that there are no filters being applied.
5. If you send or receive emails via an alias, you will need to add the alias(es) to TTR by going to Add/Remove Agents > Edit > Add Aliases.
6. If it is a shared / group mailbox you may need to contact TTR support via support@timetoreply.com.

How do I add a billing card?

You can add a billing card by going to Account Settings > Manage Cards > Add Card. You can change your card at any time if your card has expired or you wish to use a different card.

Should you wish to delete your account please email support@timetoreply.com.

How do I exclude business hours altogether?

Edit your business hours by going to Account Settings > Business Hours > change business hours to 00:00 and 24:00. That way we will include all the time that elapses instead of taking business hours into account and excluding the time that passes outside of business hours in the calculations.

Why do some response times say 00:00:00?

If you see a response time that says 00:00:00 that means that both the inbound email and the reply happened outside of business hours and hence no business hours have passed.

We mark these as 00:00:00 response times so as not to penalize an agent who is responding outside of business hours.

These 00:00:00 time stamps are excluded from the email response time statistics. If your business hours are 9 am to 5 pm and an email arrives at 8:50 am and your agent responds at 9:20 am on the same day we would mark that off as a 20 minute response time as only 20 minutes of business hour time has passed.

Deleting an agent/mailbox

If you would like to delete a mailbox you can do so by going to the Agents/Mailboxes page in the dashboard and clicking on the "delete" button next to the mailbox you want to delete.

Deleting your account

If you would like to delete your entire account please email support@timetoreply.com.

Re-authenticating an agent/mailbox

If we lose connection to your mailbox, you will be notified by email. In order to re-authenticate, you can

go to Add/Remove Agents and click on [Generate New Authentication Link] which will become available if we lose connection to your mailbox.

NOTE: For IMAP you will need to check your login credentials instead of generating a new authentication link.

Adding an alias

If you receive emails or send emails from an alias we recommend that you add the alias to your mailbox by going to Add/Remove Agents and clicking on "edit" next to the mailbox you want to add aliases to.

timetoreply

Add your aliases and click "save".

Adding these aliases will enable TTR to track your mailbox more accurately and pick up on emails sent and received from the alias addresses.