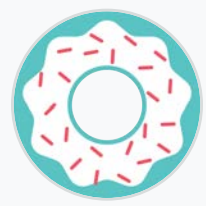


Team performance | report

Xuxo Patisserie

27 February 2022 - 05 March 2022



New conversations

9.590 ↗ 57%

compared to 6.097 in the previous period

Reopened conversations

206 ↘ 1%

compared to 208 in the previous period

Closed conversations

8.934 ● 0%

compared to 8.934 in the previous period

Replied conversations

644 ↘ 12%

compared to 731 in the previous period

Median first response time

22m ↗ 29%

compared to 31m in the previous period

Median response time

35m ↗ 33%

compared to 52m in the previous period

Median time to close

1h28m ↗ 18%

compared to 1h47m in the previous period

Median first assign time

12m ● 0%

compared to 12m in the previous period

Med. time from first assignment to close

56s ↘ 37%

compared to 41s in the previous period

Compared with: 20.02.2022 - 26.02.2022



First response time breakdown

First response time	# replies	% replies
< 2m	8	1.24%
2m - 5m	10	1.55%
5m - 10m	82	12.73%
10m - 30m	376	58.38%
30m - 1h	103	15.99%
1h - 3h	47	7.29%
> 3h	18	2.79%

Time to close breakdown

Time to close	# conversations	% conversations
< 5m	271	3.03%
5m - 15m	313	3.5%
15m - 30m	1.041	11.65%
30m - 1h	1.943	21.74%
1h - 3h	4.219	47.22%
3h - 8h	946	10.58%
> 8h	201	2.24%



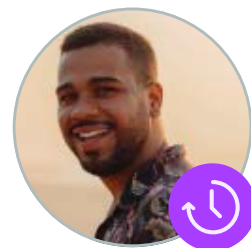
Team performance

THE DILIGENT



Kip Collison
kip@xuxopatisserie.com

THE SHARPEST



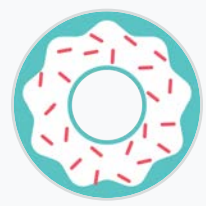
George Embolo
george@xuxopatisserie.com

THE RESOLVER

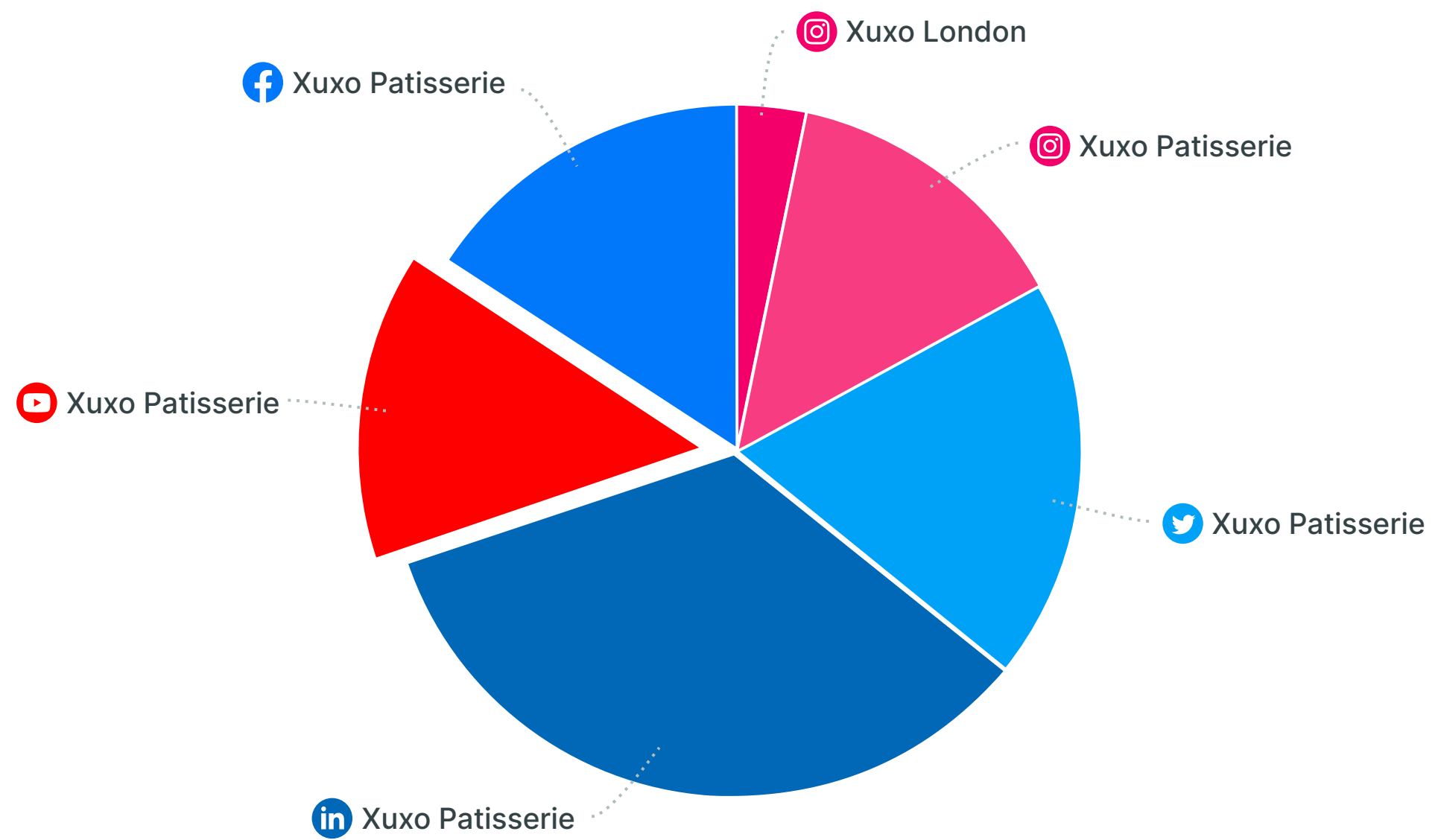


Leonetta Lloyd
lloyd@xuxopatisserie.com

Teammate ↓↑	Assigned ↓↑	Replied conversations ↓↑	Replies ↓↑	Closed ↓↑	Median response time ↓↑	Median first response time ↓↑	Median time to close ↓↑
George Embolo	98	165	173	1.406	30m	18m	1h57m
Harsha Buksh	14	32	63	759	28m	39m	2h34m
Kip Collison	375	423	451	2.956	18m	24m	1h23m
Leonetta Lloyd	157	83	109	1.074	32m	20m	45m

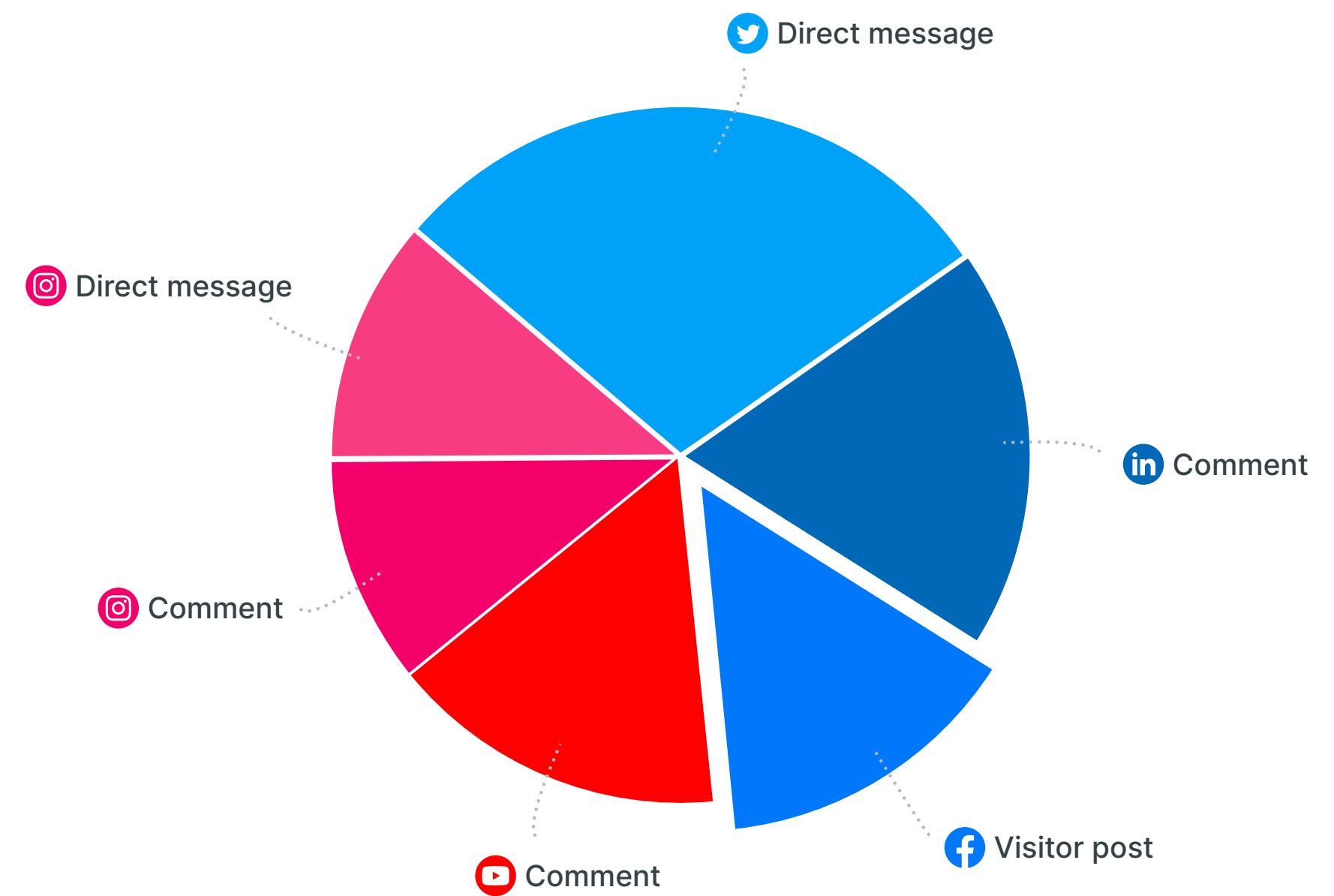


New conversations by pages



- Xuxo Patisserie
- Xuxo Patisserie
- Xuxo Patisserie
- Xuxo London
- Xuxo Patisserie
- Xuxo Patisserie

New conversations by types

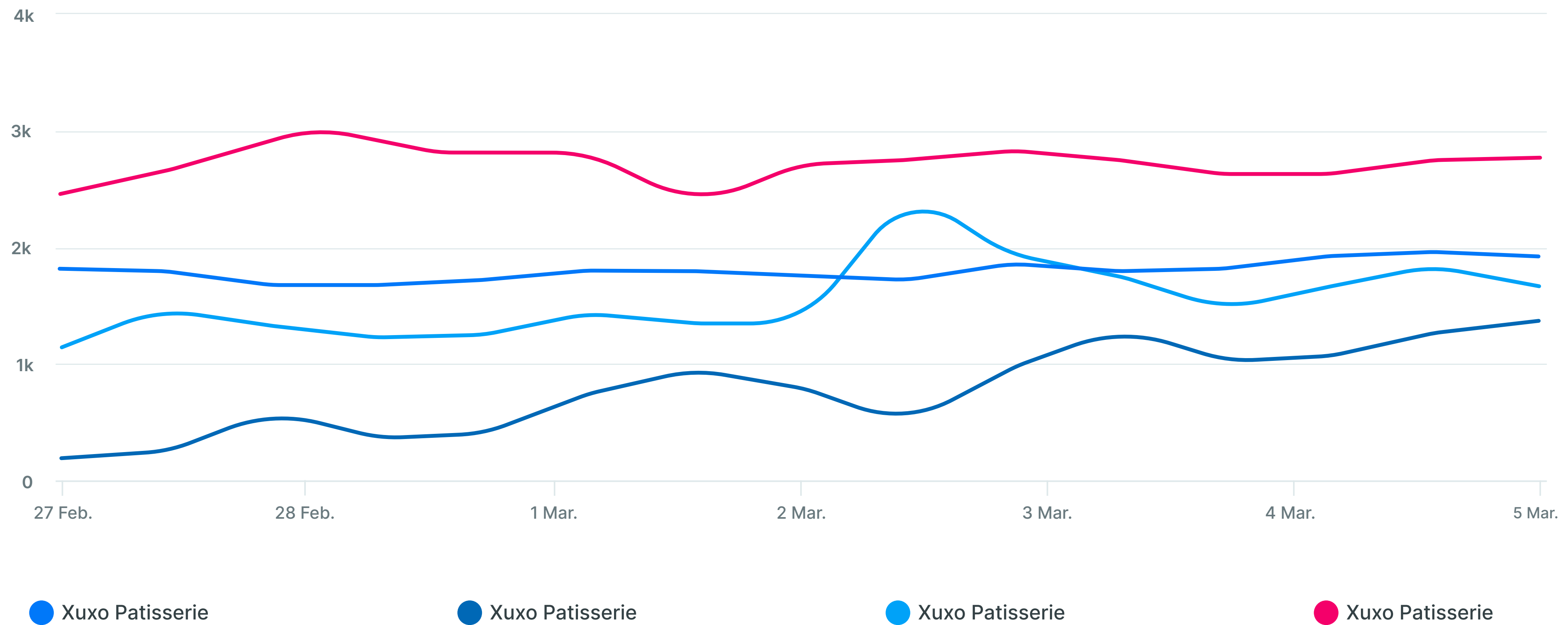


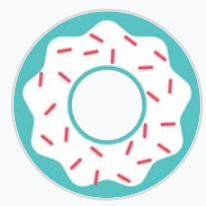
- Visitor post
- Direct message
- Comment
- Comment
- Direct message
- Comment



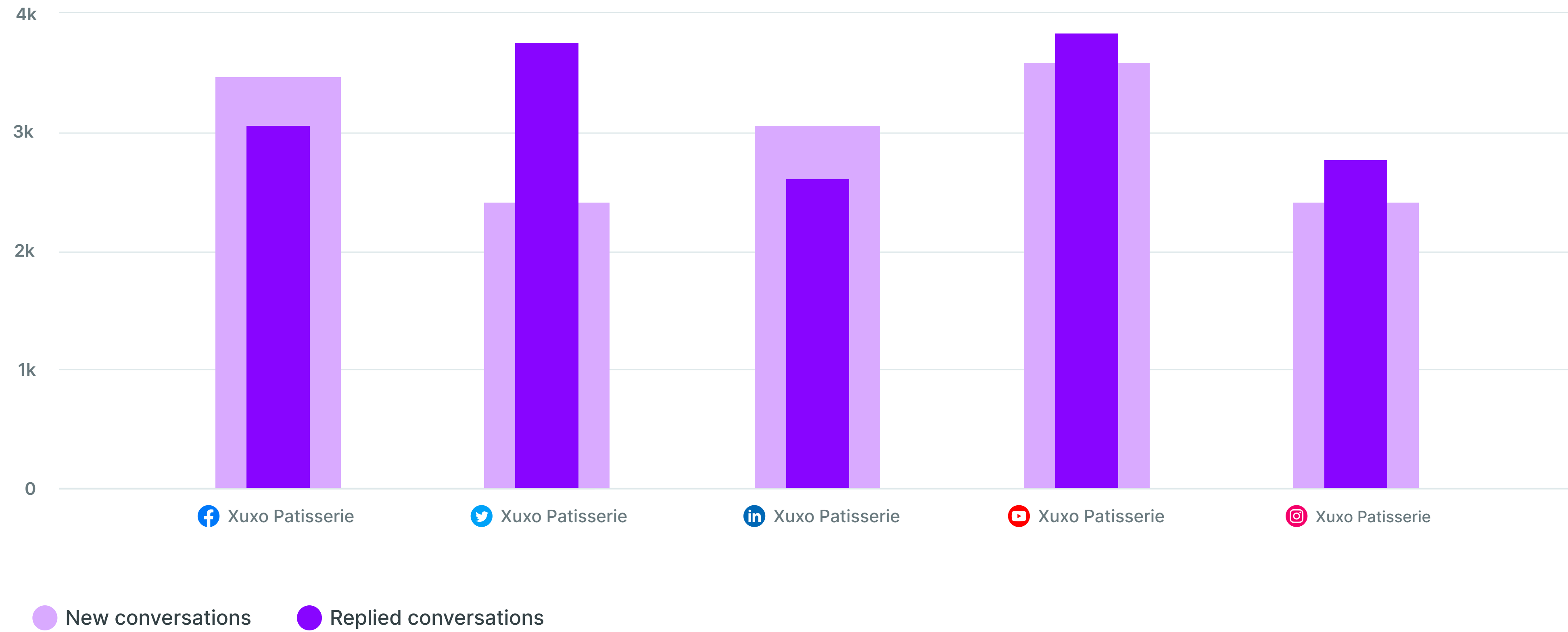
Daily new conversations

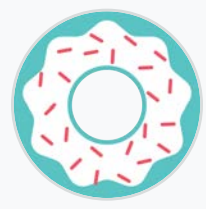
You had **9.590** new conversations.



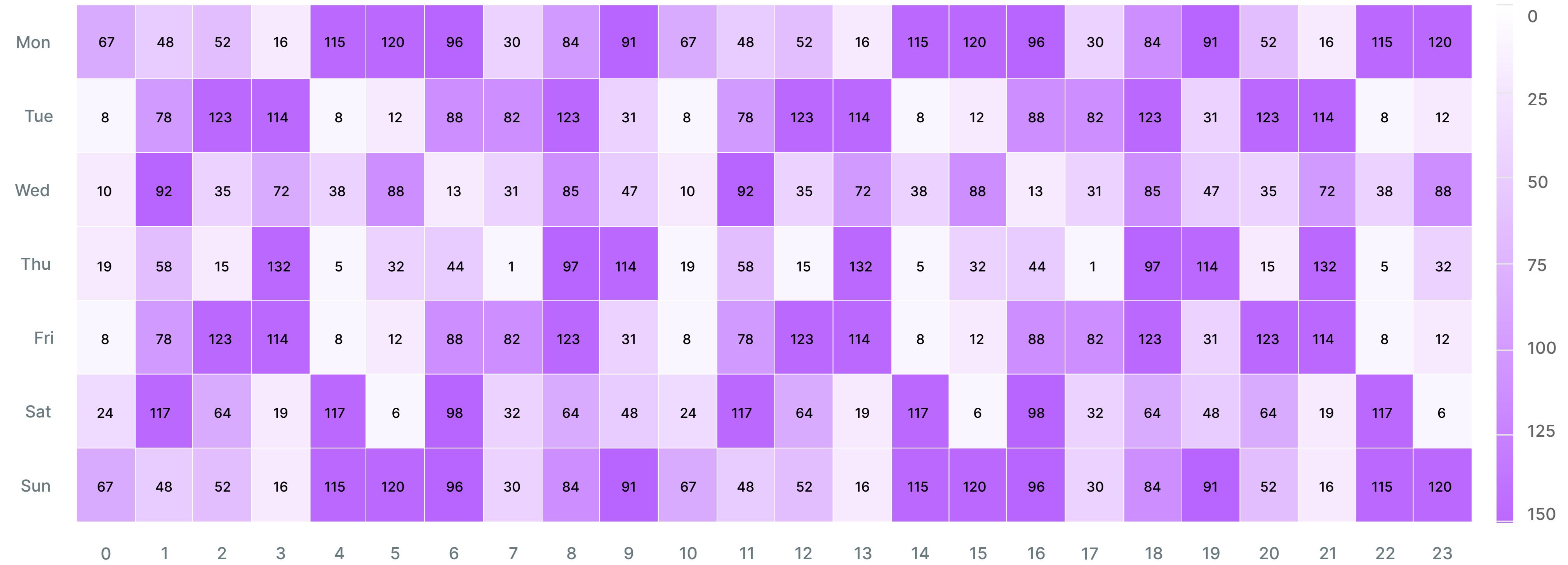


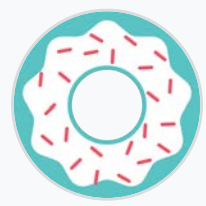
New vs. replied conversations



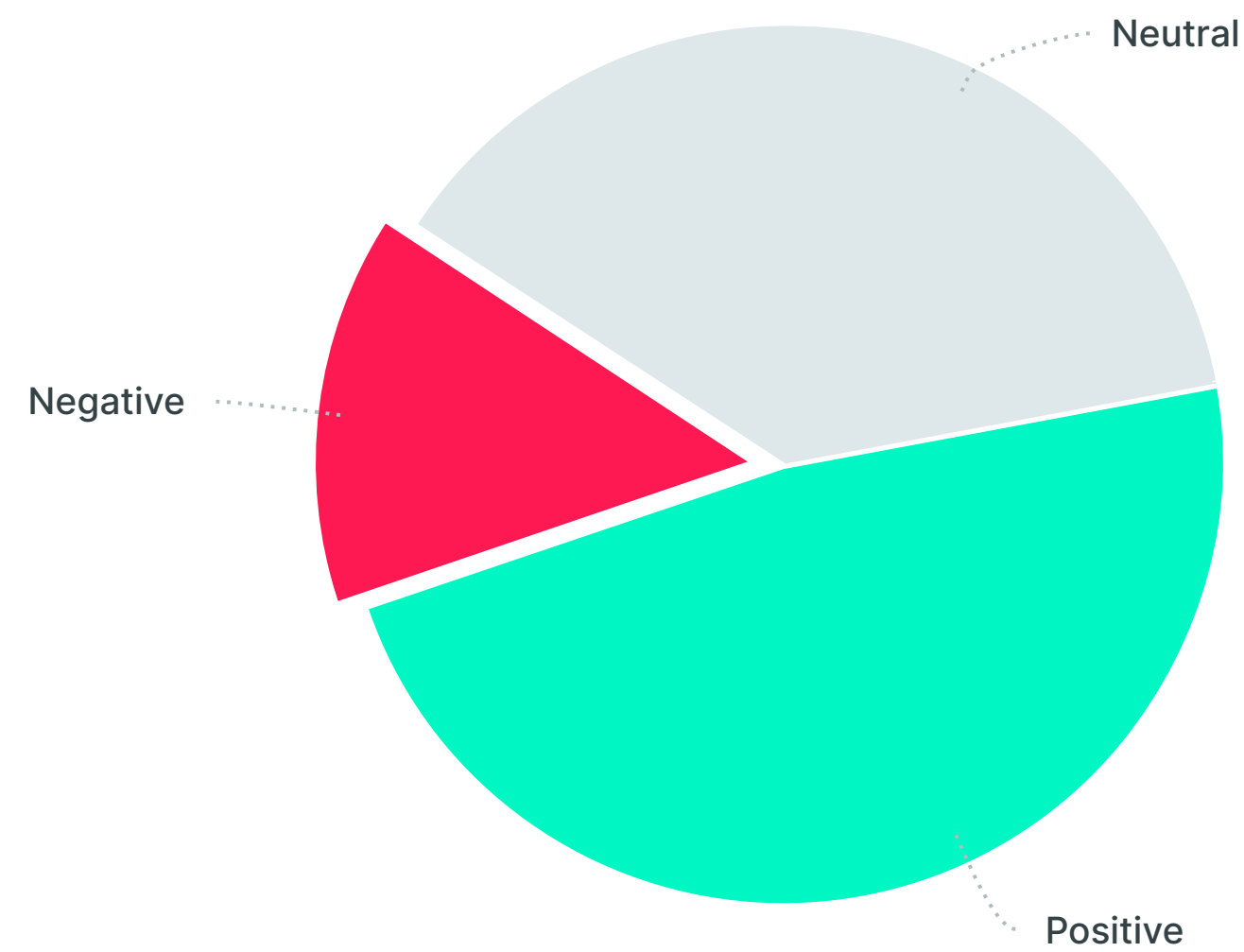


Busiest times for new conversations



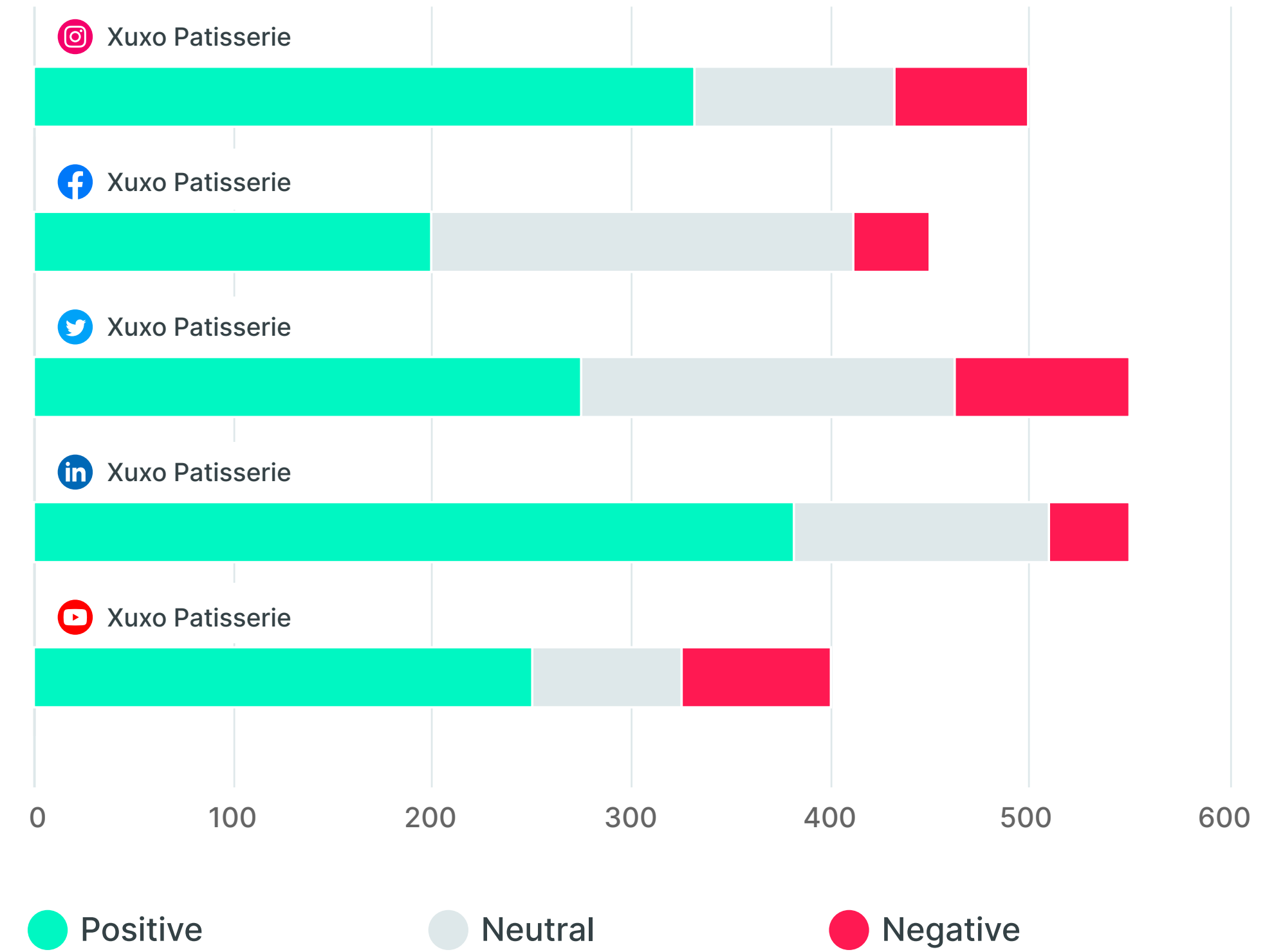


Sentimental analysis

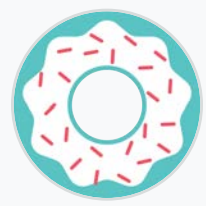


● Positive ● Neutral ● Negative

Sentimental analysis by pages



● Positive ● Neutral ● Negative



Category breakdown

Categories ↓↑ Total ↓↑

● Products	502
● Brand	486
● Menu	337
● Orders	209
● Ingredients	168
● Locations	143

Attribute breakdown

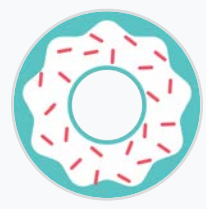
Attibutes ↓↑ Total ↓↑

● Compliment	829
● Suggestion	382
● Question	341
● Request	295
● Complaint	33

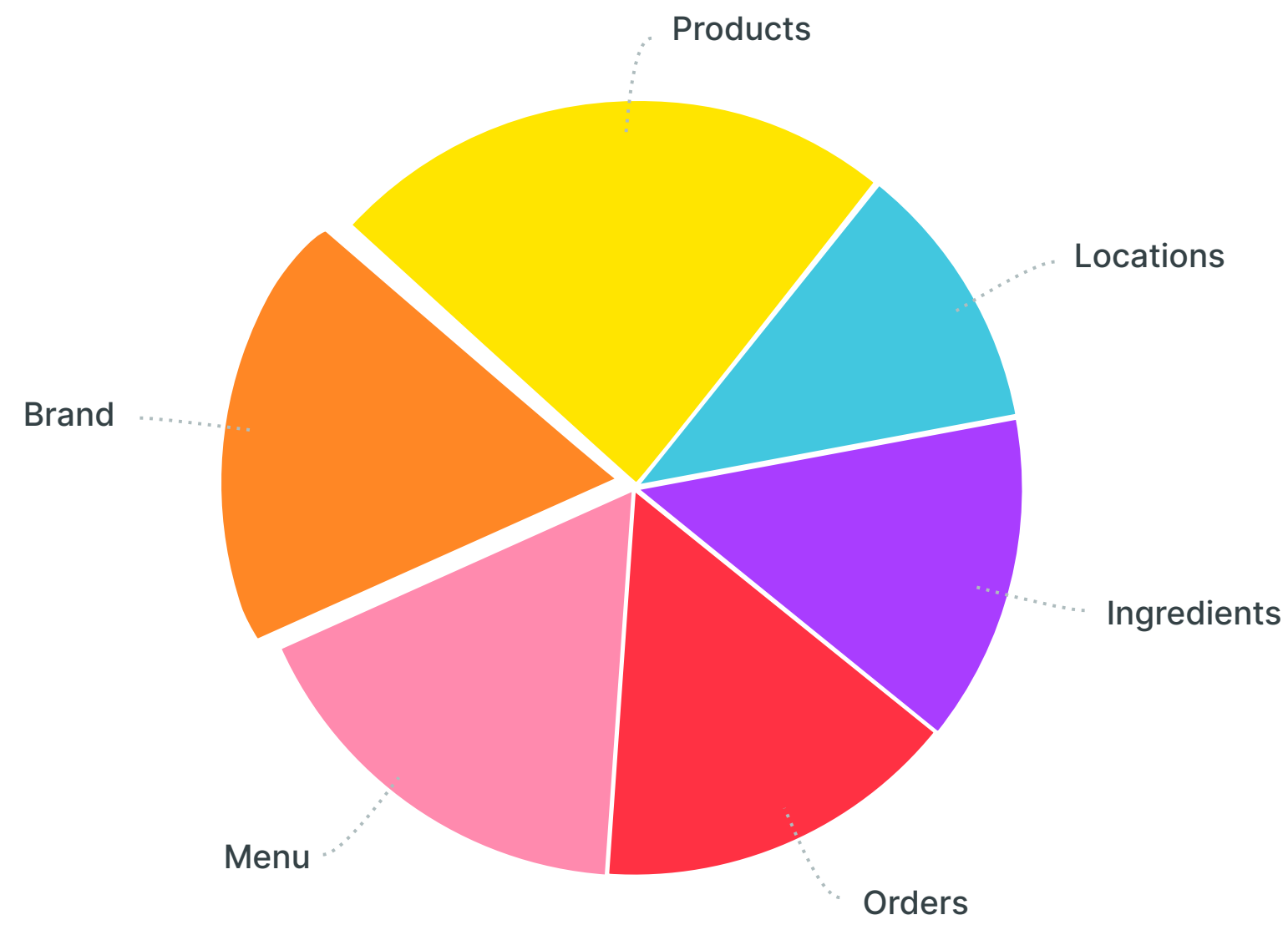
Tags breakdown

Tags ↓↑ Total ↓↑

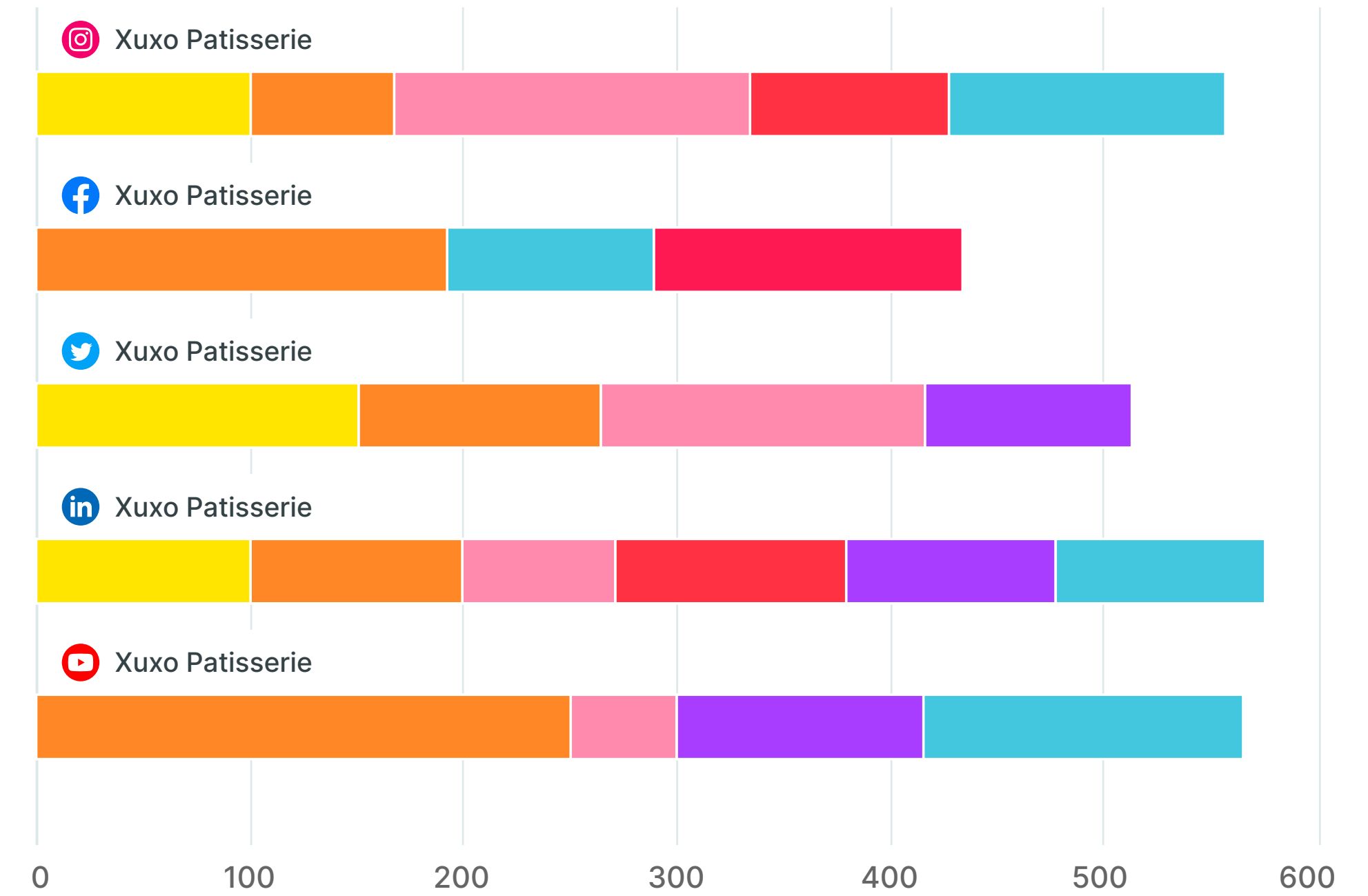
● Cupcakes	502
● Bakery	486
● Catering	337
● Beverages	209
● Macarons	168
● Vegan	143



Categories

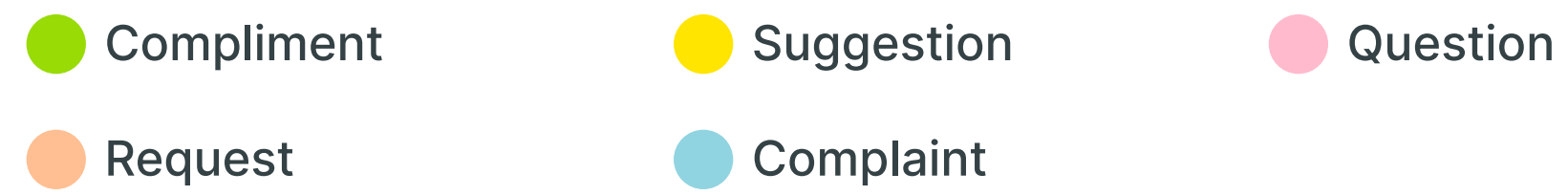
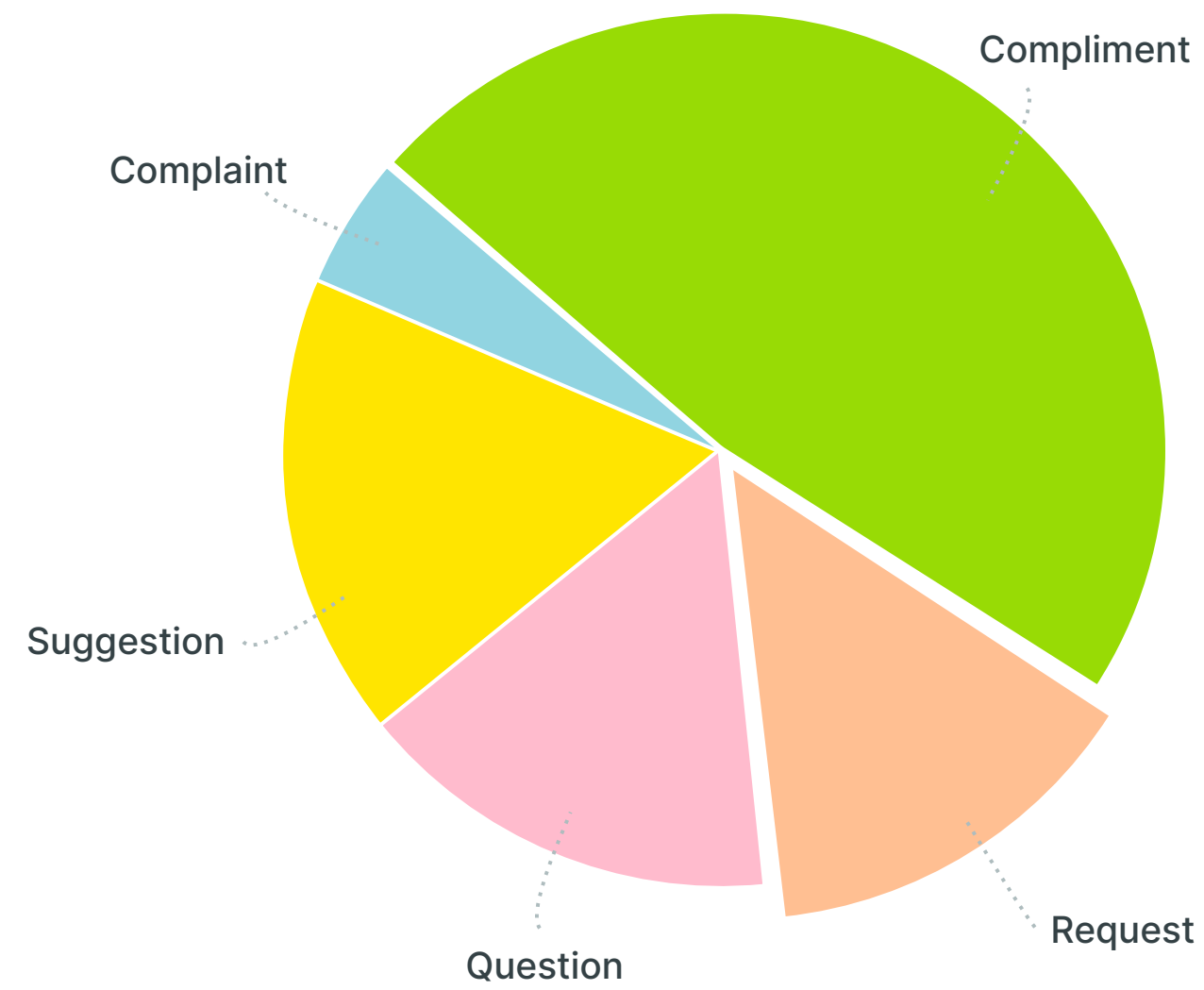


Categories by pages

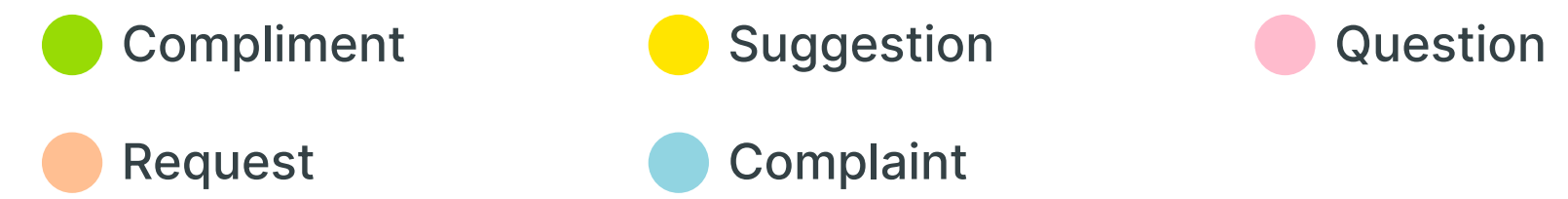
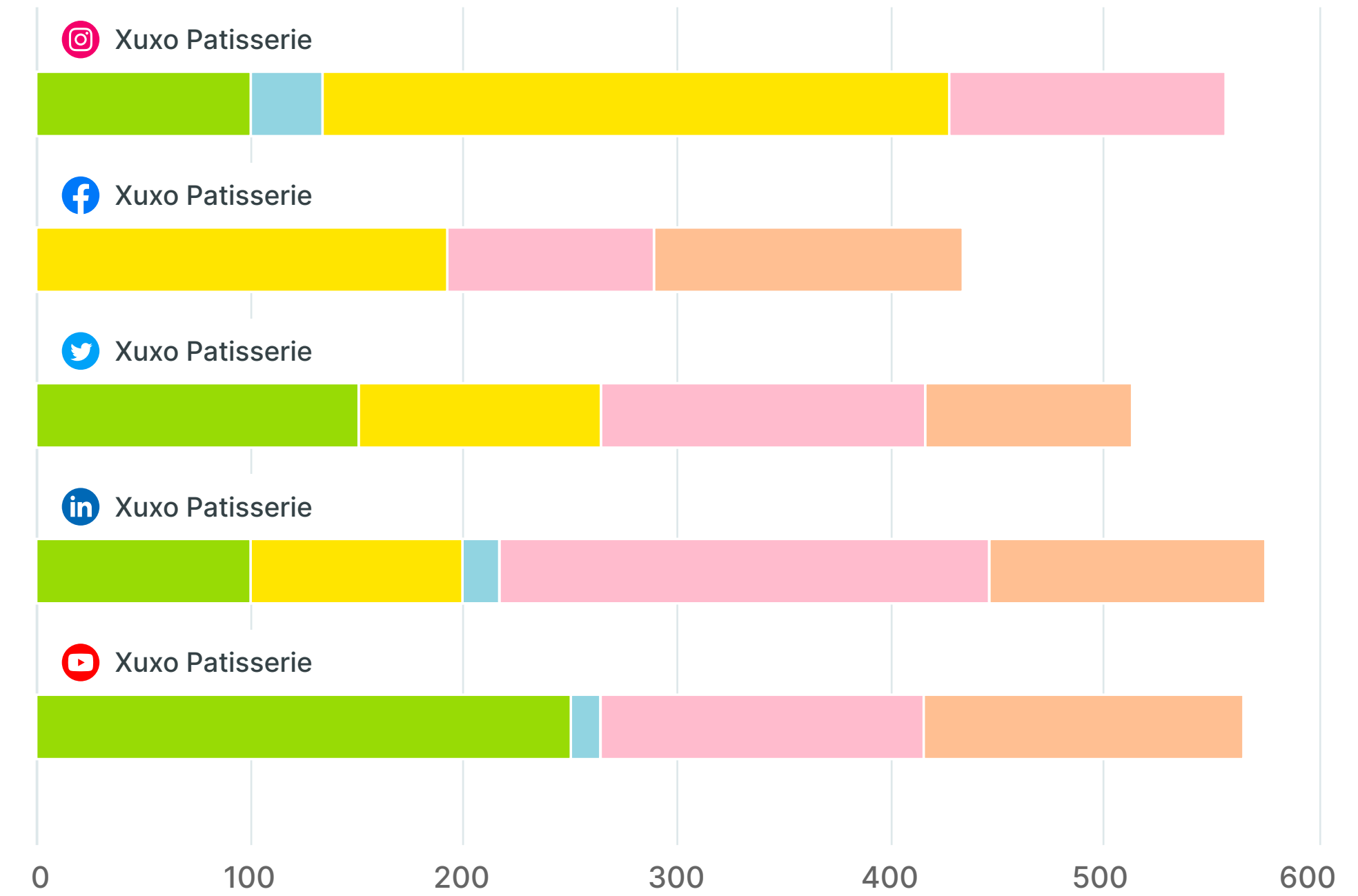


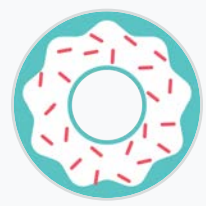


Attributes

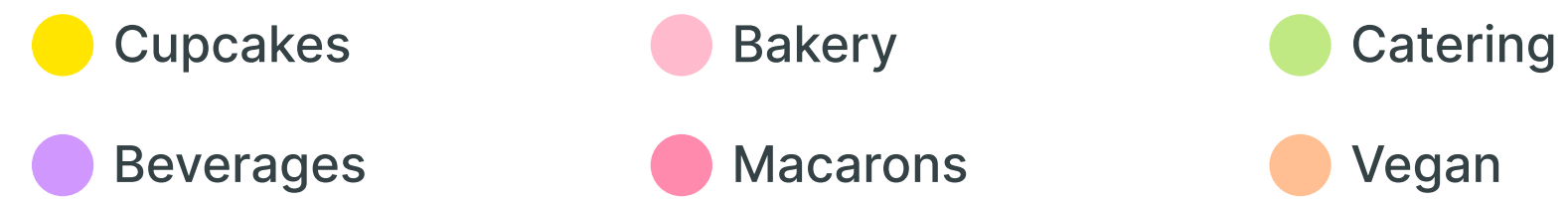
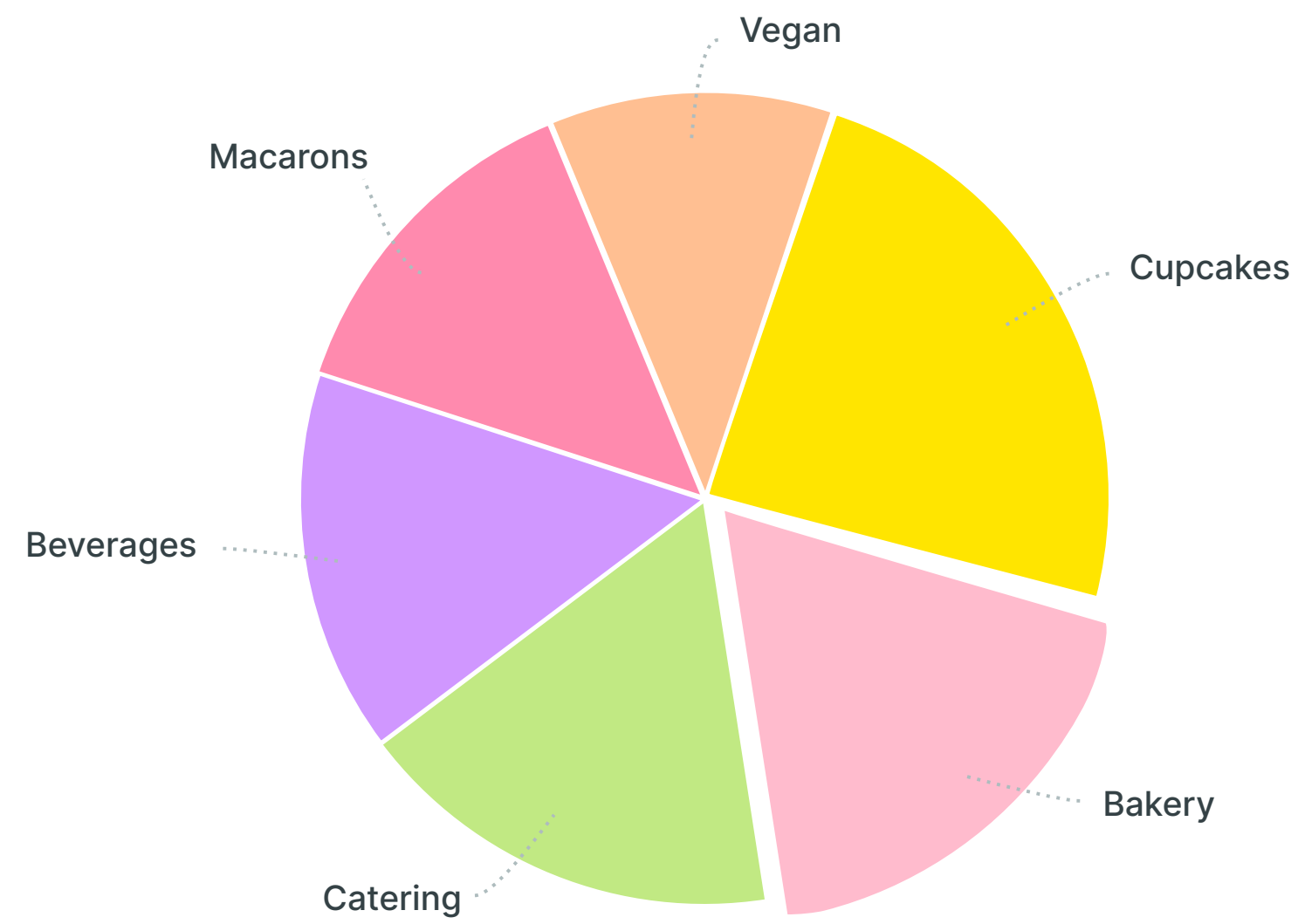


Attributes by pages

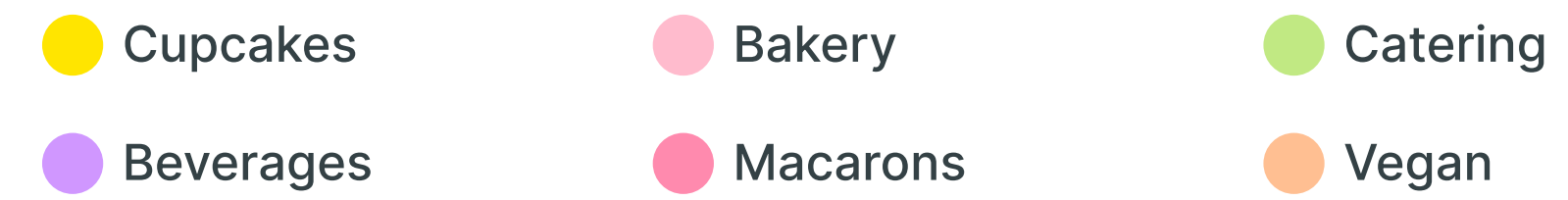
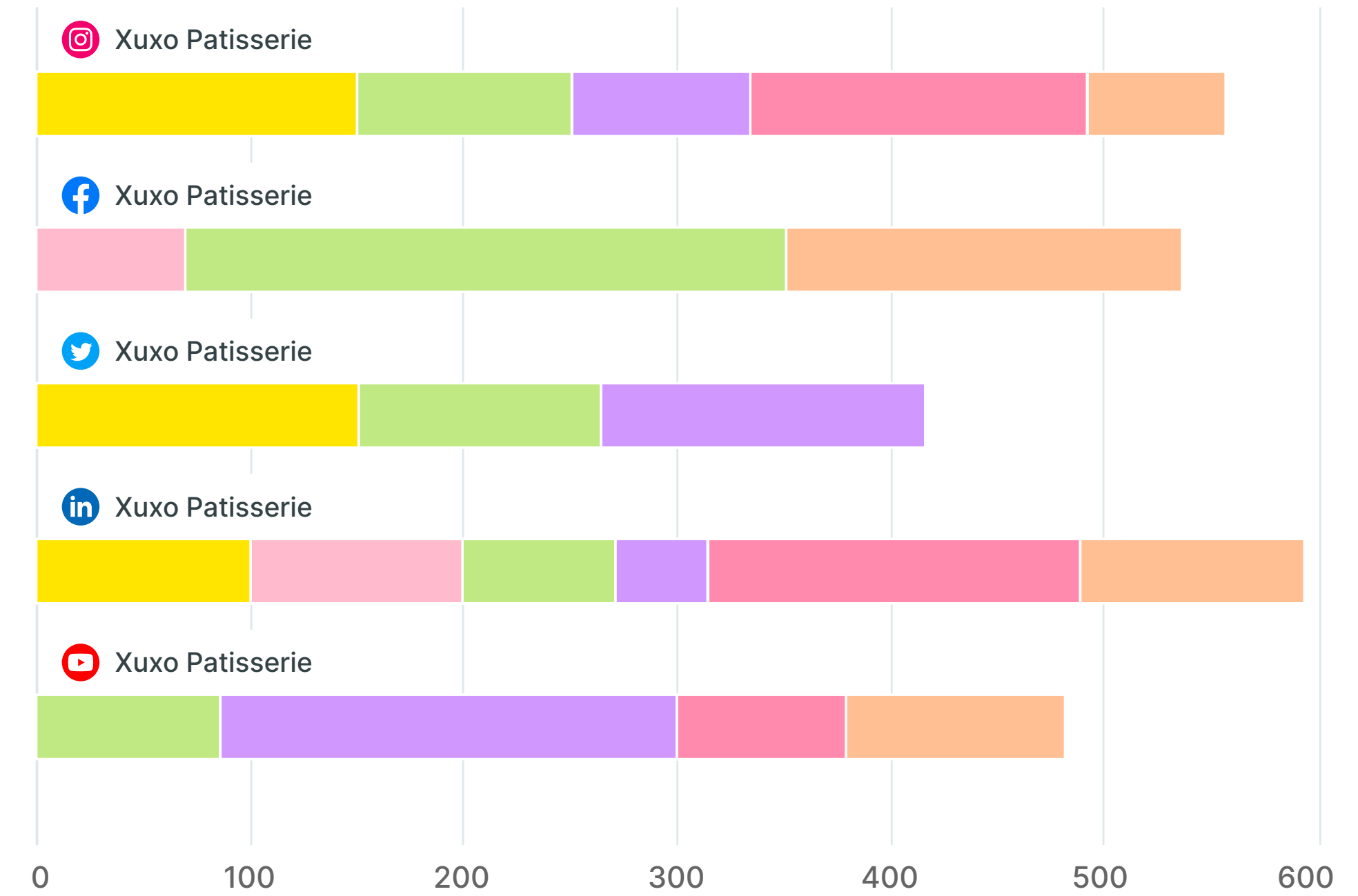




Tags



Tags by pages



Glossary

New conversations

The number of new conversations started in the selected date range. Conversations started earlier are not included in this metric, even if you took any actions in the specified period.

Reopened conversations

The number of unique conversations reopened in the selected date range. Conversations reopened more than once added to this metric for only one time.

Closed conversations

The number of unique conversations closed in the selected date range. Conversations closed more than once added to this metric for only one time.

Replied conversations

The number of unique conversations that your team replied to by using Sociality.io. Conversations may have been started before the selected date range.

Time to close breakdown

Distribution of your closing times to specified periods.

Median first response time

Median time to reply to the first message in a conversation. Only the conversations with a first response date in the selected period included.

Median response time

Median time to reply at any point during a conversation. Only the conversations with a response date in the selected period included.

Median time to close

Median time to close a conversation. Only the conversations with a closing date in the selected period included.

Glossary

Median first assign time

Median time to assign the conversation after the first message. Only the conversations with a first assign date in the selected period included.

Med. time from first assignment to close

The median time between the first assignment and the last closing action. If the conversation is closed by multiple times, the last closing time will be used for the calculation.

The diligent

Your teammate assigned to conversations the most. Calculated with the total number of assignments.

The sharpest

Your teammate with the fastest median first response time. Calculated with first responses made in the selected date range.

The resolver

Your teammate with the fastest median time to close. Calculated with close actions made in the selected date range.

New conversations by pages

The number of new conversations by selected pages. Pages without any conversation will not be listed even if they were selected.

New conversations by types

The number of new conversations by types. Types without any conversation will not be listed even if they were selected.

Daily new conversations

Daily distribution of new conversations by pages. Pages without any conversation will not be listed even if they were selected.

New vs. replied conversations

Comparison of the number of new conversations and the number of replied conversations by pages. Pages without any conversation will not be listed even if they were selected. Replied conversations may have been started before the selected date range.

Busiest times for new conversations

Day and hour distribution of new conversations. This heat map shows the accumulated data from all selected pages and uses your brand timezone.

Glossary

Sentimental analysis

Sentimental distribution of new conversations in the selected date range. Only the conversations analyzed by your team or using the auto-sentiment analysis feature are included.

Sentimental analysis by pages

Sentiment and page distribution of new conversations in the selected date range. Only the conversations analyzed by your team or using the auto-sentiment analysis feature are included.

Categories

Category distribution of new conversations in the selected date range. Only the conversations analyzed by your team are included.

Categories by pages

Category and page distribution of new conversations in the selected date range. Only the conversations analyzed by your team are included.

Attributes

Attribute distribution of new conversations in the selected date range. Only the conversations analyzed by your team are included.

Attributes by pages

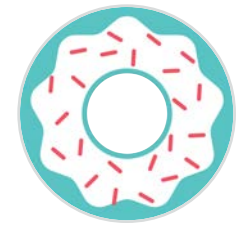
Attribute and page distribution of new conversations in the selected date range. Only the conversations analyzed by your team are included.

Tags

Tag distribution of new conversations in the selected date range. Only the conversations analyzed by your team are included. Since conversations can be tagged with multiple tags, the total number of tags can be more than new conversations.

Tags by pages

Tag and page distribution of new conversations in the selected date range. Only the conversations analyzed by your team are included. Since conversations can be tagged by multiple tags, the total number of tags can be more than new conversations.



Team Performance | report

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