



# Email Data Analysis

Email Communication Patterns

Sentiment and Engagement Analysis



## Within Workdays

- ☐ no  
☐ yes

## Device

- ☐ Desktop  
☐ Mobile

## Within Work Hours

- ☐ no  
☐ yes

Clear All Filters

Total Emails Sent  
**1132**

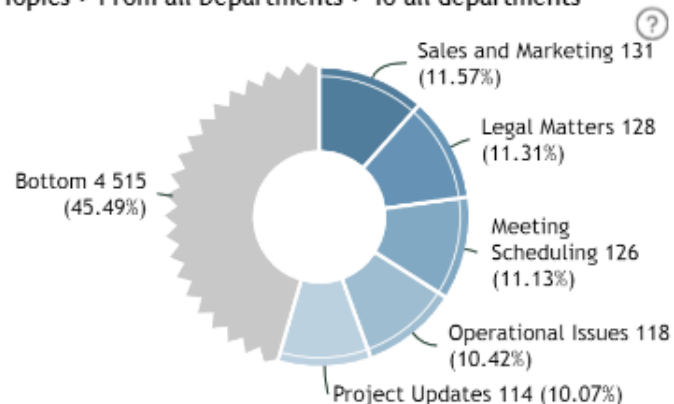
Total Emails Received  
**1132**

Total Emails Opened  
**1034**

Average Emails Per Day  
**39.03**

## What are the main topics discussed in emails, and how do they break down by department?

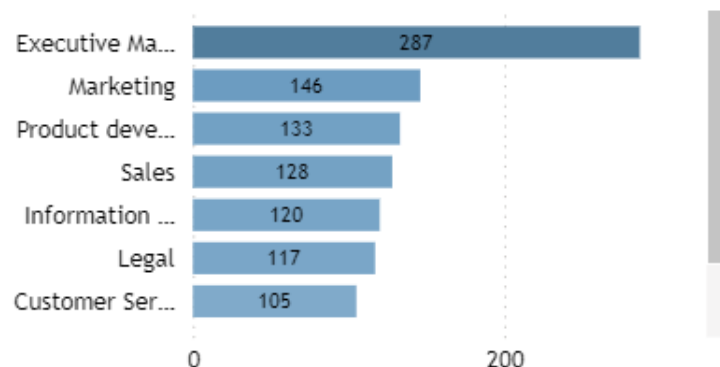
All Topics > From all Departments > To all departments



## How does email volume vary between different departments?

From Department	Customer Service	Executive Management	Finance and Accounting	Human Resources	Information Technology (IT)	Legal	Marketing	Product development	Sales
Customer Service									
Executive Management									
Finance and Accounting									
Human Resources									
Information Technology (IT)									
Legal									
Marketing									
Product development									
Sales									

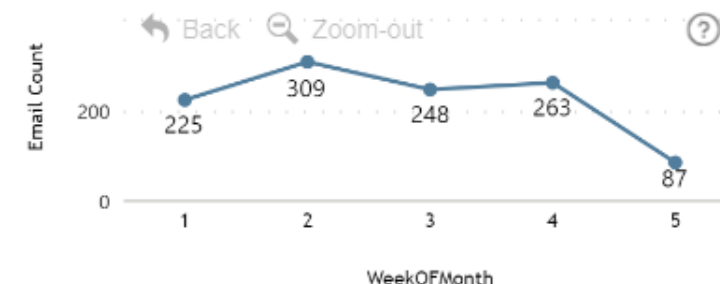
## Which departments are most active in sending emails?



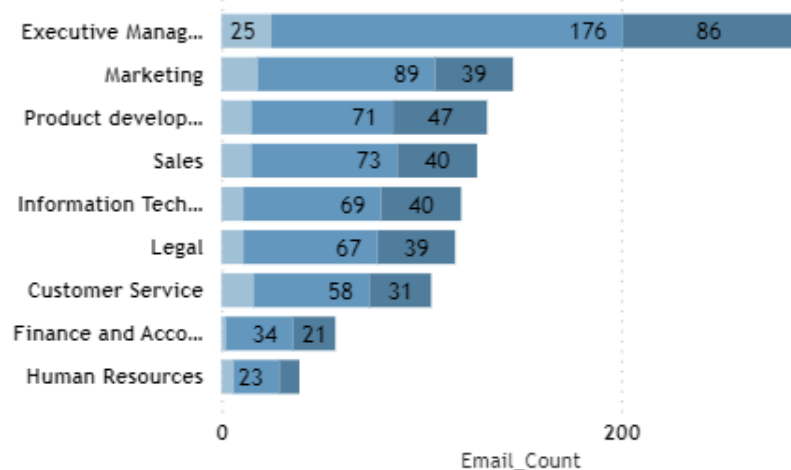
## How does the volume of email communication vary between different seniority levels within the organization?

From seniority	C-level	Middle level management	Professional	Total
C-level	48	203	36	287
Middle level management		32	313	345
Professional		200	300	500
Total	48	435	649	1132

## How does the email volume trend over the week?



## How is sentiment distributed across departments?



### Sentiment

- ☐ Negative
- ☐ Neutral
- ☐ Positive

### Department

All

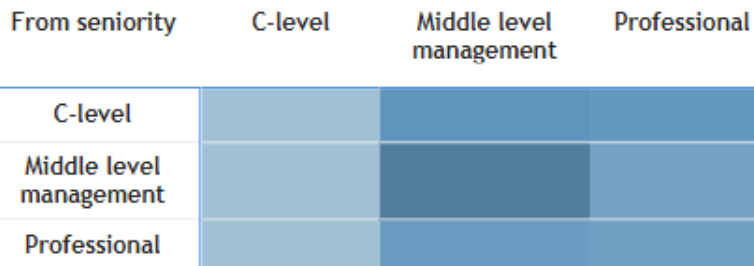
Clear All Filters

Total Emails Sent  
1132

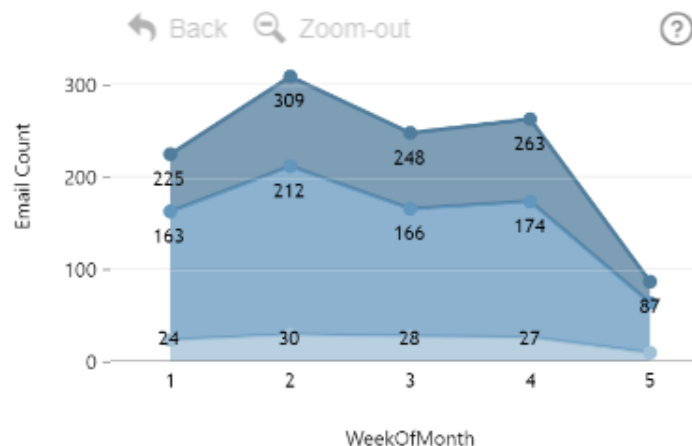
Positive Emails  
353

Negative Emails  
119

## How is sentiment distributed across different seniority levels using the sentiment score?

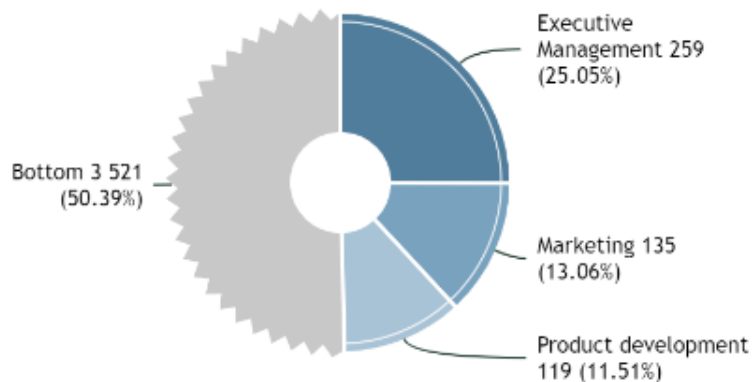


## How does the trend of sentiment over week?

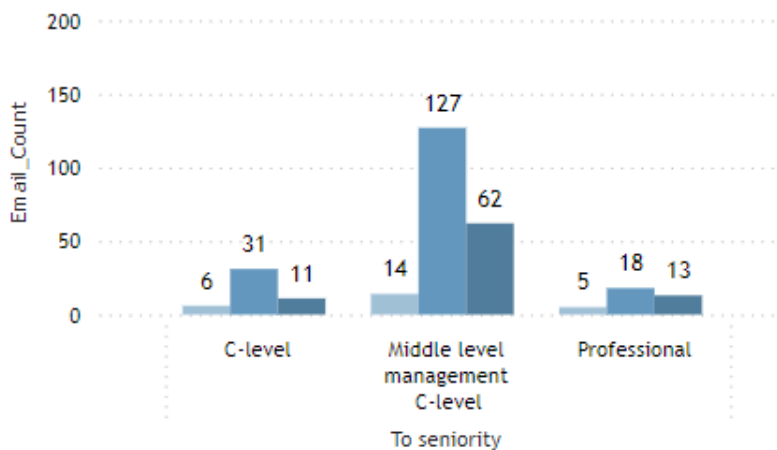


## How does engagement rate vary by department and sentiment?

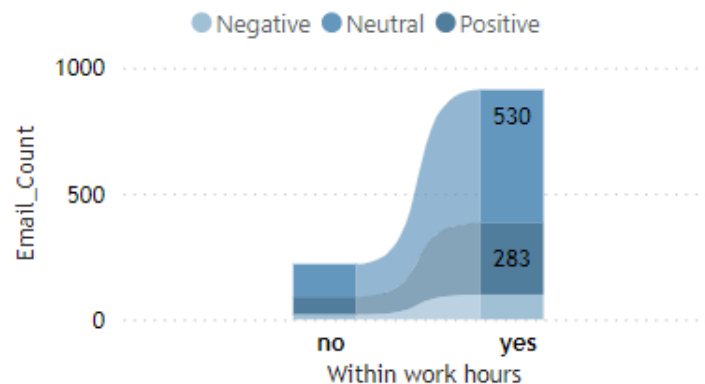
All Departments > All Sentiments > 1034 Opened mails



## How is sentiment distributed across seniority levels using Email Count?



## How does sentiment vary during work hours?



### Email Communication Patterns

- The organization exemplifies **dynamic email engagement**, exchanging a total of **1,132 emails** during the analyzed period, with an exceptional **1,034 emails actively opened**, averaging a robust **39.03 emails daily**.
- **Sales and Marketing** dominated discussions, comprising **11.57%** of communications, reflecting our strategic emphasis on driving business initiatives. In contrast, **Security Alerts**, with a modest **1.59%** representation, highlight an area where focused communication enhancement may be beneficial.
- **Executive Management** spearheaded communication efforts with **287 emails**, underscoring their pivotal role in organizational direction, while **Human Resources** exhibited a more restrained activity with **39 emails**.
- **Desktop devices** were the preferred medium for accessing emails, capturing **75.97% (860)**, with **mobile devices** accounting for the remaining **24.03% (272)**.
- Across seniority levels, **C-Level executives** initiated broad engagement with **287 emails**, **Middle Level Management** directed **345 emails** primarily to **professionals**, and **professionals** reciprocated with **500 emails**, delineating a structured communication hierarchy.
- **Email volume peaked** notably in the second week with **309 emails** and gradually eased to **87** by the fifth.

### Sentiment and Engagement Analysis

- Our sentiment and engagement analysis dashboard provides comprehensive insights into email communication patterns within the organization. **A total of 1,132 emails were sent**, with **353 positive and 119 negative** emails, indicating a predominantly positive sentiment.
- **Executive Management** emerged as the most active department, sending **287 emails**, including the highest number of positive **86** and negative **25** emails, while **Human Resources** sent the least **39 emails**. The engagement analysis showed that **Executive Management** had the highest email open rate **259 emails**, with **80 positive and 23 negative emails** opened, reflecting strong engagement.
- Weekly sentiment trends revealed a **peak in positive emails** during the second week (**97 emails**) followed by a decline, and a stable yet slightly fluctuating negative sentiment peaking in the second week **30 emails**.
- Within work hours, the positive sentiment was higher **283 emails** compared to non-working hours **70 emails**, whereas **99 negative emails** were sent during work hours, indicating potential issues in communication tone during regular hours.
- The analysis of seniority levels showed that **Middle Level Management to Professional interactions** had the highest number of both positive **98 emails** and negative