How do I update or refresh a Metrics Report? Last Modified on 01/12/2023 11:35 am EST Applies To: PoliteMail Desktop PoliteMail Online PoliteMail O365 Version: 4.94 4.97 5.0+ When viewing the metrics report for a particular message, look in the upper left corner where the date and time the report was generated displays. You see a link to update the message there. Messages > Report 🛛 View Heatmap 📓 Benchmark: PoliteMail Average 🗸 😼 Segmentation 👔 Excel 🗿 Word 🖂 Mail 🔯 Download Resend 📀 Report generated January 12, 2023 8:56 AM Update Sent 1 Device Opens 2 Undeliverable Out-of-Office Opt-out . nrv 6. 2023 12:06 PM - Individual Me Views 5 QA Asks Follow-Up From: Marlena Cahill <marlena.cahill@politemail.com>; Sent By: Marlena Cahill To: Ian Meredith Mobile 0% Proxy 0% () Time to Read 00:00:14 Desktop 49 words, 0 images at 200 words/minute. 2 unique devices 00:00:00 avg read time 0:00 avg Reading Ease: 94 00:02:35 avg read time 0% CTR Grade Level: 2 0% CTR Read Rate Click Rate Attention Rate Effective Rate Engagement Rate Open Rate 1 individuals displayed messad 1 individuals read > 30% lividuals clicked 1+ lin 1 individuals at least skimmed 0 individuals clicked 1+ link Avg read time to time read + CTR 100% 100% 100% 0% 100% 0% 296 4 47 % . 61% 🔺 3 67% ▲ 33%