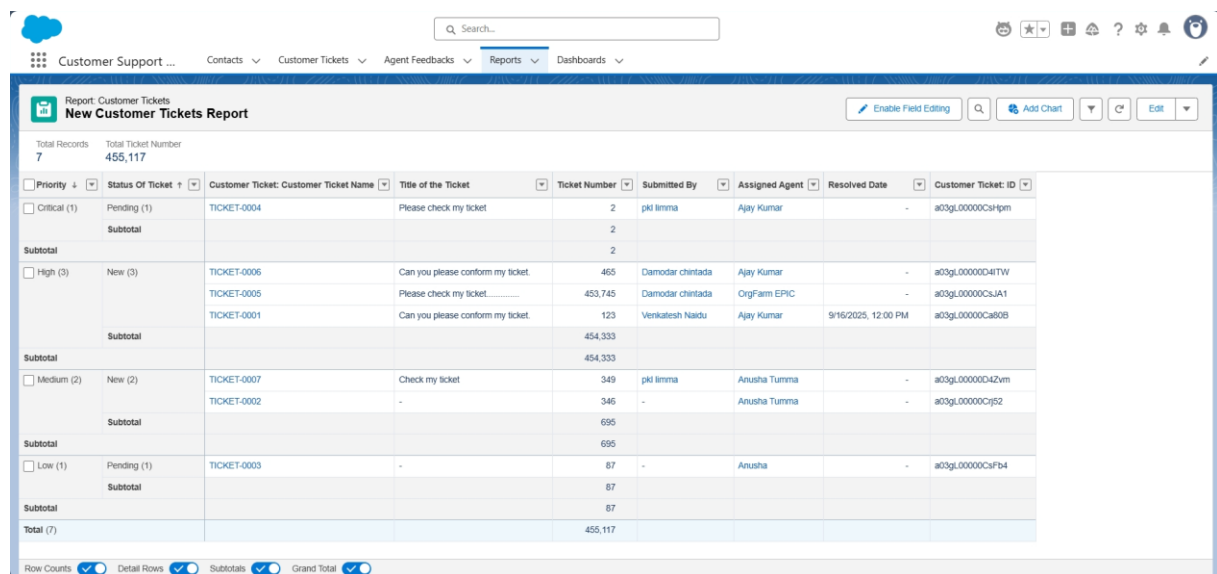# Customer Support Ticketing System

Phase 9: Reporting, Dashboards & Security Review

1. Reports

- Tracks ticket volume, SLA compliance, resolution time, and agent performance.
- Helps identify bottlenecks and recurring issues.
- Supports data-driven decision-making for support operations.

2. Dashboards

- **Purpose:** Visual representation of reports for easy analysis. Dashboards provide visual insights into sales, inventory, and orders.
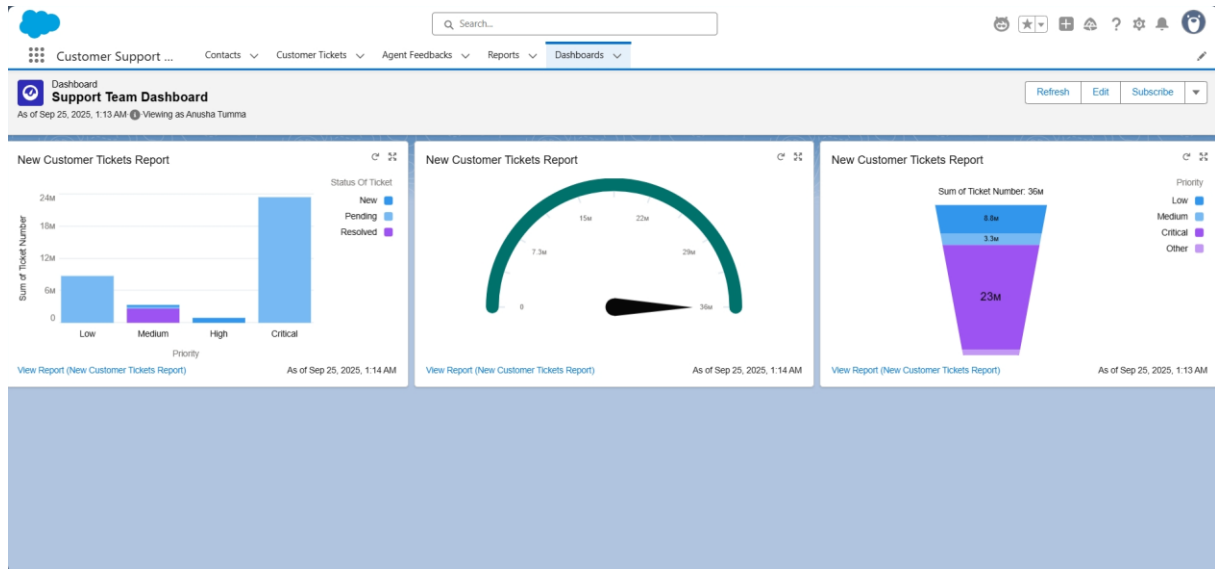- **Project notes:**
  - **Components:**
    - Top Performers chart.
    - Monthly Trends chart.

Dashboard Benefits:

- Visualizes key store performance metrics briefly.

- Helps identify trends and stock issues quickly.

- Supports faster decision-making.

3. Security Review:

- Ensures only authorized users can view/update sensitive tickets.
- Protects customer data (compliance with TCS policies and regulations).
- Prevents data leaks, accidental edits, or unauthorized access.