Customer Support Ticket Analysis

Summary Report on Common Issues
& Recommendations

# Dataset Overview

- Total Tickets Analyzed: 732

Key Fields:
- Ticket Subject
- Ticket Description
- Ticket Type
- Ticket Priority
- Ticket Channel
- First Response Time
- Time to Resolution
- Customer Satisfaction Rating

Frequently Reported Issues

1. Login / Access Issues – 158
2. Payment / Billing Errors – 134
3. Product Not Delivered – 101
4. Account Deactivation – 89
5. Technical Glitches – 75
6. Refund / Return Requests – 67
7. Warranty / Repair – 56
8. Poor Product Quality – 52

Top Reported Issues (Frequency)

Most Frequent Customer Support Issues
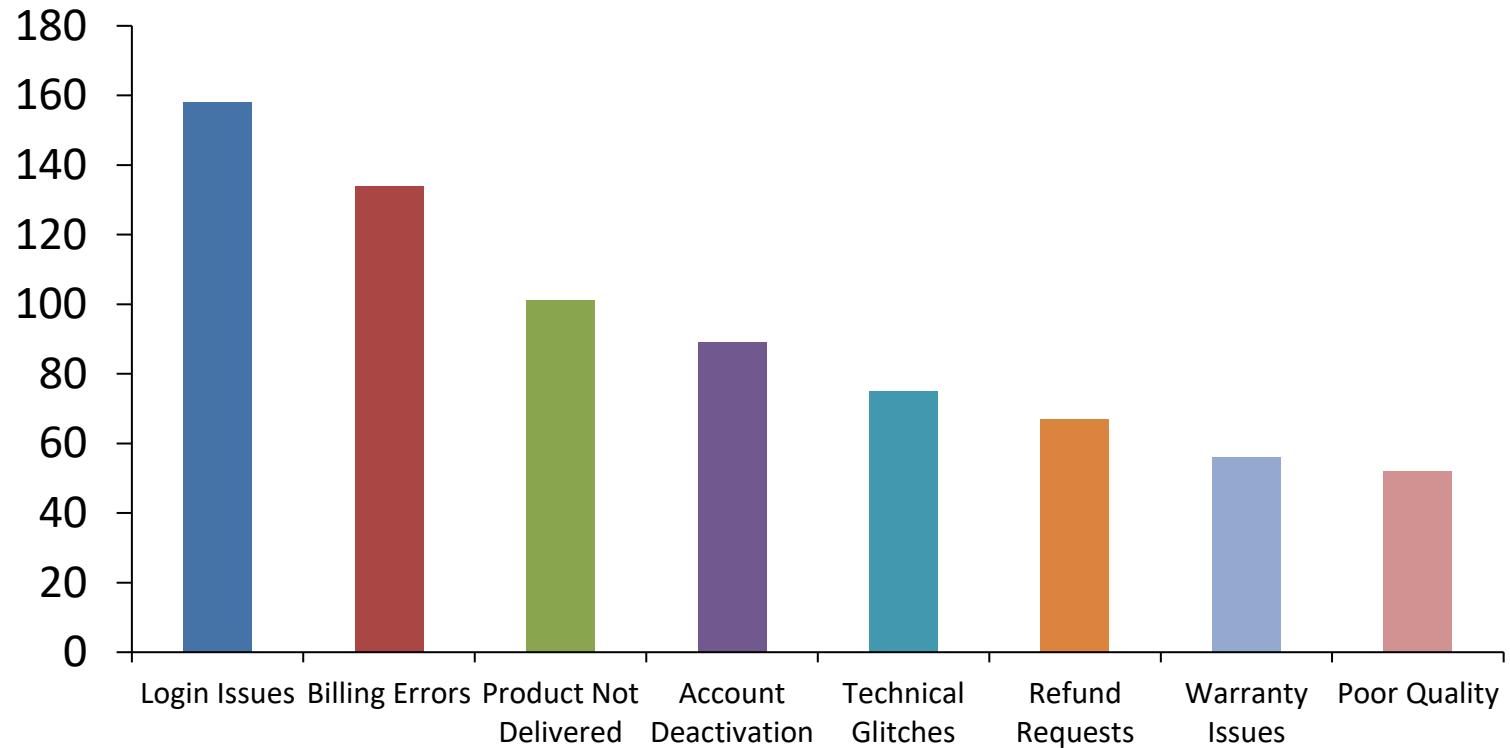
Response & Resolution Metrics

- Average First Response Time: 5.2 hours
- Average Time to Resolution: 26.7 hours
- Average Customer Satisfaction Rating: 3.6 / 5

Process Improvement Recommendations

- 1. Automate ticket triage using NLP
- 2. Implement self-service knowledge base
- 3. Enforce SLA monitoring by priority
- 4. Optimize support by channel (e.g., social)
- 5. Conduct weekly review of ticket categories