Customer Support Subscription and Feedback Analytics Dataset

→

Total Ticket Support

126.64K

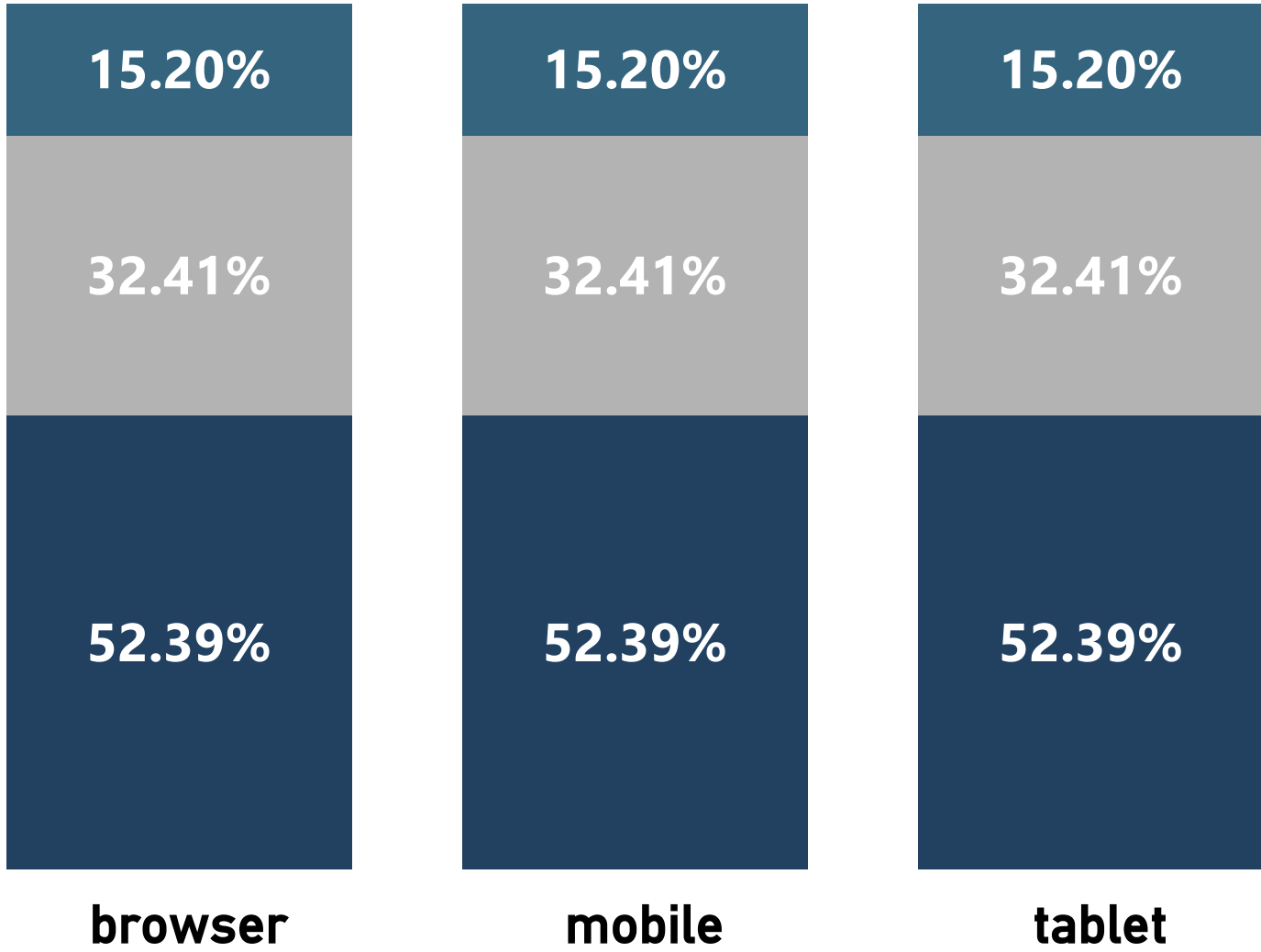**Total Durations**
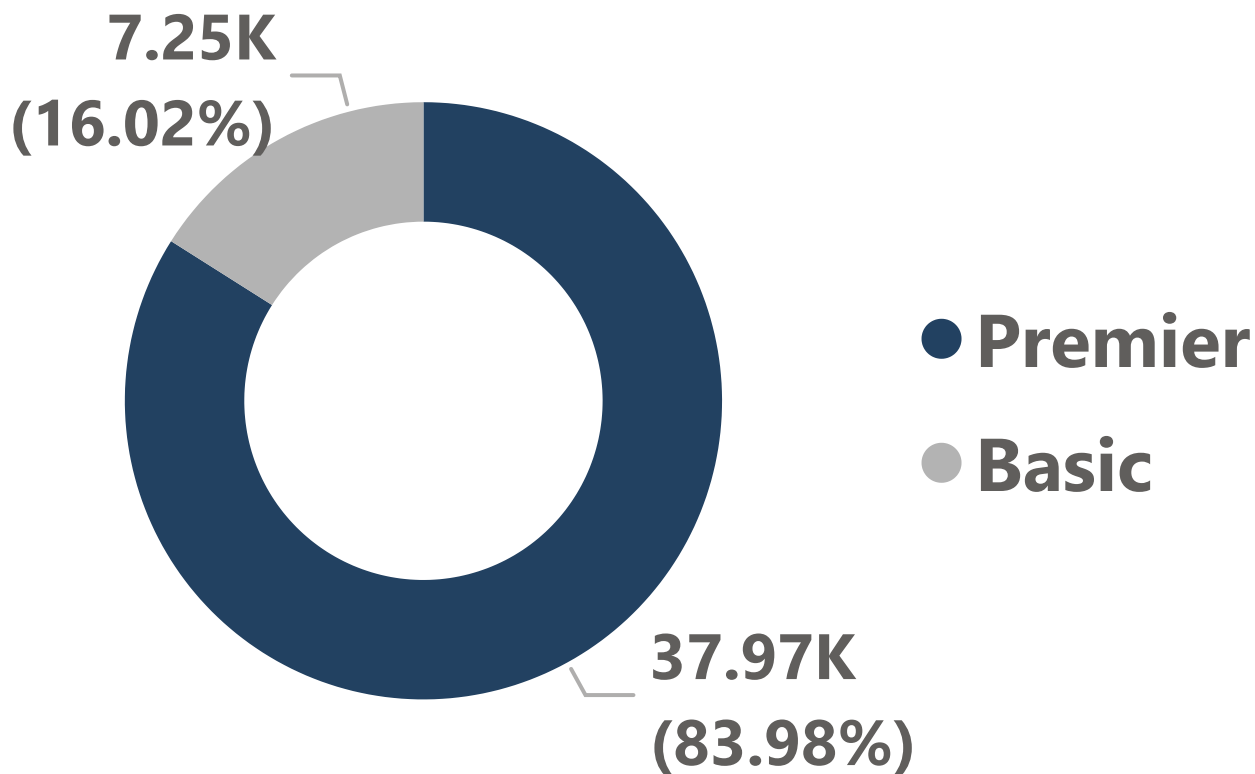
464K

Total Country

10

Total Escalated

15K

Country
- [ ] Canada
- [ ] China
- [ ] France
- [ ] Germany
- [ ] India
- [ ] Mexico
- [ ] Portugal
- [ ] Spain
- [ ] UK
- [ ] USA

Support Ticket ID by device and Geography ID

	browser	mobile	tablet
	15.20%	15.20%	15.20%
	32.41%	32.41%	32.41%
	52.39%	52.39%	52.39%

Customer ID by Subscription Type

- 7.25K (16.02%)
- 37.97K (83.98%)
- ● Premier
- ● Basic

Original Score by Rating

UK	23.21K
France	13.30K
Germany	6.85K
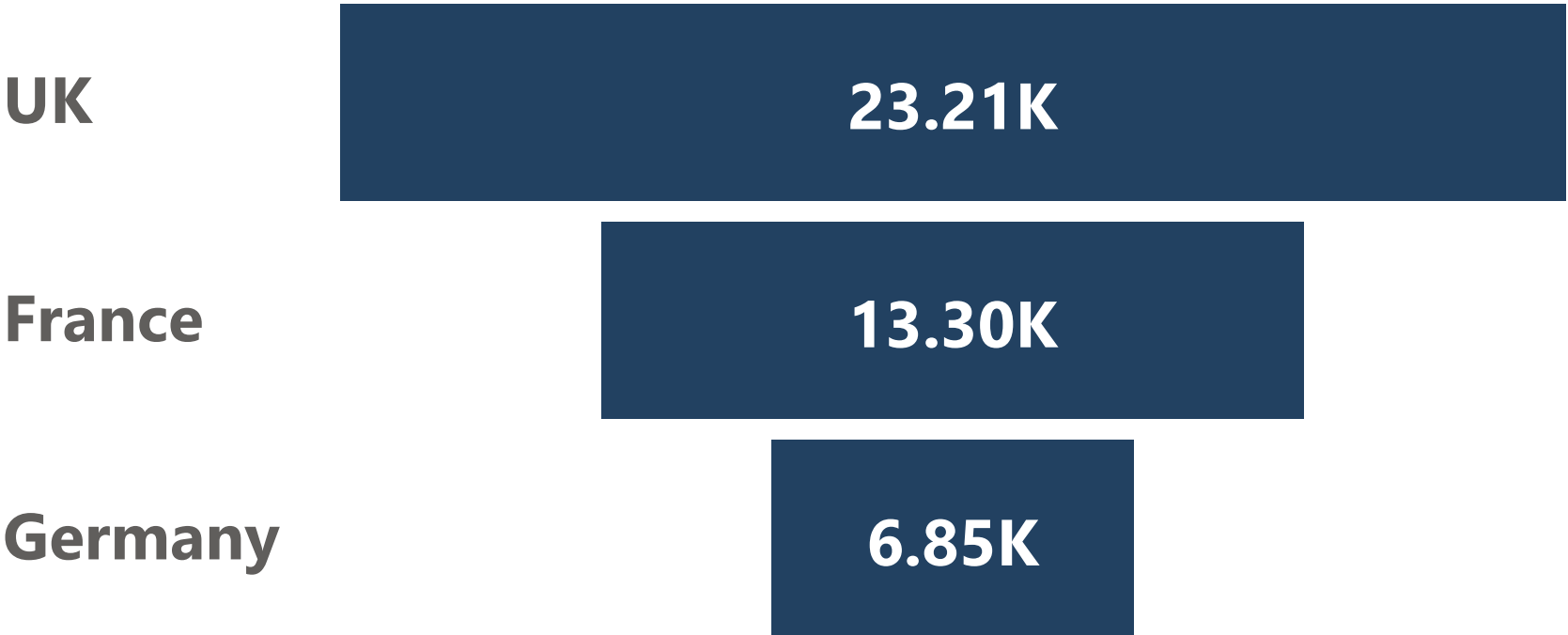
Duration by Company Size

Company Size	Duration
5,000 - 50,000	266K
< 5,000	145K
> 50,000	53K

Axis: 0K 50K 100K 150K 200K 250K
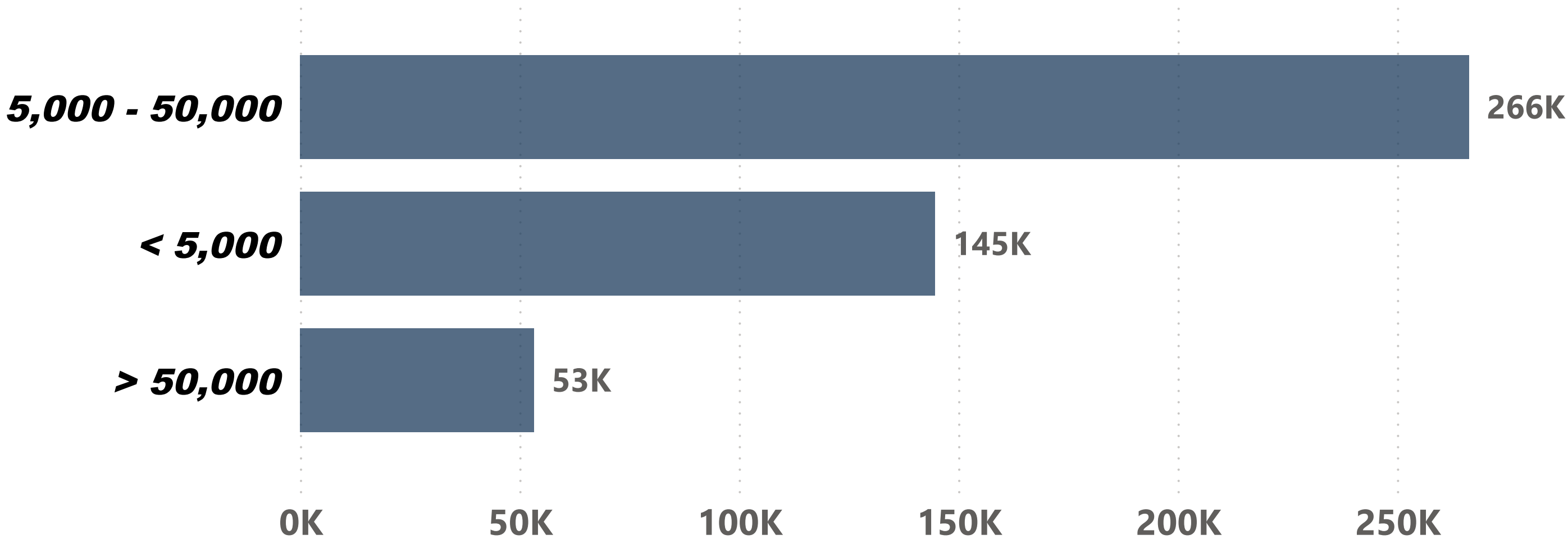
Rating by device and Company Size

Device		
browser	12.79K	5.21K	27.22K
mobile	12.79K	5.21K	27.22K
tablet	12.79K	5.21K	27.22K

● < 5,000   ● > 50,000   ● 5,000 - 50,000
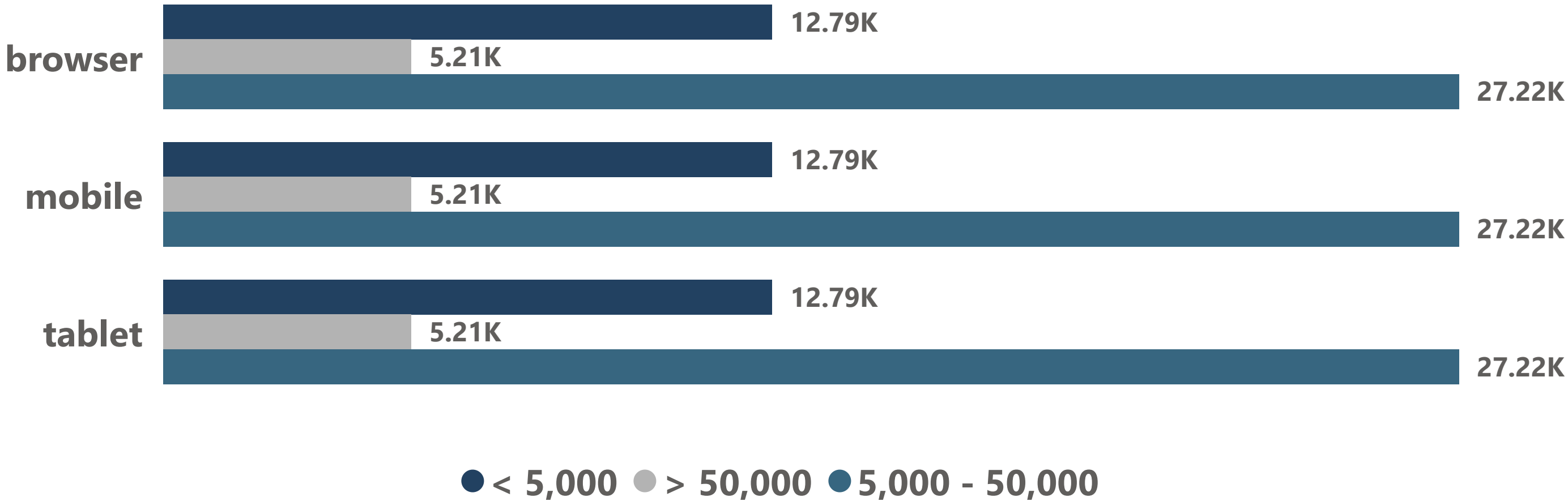
7.31
Average Original Score

76.08K
Average of Support Ticket ID

High
First Rating

10.03M
Average Customer

Average of Duration
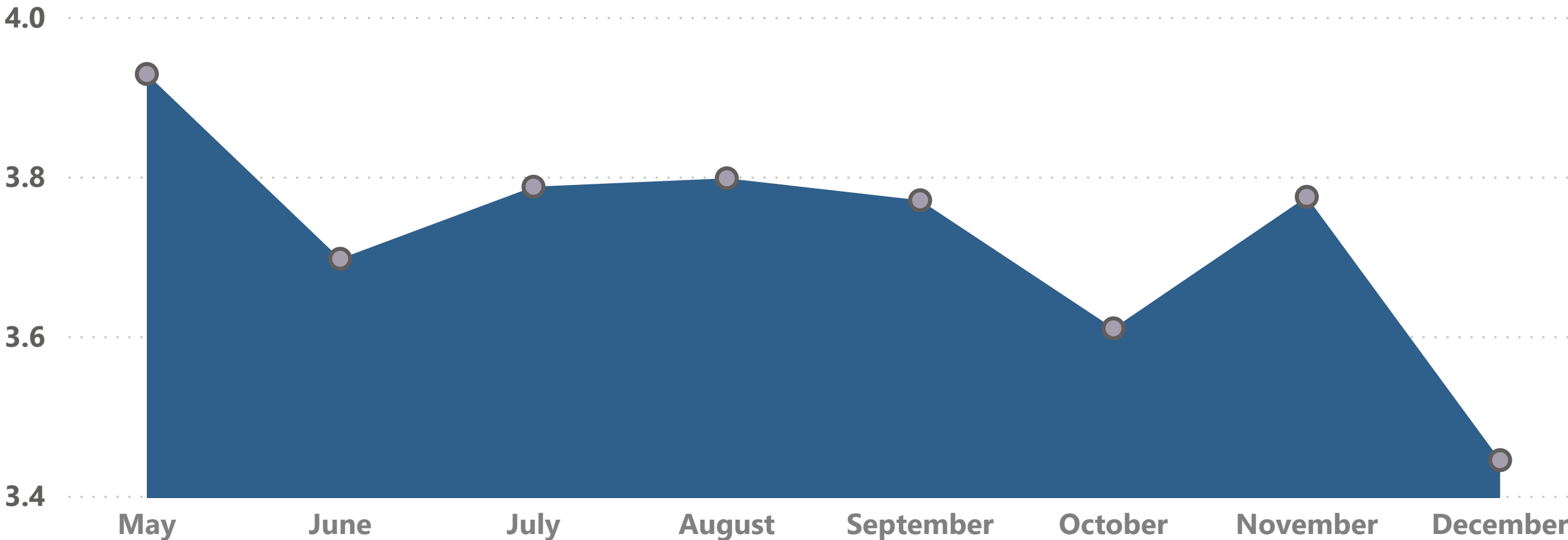
Average Tenure of Device

20.41 (33.33%) 20.41 (33.33%)

20.41 (33.33%)

device
- browser
- mobile
- tablet
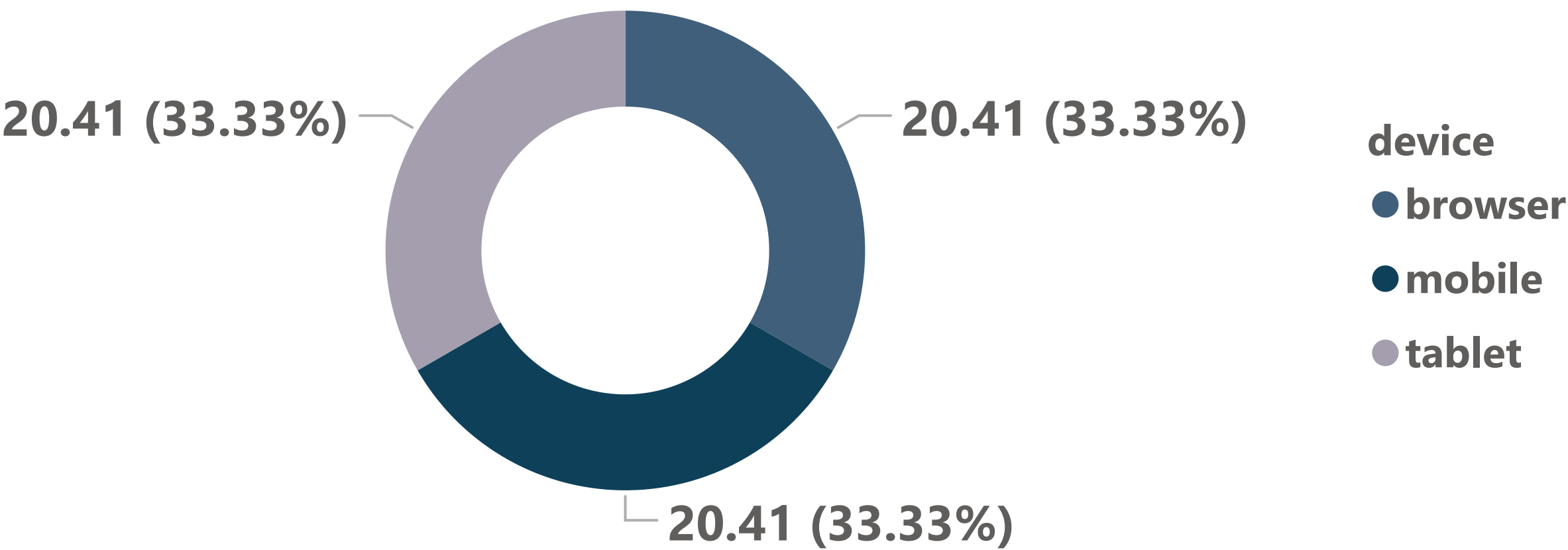
Average of Duration Date Completed by Month

● Average of Duration ● Count of Date Completed

1173   1128   1212   1201   1205   1204   1126   36
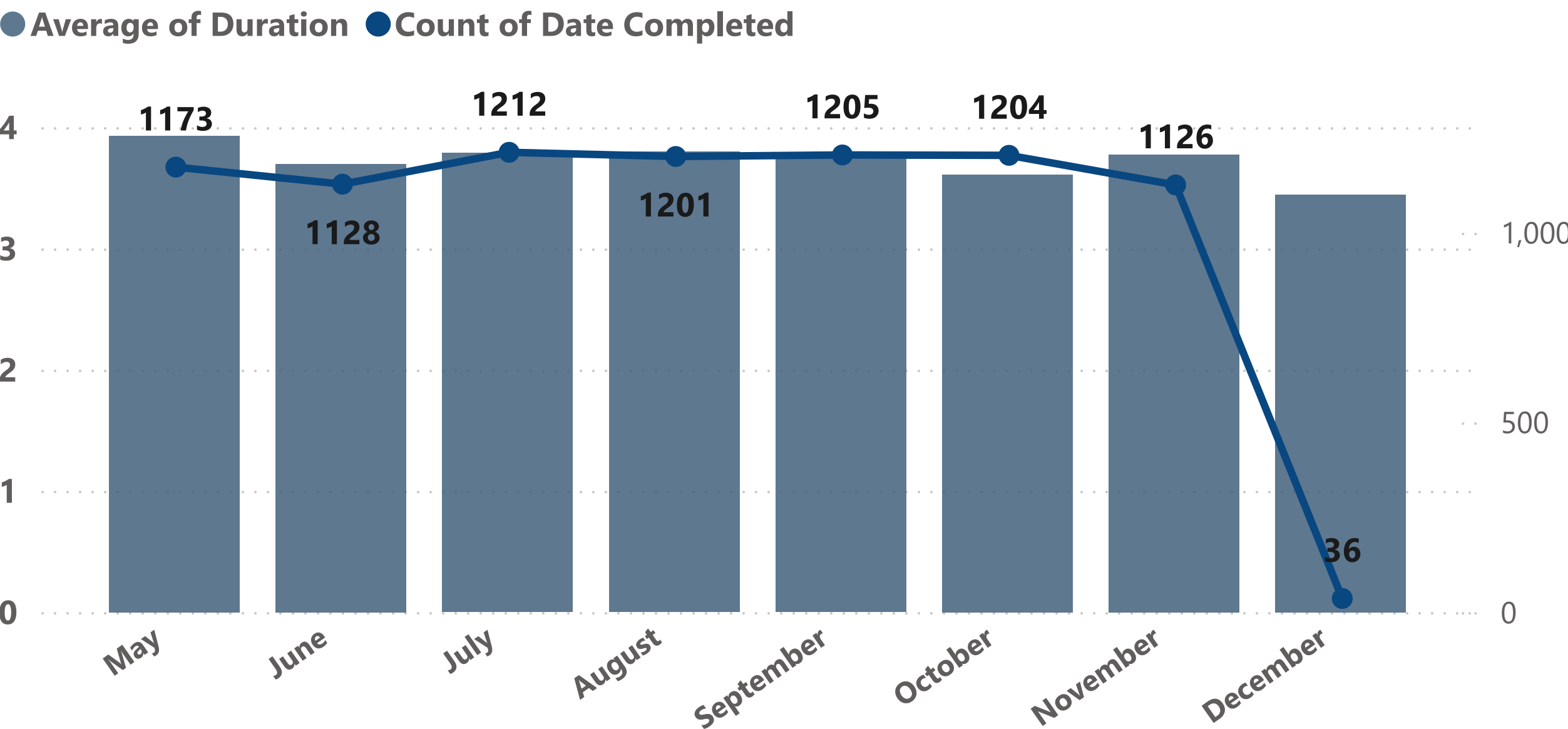
Average Escalated by Month

0.13   0.13   0.11   0.10   0.12   0.12   0.13   0.11