

# Customer Support Complains Report

COMPANY

**200**

Total Complaints

**7**

Open Complaints

**25**

Closed Complaints

**115**

Resolved Complaints

**5**

Escalated Complaints

**48**

In Progress Complaints

**24.98**

Average Resolution Time

**37%**

SLA Compliance %

Month

All

Region

All

Priority

All

PlanType

All

DeviceType

All

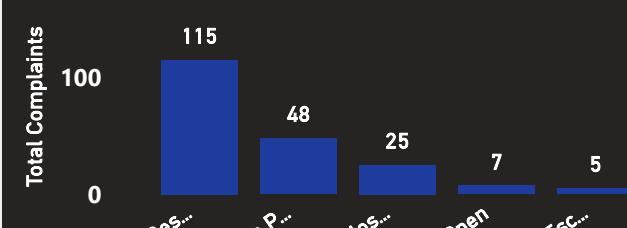
IssueType

All

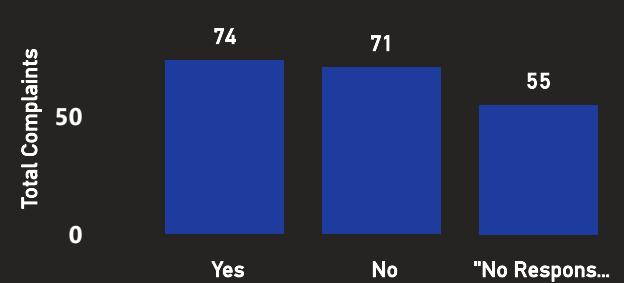
Total Complaints by Region



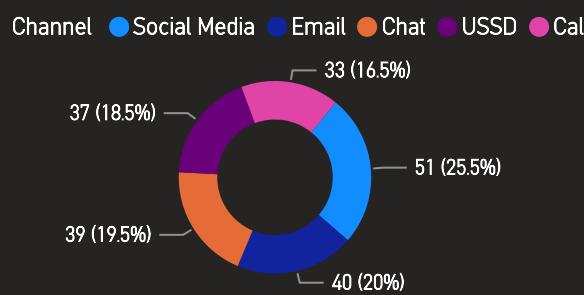
Total Complaints by Status



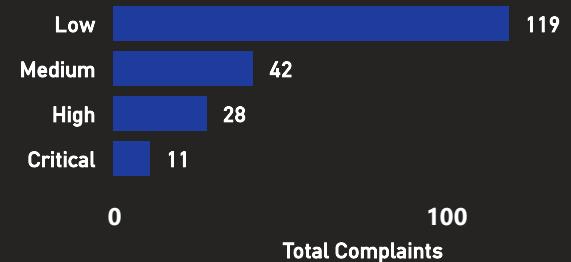
Total Complaints by SLA\_Compliance



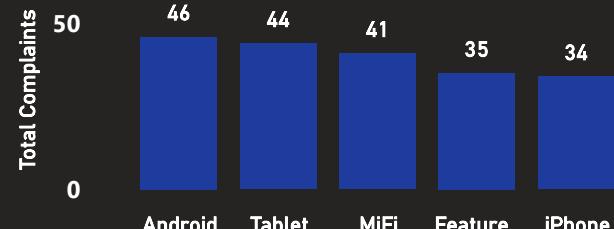
Total Complaints by Channel



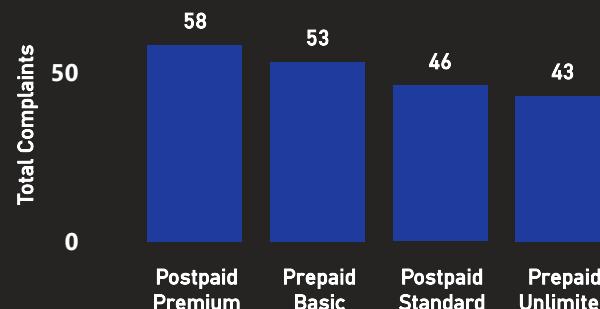
Total Complaints by Priority



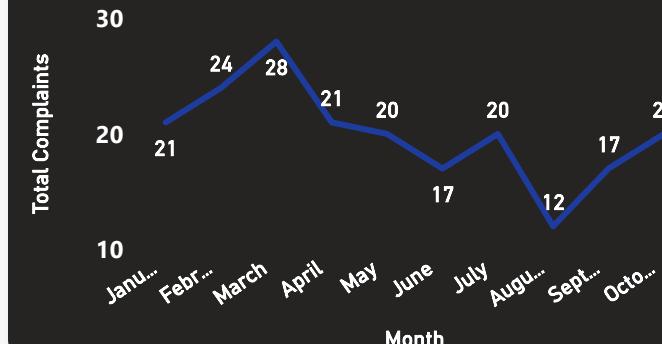
Total Complaints by DeviceType



Total Complaints by PlanType



Total Complaints and MOM ticket growth by Month



Total Complaints and Region resolved by Month

