

200

Total Complaints

7

Open Complaints

25

Closed Complaints

115

Resolved Complaints

5

Escalated Complaints

48

In Progress Complaints

24.98

Average ResolutionTime...

37%

SLA Compliance %

Month

All

Region

All

Priority

All

PlanType

All

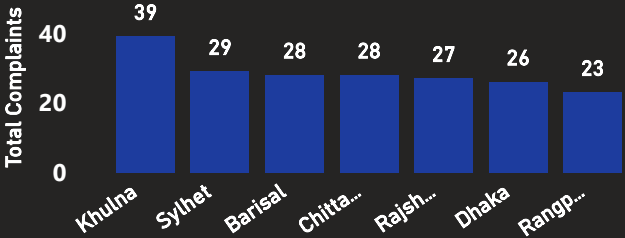
DeviceType

All

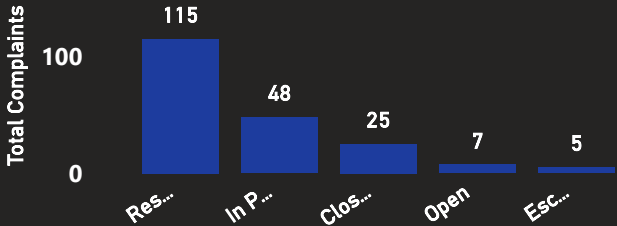
IssueType

All

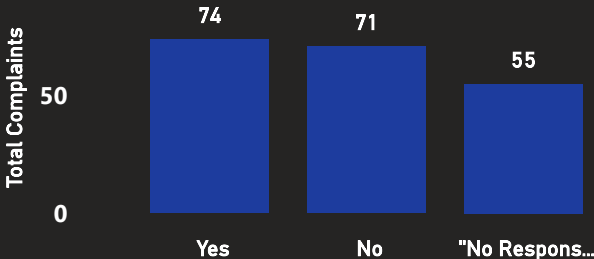
Total Complaints by Region



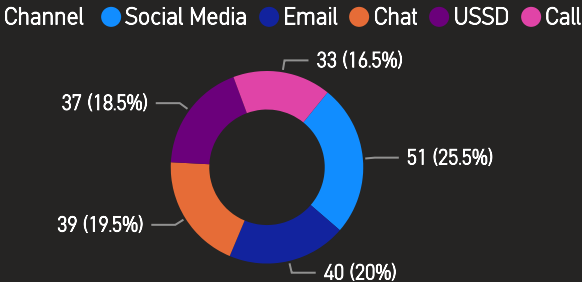
Total Complaints by Status



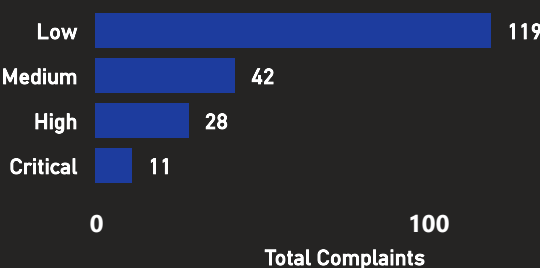
Total Complaints by SLA\_Compliance



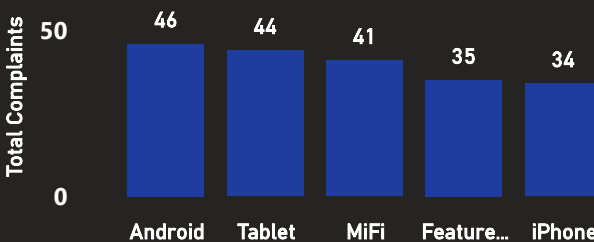
Total Complaints by Channel



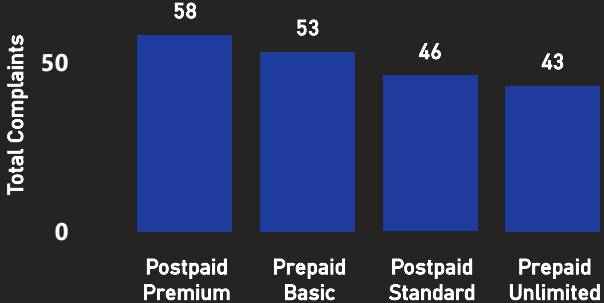
Total Complaints by Priority



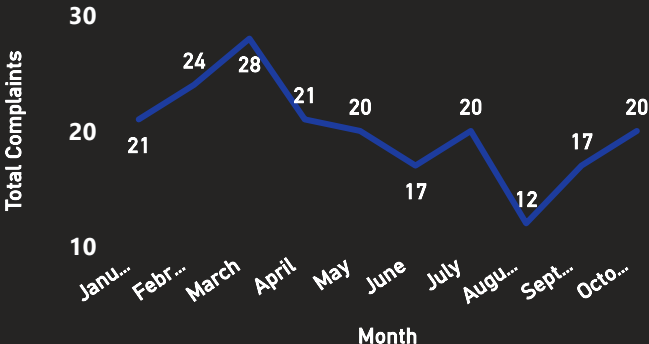
Total Complaints by DeviceType



Total Complaints by PlanType



Total Complaints and MOM ticket growth by Month



Total Complainns and Region resolved by Month

