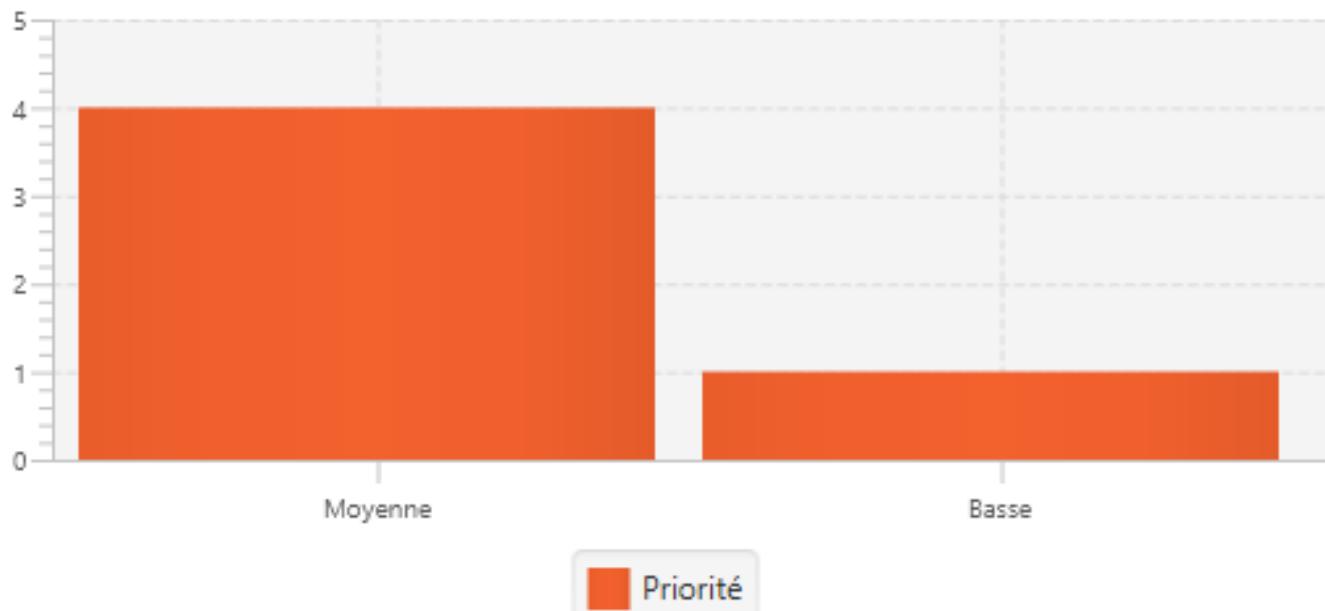


# Statistics Report

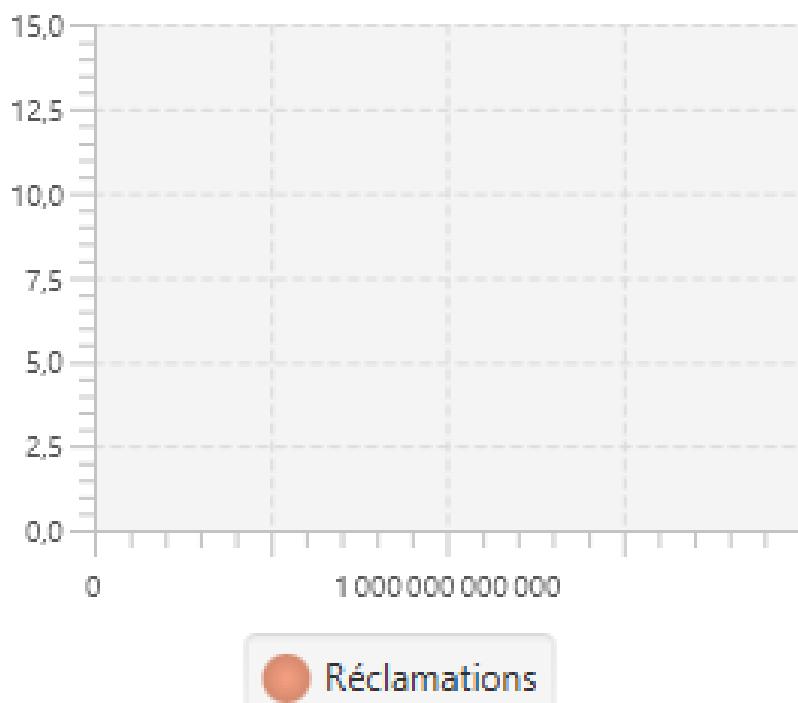
## Bar Chart:



## Recommendations:

- \* Prioritize improving customer service response quality to minimize "Basse" feedback and elevate overall average.
- \* Implement proactive follow-up and satisfaction surveys post-reclamation resolution to drive positive feedback and prevent future issues.
- 

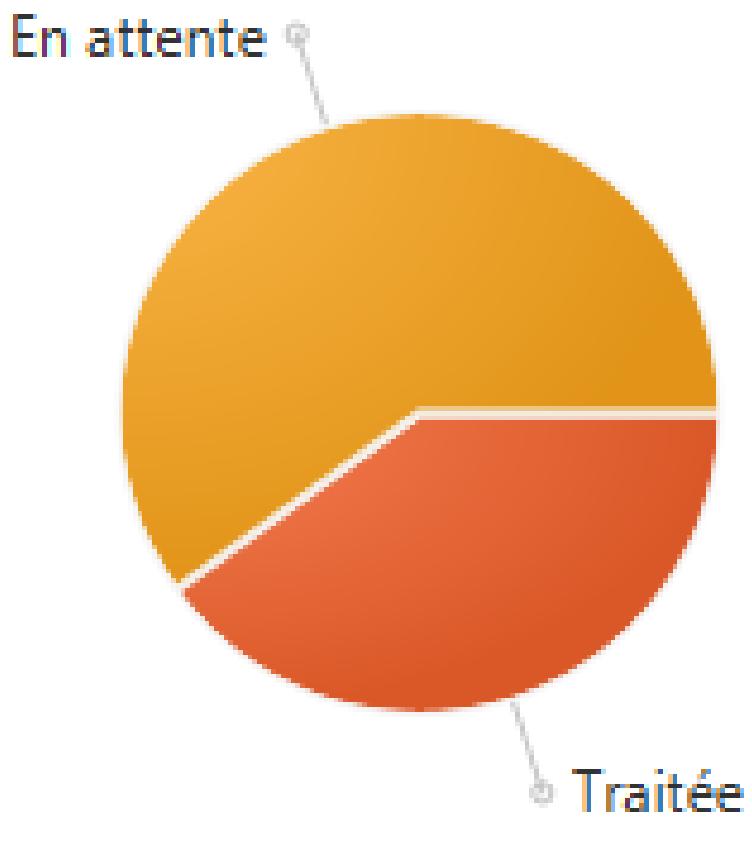
## Bubble Chart:



## Recommendations:

- \* \*\*Proactive Engagement & Personalized Support:\*\*
- \* \*\*Loyalty Program & Feedback Incentives:\*\*
- 

## Pie Chart:



## Recommendations:

- \* Visually highlight the percentage of "Resolved Reclamations with Positive Feedback" to showcase successful customer service and build trust.
- \* Segment "Unresolved Reclamations" by reason (e.g., product defect, shipping issue, communication problem) to identify key areas for operational improvement.
- 

## Stacked Bar Chart:

## **Recommendations:**

- \* \*\*Prioritize proactive communication and personalized support for "En attente" reclamations, segmented by severity (Moyenne/Basse), to improve resolution times and boost user satisfaction.\*\*
- \* \*\*Implement a post-resolution feedback loop, directly linked to the reclamation status ("Traitée"), to measure satisfaction, identify areas for improvement, and drive positive reviews/testimonials.\*\*
-