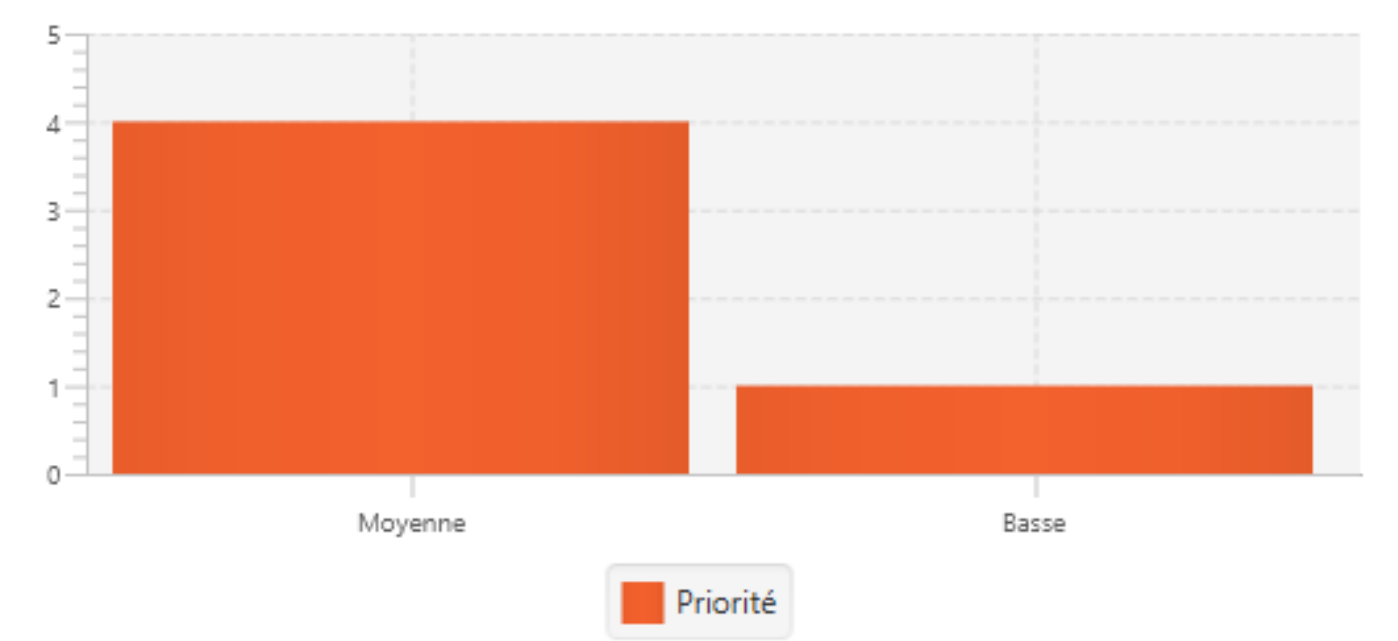


Statistics Report

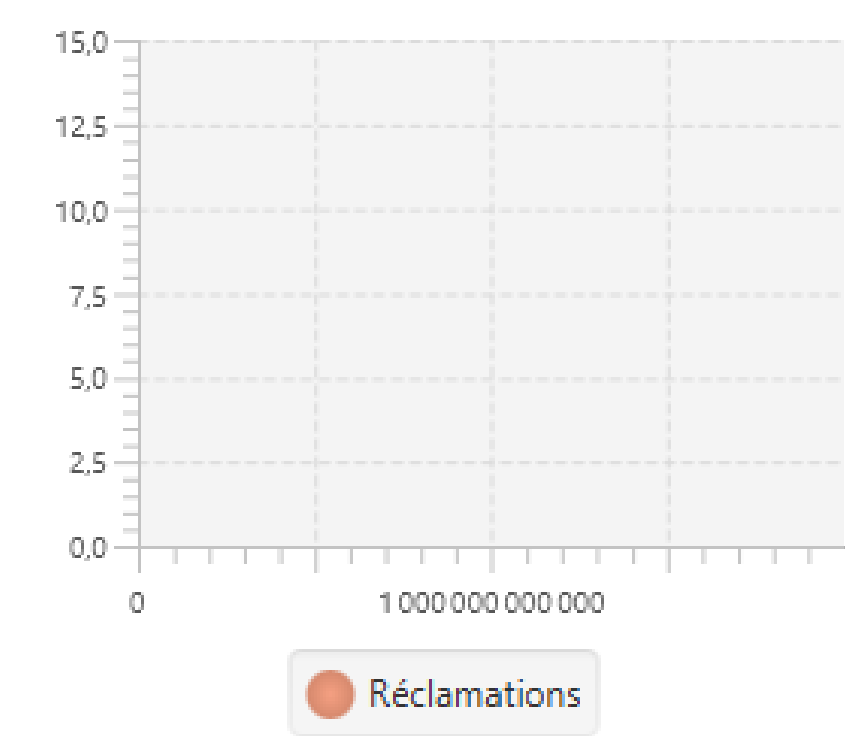
Bar Chart:



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.
-

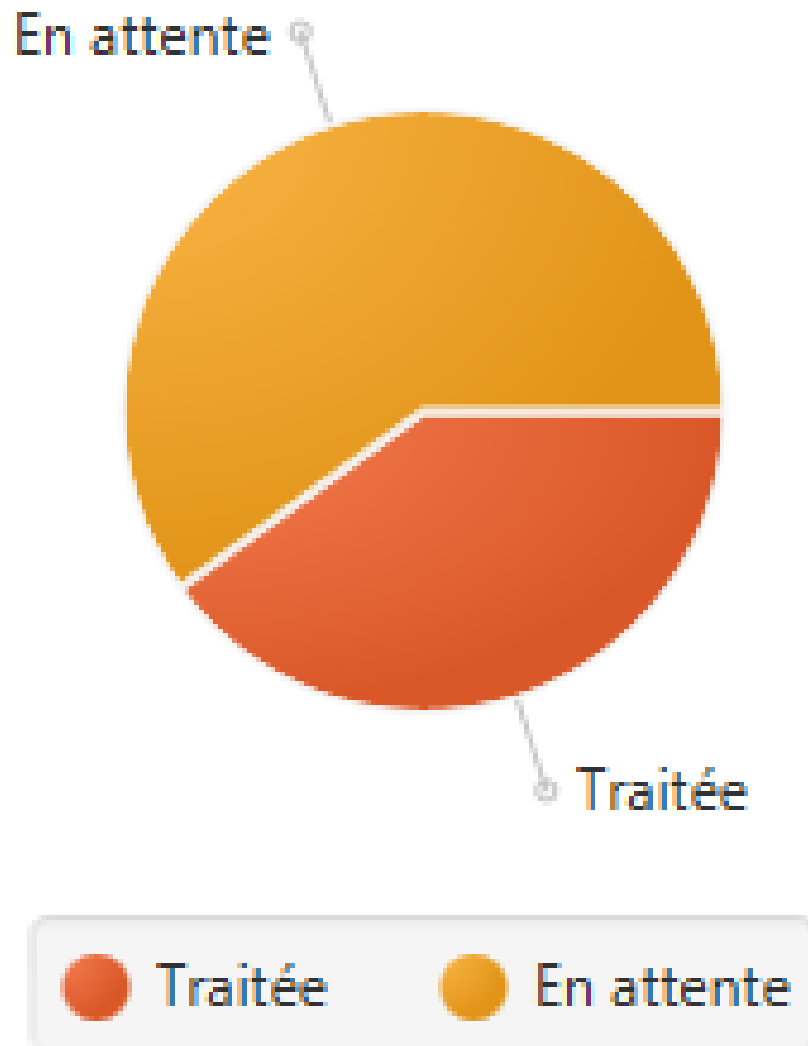
Bubble Chart:



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.**
-