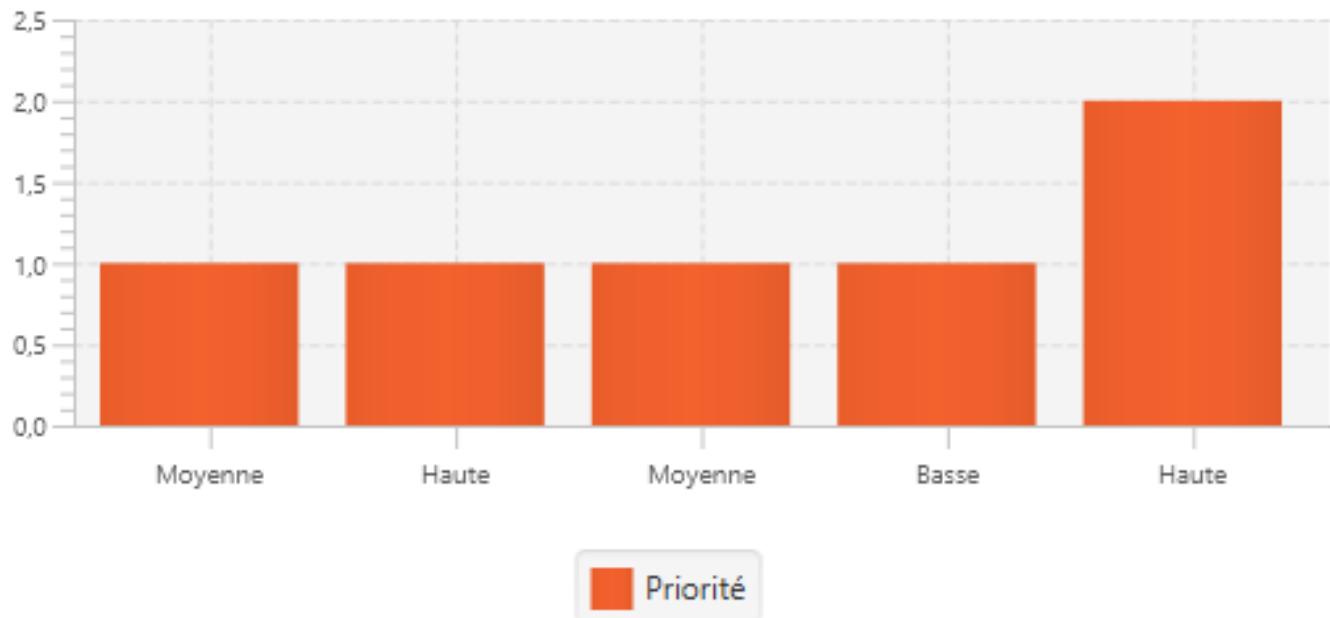


Statistics Report

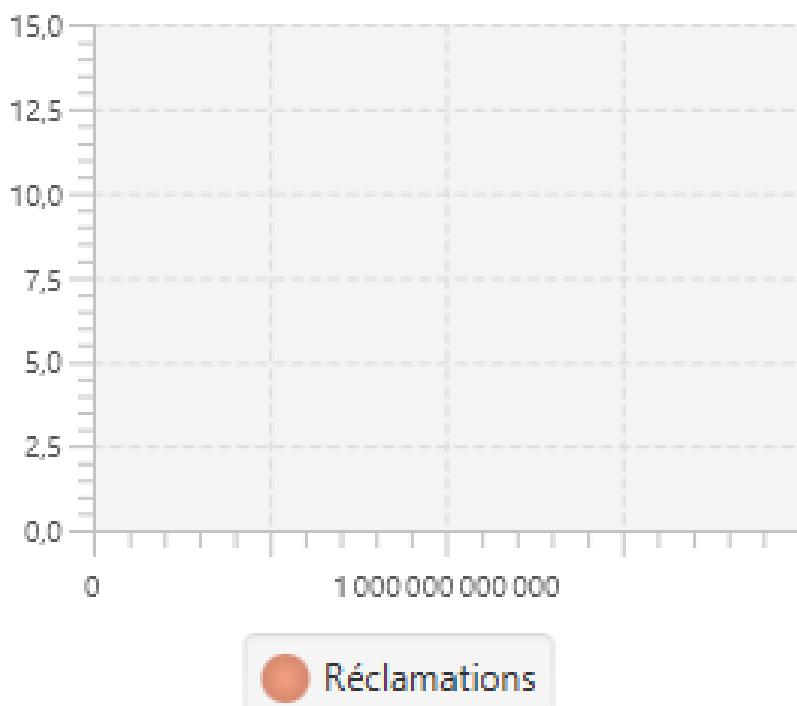
Bar Chart:



Recommendations:

- * **Prioritize high reclamation feedback analysis to identify key pain points and improve product/service quality proactively.**
- * **Implement a post-resolution communication strategy to encourage positive reviews/ratings and build brand loyalty.**
-

Bubble Chart:



Recommendations:

- * **Proactive Engagement & Personalized Support:** Implement a system that triggers automated, personalized support outreach after a reclamation response, gauging user satisfaction and proactively addressing potential issues.
-
- * **Analyze Sentiment & Tailor Messaging:** Integrate sentiment analysis on feedback data to categorize user sentiment (positive, negative, neutral) and tailor marketing messages to specific user segments to improve engagement and conversion rates.
-

Pie Chart:



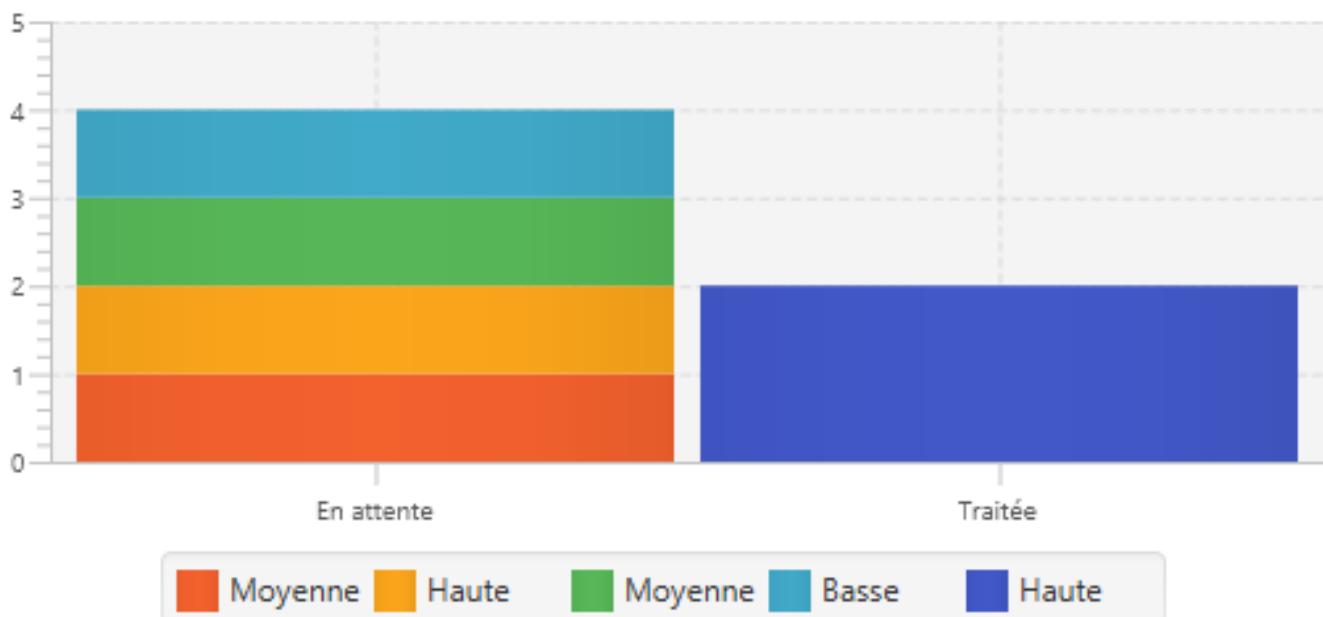
Recommendations:

- * Highlight the percentage of users who submit feedback after a reclamation is resolved to demonstrate commitment to customer satisfaction and identify areas for improvement.
- * Segment the pie chart representing reclamation resolutions by resolution type (e.g., refund,

replacement, credit) to identify the most common resolutions and optimize resource allocation.

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Stacked Bar Chart:



Recommendations:

- * **Prioritize high-value ("Haute") cases for proactive resolution and personalized follow-up to enhance customer satisfaction and encourage positive feedback, driving referrals and repeat purchases.**
- * **Implement a feedback loop system immediately after "Traitée" status for "Haute" cases to actively gather insights, address remaining concerns, and demonstrate commitment to exceptional customer service.**
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