

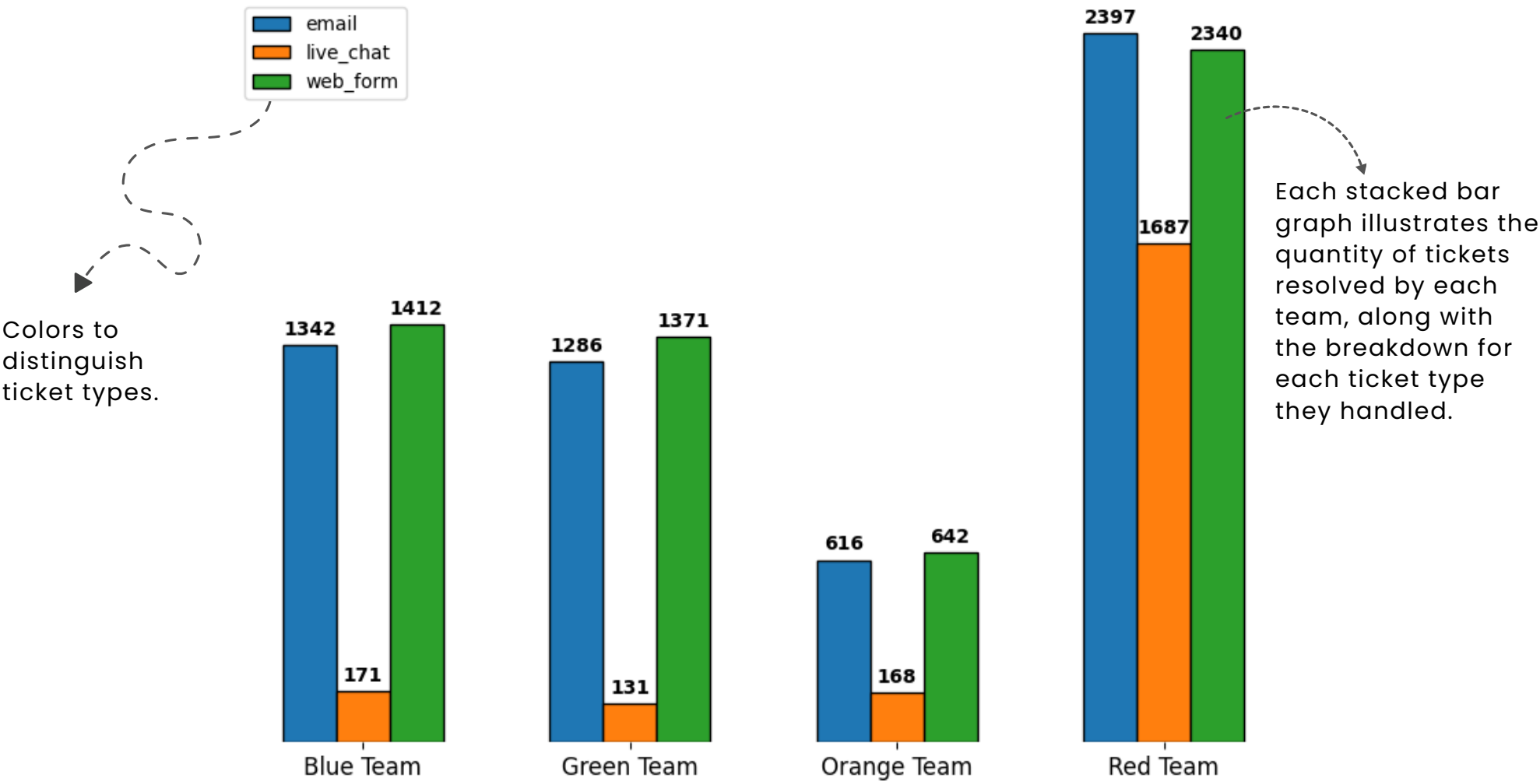
Navigating Customer Care Performance Metrics

A visual journey of the Customer Support teams and its members. Exploring how quickly CS responds and teams work together, along with how happy the customers are.



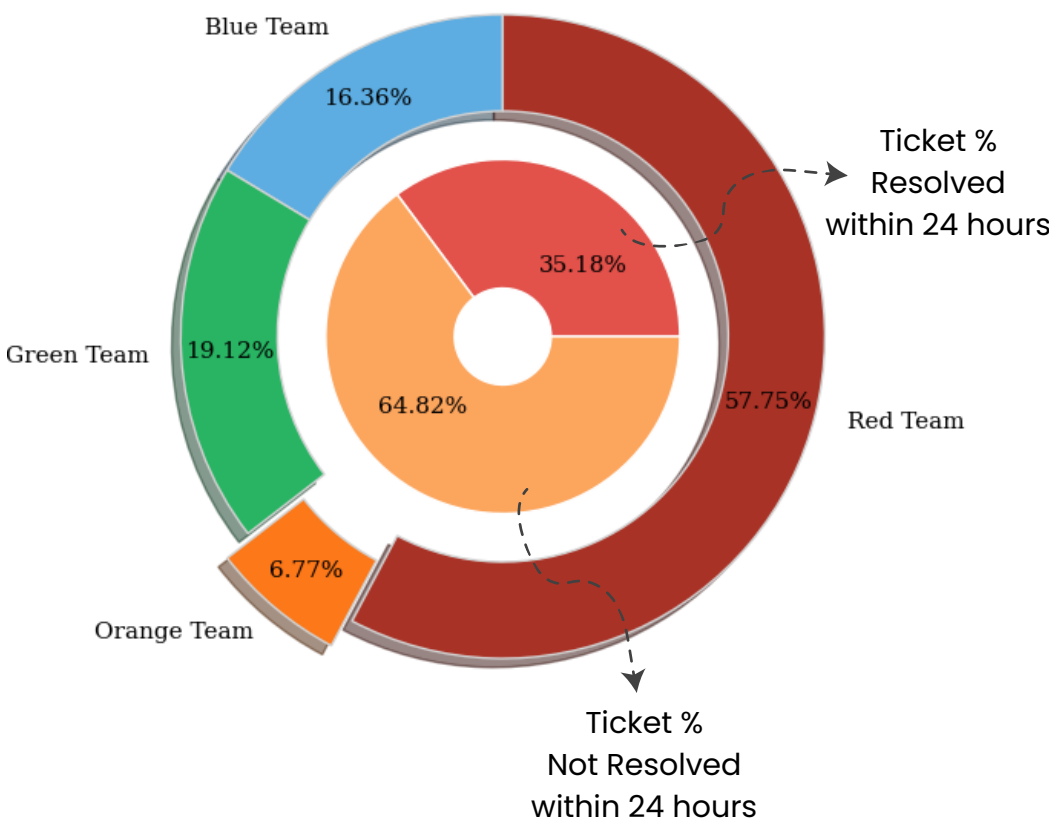
20	4	25562	13563	11999
Total Employees	Number of Teams	Number of Tickets	Resolved Tickets	Unresolved Tickets

Tickets Resolved by Team and Ticket Type

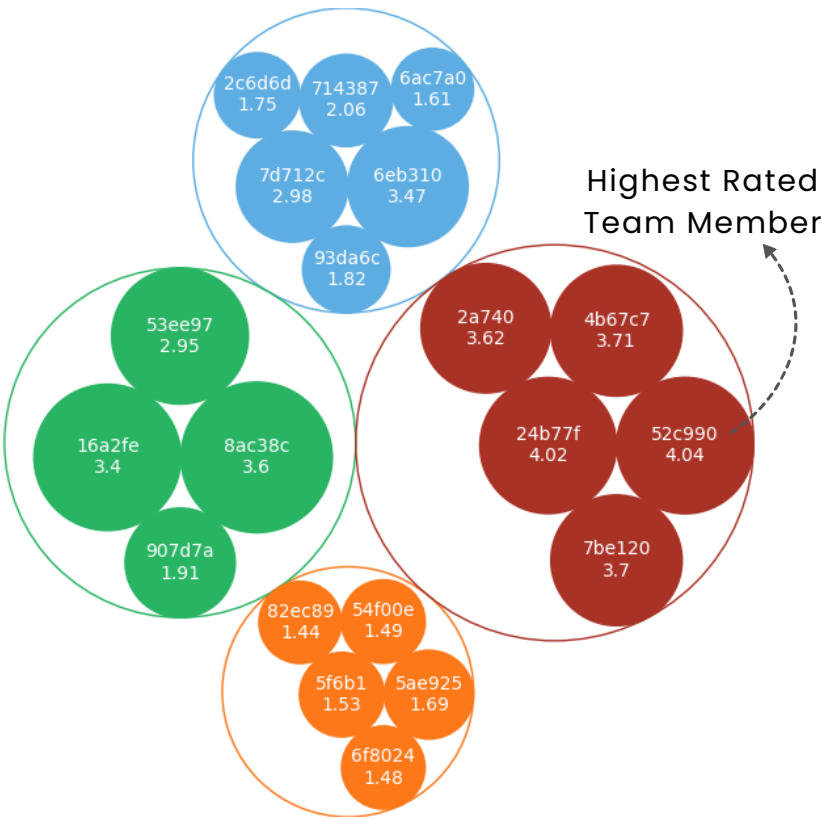


Performance by Team and Members

Performance of Each Team in Solving Customer Problems within 24 Hours



Performance of Team Members Based on Ratings



From the above charts presented, we can see that the **Red Team** demonstrates superior performance in resolving tickets within 24 hours and achieving high customer ratings. Additionally, they have addressed the highest volume of tickets across all three ticket formats.