

customer\_support\_tickets - Excel

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Product Purchased

Adobe Photoshop

Amazon Echo

Amazon Kindle

Apple AirPods

Asus ROG

Autodesk AutoCAD

Bose QuietComfort

Bose SoundLink Sp...

Ticket Channel

Chat

Email

Phone

Social media

Ticket Priority

Critical

High

Low

Medium

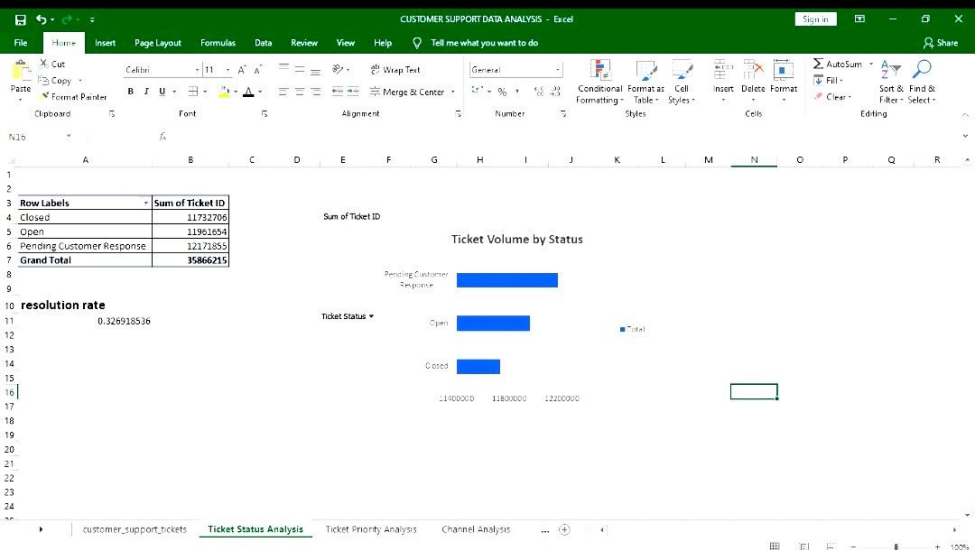
Ticket Status

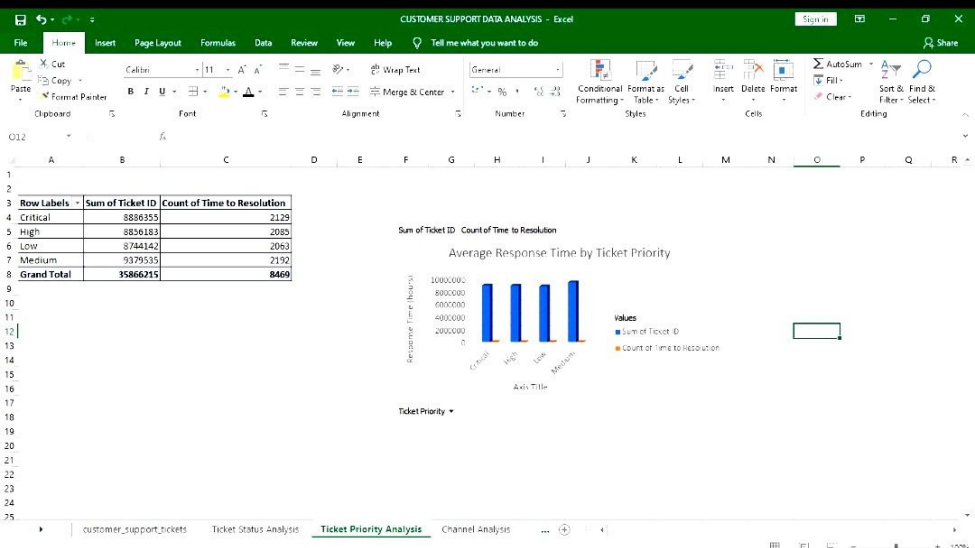
Closed

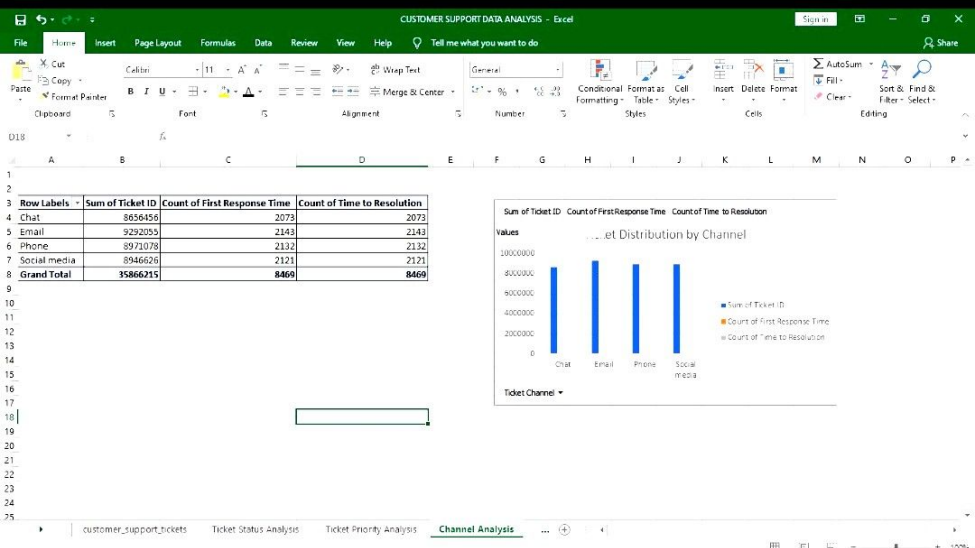
Open

Pending Customer Res...

Time-Based Analysis customer\_support\_tickets (2) DASHBOARD BASIC METRICS







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CUSTOMER SUPPORT DATA ANALYSIS - Excel

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|----|------------------|-----------------------------|------------------|-----------------------------|------------------|-----------------------------|------------------------|-----------------------------------|---|
| 2  |                  |                             |                  |                             |                  |                             |                        |                                   |   |
| 3  |                  |                             |                  |                             |                  |                             |                        |                                   |   |
| 4  | Product Inquiry  | Refund request              |                  |                             | Technical issue  |                             |                        |                                   |   |
| 5  | Sum of Ticket ID | Count of Time to Resolution | Sum of Ticket ID | Count of Time to Resolution | Sum of Ticket ID | Count of Time to Resolution | Total Sum of Ticket ID | Total Count of Time to Resolution |   |
| 6  | 127393           | 33                          | 176292           | 35                          | 153762           | 36                          | 780878                 | 181                               |   |
| 7  | 177703           | 39                          | 221798           | 51                          | 193016           | 48                          | 926907                 | 221                               |   |
| 8  | 131412           | 35                          | 194791           | 44                          | 181411           | 46                          | 781760                 | 198                               |   |
| 9  | 198184           | 40                          | 164371           | 33                          | 194530           | 46                          | 950358                 | 213                               |   |
| 10 | 132192           | 40                          | 147090           | 31                          | 168395           | 40                          | 771817                 | 187                               |   |
| 11 | 229578           | 46                          | 153123           | 39                          | 163213           | 39                          | 847173                 | 196                               |   |
| 12 | 174656           | 37                          | 163268           | 37                          | 185342           | 40                          | 842290                 | 190                               |   |
| 13 | 136190           | 34                          | 136503           | 42                          | 190498           | 39                          | 838505                 | 197                               |   |
| 14 | 158434           | 35                          | 208240           | 50                          | 135685           | 39                          | 820991                 | 206                               |   |
| 15 | 204651           | 52                          | 198455           | 50                          | 228395           | 48                          | 1014479                | 240                               |   |
| 16 | 122238           | 32                          | 188313           | 49                          | 139742           | 34                          | 740350                 | 185                               |   |
| 17 | 185254           | 47                          | 143295           | 33                          | 200973           | 44                          | 806683                 | 198                               |   |
| 18 | 183740           | 40                          | 219060           | 46                          | 179847           | 43                          | 865957                 | 202                               |   |
| 19 | 141035           | 37                          | 186052           | 42                          | 156589           | 39                          | 819217                 | 191                               |   |
| 20 | 158864           | 36                          | 184791           | 43                          | 195586           | 48                          | 864216                 | 208                               |   |
| 21 | 152793           | 33                          | 201602           | 43                          | 157120           | 35                          | 825469                 | 198                               |   |
| 22 | 193300           | 48                          | 141906           | 36                          | 146382           | 37                          | 817920                 | 203                               |   |
| 23 | 138152           | 33                          | 155880           | 39                          | 167232           | 41                          | 771095                 | 183                               |   |
| 24 | 171247           | 41                          | 214554           | 50                          | 268152           | 57                          | 998254                 | 228                               |   |
| 25 | 179056           | 36                          | 178293           | 42                          | 212649           | 43                          | 955012                 | 200                               |   |
| 26 | 118908           | 31                          | 166687           | 47                          | 178100           | 43                          | 844960                 | 212                               |   |

Ticket Status Analysis

Ticket Priority Analysis

Channel Analysis

Product Related Analysis

