

COMPLAINTS RESOLUTION DASHBOARD

Date
1/1/2022 5/30/2024

Department
All

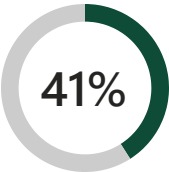
Responsible Party
All

Type of complaint
All

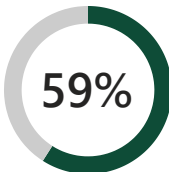
Type of customer
All

Total tickets
8.00K
MTD: **847** ▲1.19%

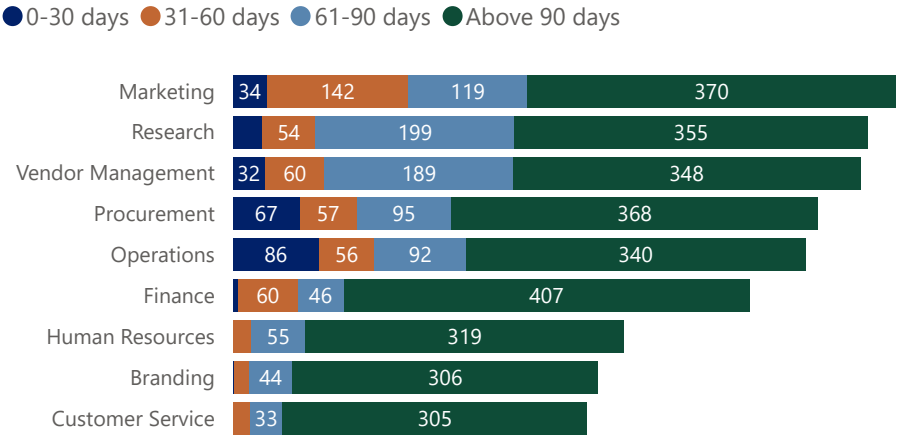
Closed
3.28K
MTD: **354** ▲6.31%



Open
4.72K
MTD: **493** ▼-2.18%



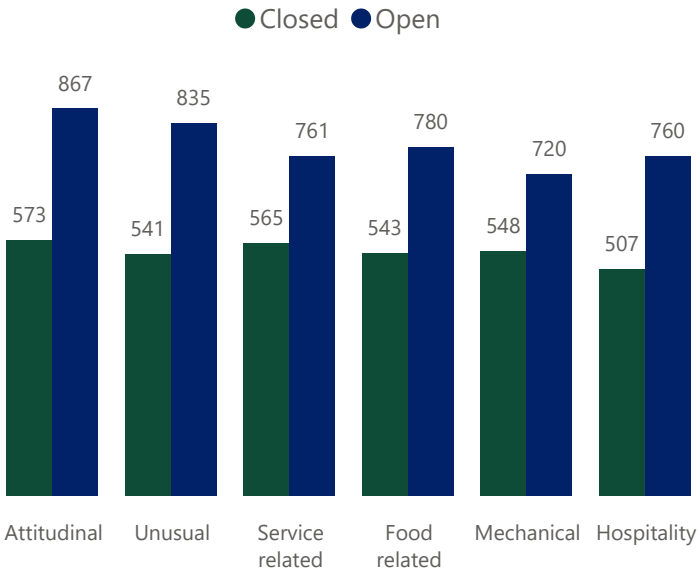
Ageing by Open Tickets



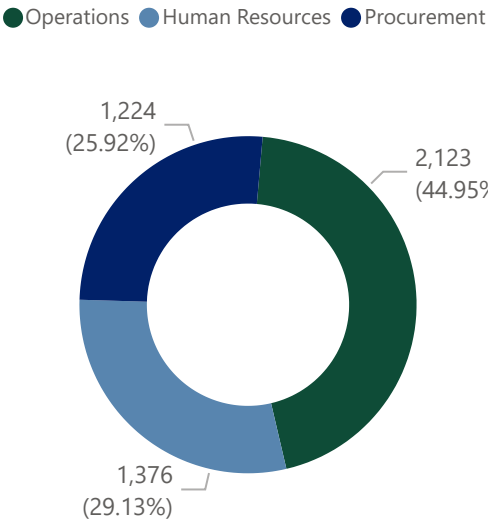
Analysis of Tickets by Requesting Departments

Department	Total Tickets Raised	Total Tickets Closed	Total Tickets Open
Branding	711	345	366
Customer Service	712	357	355
Finance	846	328	518
Human Resources	713	321	392
Marketing	1,036	371	665
Operations	946	372	574
Procurement	969	382	587
Research	1,065	428	637
Vendor Management	1,002	373	629
Total	8,000	3277	4,723

Type of Complaints



Open Tickets Pending



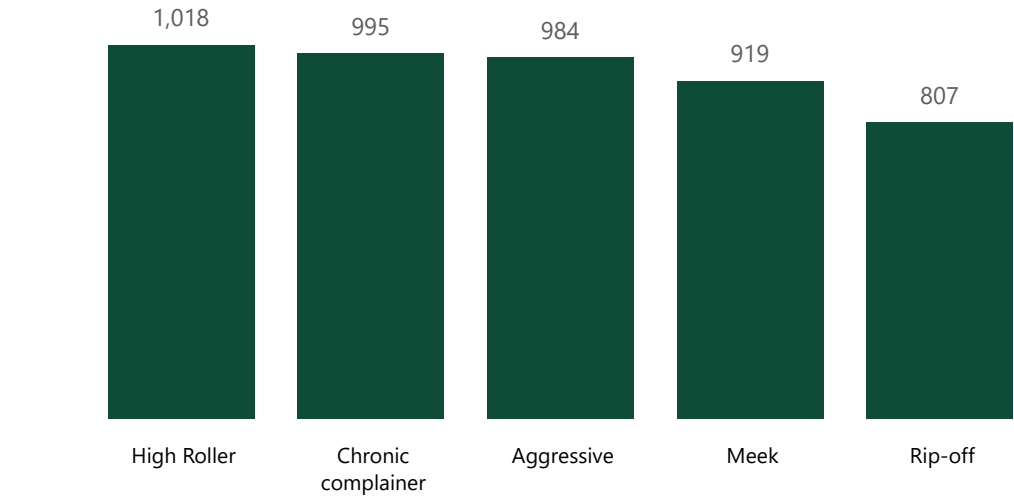


DRILLTHROUGH PAGE

Open Items by Complaint Type



Open Tickets by Customer Type



Date of Request	ID	Secondary	Department	Type of complaint	Status	Aging	Responsible Party	Type of customer	Closed At
Saturday, January 01, 2022	ND1154	70448	Branding	Hospitality	Closed		Not Open	High Roller	10/2/2024
Saturday, January 01, 2022	DB8850	83412	Marketing	Mechanical	Closed		Not Open	Rip-off	2/4/2024
Saturday, January 01, 2022	PV5461	20257	Marketing	Unusual	Closed		Not Open	Chronic complainer	12/2/2024
Saturday, January 01, 2022	TE4727	95428	Research	Food related	Closed		Not Open	Meek	
Saturday, January 01, 2022	WV9983	59268	Vendor Management	Mechanical	Closed		Not Open	Rip-off	
Saturday, January 01, 2022	CM1042	54696	Human Resources	Food related	Open	61-90 days	Human Resources	Meek	
Saturday, January 01, 2022	YJ3464	97254	Procurement	Mechanical	Open	61-90 days	Procurement	Rip-off	
Saturday, January 01, 2022	AM1680	97357	Vendor Management	Hospitality	Open	61-90 days	Human Resources	Meek	
Saturday, January 01, 2022	LF7847	69938	Customer Service	Service related	Open	Above 90 days	Human Resources	Chronic complainer	
Saturday, January 01, 2022	DS2633	84154	Finance	Food related	Open	Above 90 days	Operations	Aggressive	
Saturday, January 01, 2022	IG3285	83531	Human Resources	Food related	Open	Above 90 days	Human Resources	Meek	
Saturday, January 01, 2022	BQ6557	52194	Marketing	Mechanical	Open	Above 90 days	Operations	High Roller	
Sunday, January 02, 2022	OZ3306	48418	Customer Service	Food related	Closed		Not Open	Rip-off	
Sunday, January 02, 2022	VM5174	72894	Human Resources	Unusual	Closed		Not Open	Meek	2/27/2024
Sunday, January 02, 2022	EA8601	78595	Research	Service related	Closed		Not Open	Aggressive	5/20/2024